

ANNEX A  
ANNEXE A

MAINTENANCE SERVICE CONTRACT SPECIFICATION  
FOR  
ROYAL CANADIAN MOUNTED POLICE  
NEW BRUNSWICK

**Description:** Maintenance Services

**Location:** 37 RCMP facilities throughout New Brunswick

### INDEX

<b>SECTION</b>		<b>Page No.</b>
Definitions		1-2
1	General Requirements	3-9
2	Safety Requirements	10-15
3	Environmental Protection	16-17
Schedule B1	Snow removal and Ice control, Landscaping and Grounds Maintenance, and Waste Removal.	18-22
Annex A	Snow Removal and Ice Control	23-29
Annex B	Landscaping and Grounds Maintenance	30-36
Annex C	Waste Removal	37-39
Annex D	Janitorial Services	40-50
Appendix I	Core Cleaning Functions	51-56
Schedule B2	Janitorial Services	57-71
Work Descriptions	Janitorial Services	72-76
Contractor Checklist		77

**Definitions:**

<b>As Required</b>	Frequencies are subject to change at any time without warning in order to maintain the established standard. When the frequency of an operation is "As Required (AR)", the final decision as to when this service shall be carried out will be made by the Client with the approval of the RCMP Representative.
<b>Building</b>	See 'Facilities'
<b>Clean</b>	For the width and breadth of the surface in question, it shall be free of foreign matter down to the original surface or last protective coating.
<b>Client</b>	Royal Canadian Mounted Police
<b>Contract Area</b>	The areas to be serviced in this contract are the 37 RCMP facilities throughout New Brunswick
<b>Contractor</b>	The maintenance services contract holder.
<b>Duty Coordinator</b>	A RCMP employee assigned on a rotating basis whose responsibility is to coordinate after-hours jobs.
<b>Entity</b>	Includes any individual or group that is responsible for a 'Function'.
<b>Facilities</b>	The buildings so named 37 RCMP offices and detachments throughout New Brunswick.
<b>Facility Support Officer</b>	An RCMP Representative who oversees the day-to-day operations of the facility.
<b>Flight of Stairs</b>	Includes steps and risers situated between two floor levels including landing(s).
<b>Function</b>	An event hosted through either Public or Non-Public Funds.
<b>Hot Work</b>	Any work where flame is used or a source of ignition may be produced.
<b>Materials</b>	Materials consist of items such as light bulbs and fluorescents tubes, toilet tissue (two ply), paper hand towels, hand soap, Bio Degradable plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the buildings.
<b>Patrol Cleaning</b>	All obvious trash and spillage shall be removed and dispensers replenished so that the area presents a neat appearance.
<b>Project Cleaning</b>	Cleaning operations, which are specified to be performed only when requested by RCMP.
<b>RCMP</b>	Royal Canadian Mounted Police
<b>Routine Cleaning</b>	Cleaning operations, which are specified to be performed monthly or more frequently such as weekly or daily.
<b>Scheduled Project Cleaning</b>	Cleaning operations, which are specified to be performed less frequently

than monthly such as every two months, three times a year, quarterly, semi-annually or annually.

**Site Manager**

The employee of the Contractor who is designated by the Contractor to act as a liaison person between the RCMP Representative and the Contractor for the purposes of:

- a) decision-making in matters of priority in the execution of the maintenance duties;
- b) supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications;
- c) overseeing the conduct/deportment of the Contractor's employees;
- d) daily inspections of the facilities; and
- e) shall wear a distinctive uniform.

**Trash**

Includes the contents of ashtrays, waste receptacles, sand urns and sani cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.

**WHMIS**

Workplace Hazardous Materials Information System

- 
- |                                   |    |   |
|-----------------------------------|----|---|
| <b>1. Description of Work</b>     | .1 | <p>Scope of work under this 1 year Contract comprises the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory</p> <ol style="list-style-type: none"><li>1. Snow removal and ice control (see 'Annex A', pages 23-29)</li><li>2. Landscaping and grounds maintenance (see 'Annex B', pages 30-36)</li><li>3. Waste Removal (see 'Annex C', pages 37-39)</li><li>4. Janitorial Services (see 'Annex D' pages 40-50)</li></ol>   |
| <b>2. Inspection</b>              | .1 | <p>The RCMP Representative may request to inspect any work completed by the Contractor for quality assurance. The Contractor shall complete all maintenance services, to RCMP acceptable standard. Any services deemed unsatisfactory shall be corrected with no additional cost to RCMP.</p>   |
| <b>3. Buildings</b>               | .1 | <p>Areas to be 37 RCMP facilities including 8 surplus RCMP facilities in the province of New Brunswick including:</p> <ol style="list-style-type: none"><li>.1 29 Active RCMP Facilities</li><li>.2 8 Surplus RCMP Facilities</li></ol> <p>For 8 Surplus – services include lawn care and snow removal to ensure Fire Access only.</p>  |
| <b>4. Examination of Premises</b> | .1 | <p>All parties tendering should examine the sites of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract</p>  |
| <b>5. Approach</b>                | .1 | <p>A collaborative approach is sought in which both the Contractor and RCMP Representative work to achieve Tenant Satisfaction. The Contractor must achieve high performance levels. The Contractor is expected to commit to communicate and cooperate with mutual respect and trust, to achieve cost-effective, high quality delivery of services and innovation in a safe and productive working environment. The Contractor shall support RCMP and the Tenants in delivery of objectives and shall:</p> <ol style="list-style-type: none"><li>.1 ensure that activities are well planned and effectively carried out;</li><li>.2 establish and execute a code of conduct in which Contractor personnel interact with Tenants and sub-contractors in a professional manner;</li></ol> |

- .3 maintain a cooperative and professional approach when liaising with Tenants, and ensure a high level of on-going tenant satisfaction;
  - .4 cooperate with Tenant security requirements;
  - .5 participates in "Green" Government initiatives, e.g., recycling programs.
- .2 The Contractor shall provide maintenance management advice when requested by RCMP and otherwise as required by the Contract. Advice may be in the form of verbal advice or in writing, depending on the request.
- 6. Codes and Legislated Requirements**
- .1 The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each must be enforced during the term of the contract:
- .1 Canada Labour Code, Part II.
  - .2 National Building Code of Canada.
  - .3 National Plumbing Code.
  - .4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.
  - .5 National Fire Code.
  - .6 Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.
  - .7 Canadian Electrical Code, Part 1, CSA C22.1.
  - .8 Canadian Environmental Protection Act.
  - .9 Safety Code for Window Cleaning Operations, CAN/CSA-Z91.
  - .10 Fall – Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1
  - .11 Safety Belts and Lanyards CAN/CSA Z259.1.
  - .12 Provincial Occupational Health & Safety Act.
  - .13 The Contractor is responsible to be familiar with the relevant Codes and standards and to ensure that all work undertaken on behalf of the Royal Canadian

Mounted Police is completed in a safe manner.

- .14 Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.
- .15 The Contractor can obtain addresses for codes and standards from RCMP Representative upon request.
- .16 In the event of a conflict between any of the above codes or standards the most stringent shall apply.
- .17 These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified

**7. Materials and Equipment**

- .1 All materials used in the work must conform to Canadian General Standards Board Standards.
- .2 The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.
- .3 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
- .4 Use only materials, equipment and products that are environmentally friendly and scent free, and have been approved by the RCMP Representative for work under this Contract.
- .5 Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.
- .6 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .7 Store materials in accordance with manufacturer's and Contractor's instructions.
- .8 Do not store materials on-site without RCMP Representative

approval.

.9 The Royal Canadian Mounted Police accepts no responsibility for materials or equipment stored on-site.

**8. Workforce Qualifications**

.1 The Contractor must provide proof that employees, including supervisors, are WHMIS trained. Employees must be retrained in accordance with Provincial and Federal standards as required.

.2 The Contractor must provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.8 meters.

.3 The Contractor must have one person with Standard First Aid/CPR while employees are required to work. The Contractor must provide proof of employees that are trained in accordance with Provincial standards

**9. Conversion of Floor Covering**

.1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.

**10. Space Assigned**

.1 The RCMP Representative shall provide the Contractor with such space as is considered necessary by the RCMP Representative for the performance of the Contractor's duties.

.2 The Contractor must not list, publicize or use the address or telephone numbers on site in any fashion for business purposes. The Contractor shall supply staff with cell phones.

.3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for the employees' personal belongings brought into the building while employed by the Contractor.

.4 The Contractor must supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.

.5 All space assigned to Contractor for supplies and material must have updated Material Safety Data Sheets (MSDS) on entry door. This is to remain on site at all times.

**11. Personnel**

.1 The Contractor will provide the RCMP Representative with a list of all people working on the premises, complete with a copy of their licences, where applicable, and will update the list

immediately when personnel changes.

**12. Site Security**

- .1 Site security is the responsibility of the Contractor who shall erect temporary site enclosures, barricades, fencing to prevent unauthorized entry, pilferage and vandalism.
- .2 Any work that may disrupt the operations of the occupying clients will be carried out after normal building operational hours. For all work carried out after normal building operational hours, the Departmental Representative will determine acceptable building security.
- .3 After normal business hours, security at some or all facilities may require the presence of an officer from the Canadian Corps of Commissionaires.
- .4 All security requirements deemed necessary by RCMP will be the responsibility of the Contractor.

**13. Security Clearance**

- .1 Prior to award of any resulting Contract, the Bidder must hold a valid Facility Access 2 issued by RCMP Departmental Security. The Contracting Authority will provide the Bidder with a time frame within which to complete and submit the required paperwork. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.
- .2 The Successful Bidder's personnel, as well as any subcontractor and its personnel, who are required to perform any part of the work pursuant to the subsequent contract, must meet the mandatory security requirement. **Individuals who do not have the required level of security will not be allowed on site.** It is the responsibility of the successful bidder to ensure that the security requirements are met throughout the performance of the contract. The RCMP will not be held liable or accountable for any delays or additional costs associated with the successful bidder's non-compliance with the mandatory security requirement. Note: RCMP security requirements are subject to change in accordance with departmental security policies.

**14. Access to Buildings**

- .1 Only those employees whose names appear on the Contractor's security clearance list will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site. Picture ID must be worn on-site.

**15. Security - Keys**

- .1 All keys entrusted to the Contractor during the fulfillment of his/her Contract must be signed OUT and returned each day

and kept fully protected and secure at all times.

.2 Keys must not be removed from the site at any time.

.3 **Duplication of keys is strictly prohibited.**

**16. Log**

.1 A log book **must** be maintained in the facility by the Contractor, in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. This log book shall always be made available for review by a RCMP Representative.

.2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.

**17. Quality Standards**

.1 The Quality Standards (see Annex D, Paragraph 15 – pages 40-50), where applicable, must be adhered to strictly. Inspections made by the RCMP Representative will be based on these standards.

**18. Contractor Responsibilities**

.1 The Contractor must maintain and provide RCMP with current phone, fax and pager numbers to be able to provide response to requests for service from the local RCMP Representative and/or the National Service Call Centre (NSCC) 1-800-463-1850 on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted from the National Service Call Centre in Toronto. If the request for service is from the NSCC, the Contractor must, immediately upon completion of the service, report back to the NSCC describing the action taken to correct the problem.

.2 The Contractor must provide service during specified regular working hours, silent hours and weekends.

.3 The Contractor will advise the RCMP Representative of the telephone number at which he/she or his/her representative may be contacted at any time.

.4 The Contractor must not refuse any call for service requested by a RCMP Representative and the time lapse between call out and start of work must **not exceed one (1) hour**. After this time, if not responsive, the RCMP Representative may call in another contractor to complete the work.

.5 Contractor prior to commencement of work, must report to the commissionaires desk to log in, if applicable.

.6 The Contractor will be notified, on award of the Contract, the name and phone number of the RCMP Representative.

- .7 Cost of emergency services must be included in the Contract amount.
- .8 The Contractor must supply the onsite "Work Supervisor" with a cell phone to permit immediate access to service if and when required.

**19. Pest Control**

- .1 The contractor shall provide and maintain a pest control services for all RCMP facilities as specified in Schedule B1 of this specification. The pest control provided must:
  - .2 Conform with Integrated Pest Management practices set out in the Tresury Board Manual Chapter 2-15 Pesticides Directives;
  - .3 Safeguard the treatment area during the application of insecticides and pesticides;
  - .4 Ensure the treatment area is thoroughly ventilated before tenants are permitted to reoccupy the space following fumigation or treatment.
  - .5 Ensure the competent provincial authorities have approved insecticides or pesticides proposed for use in pest control operations; and
  - .6 Ensure all pest control products conform to the Workplace Hazardous Material Information System..

- 
1. **Compliance Requirements**
    - .1 Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
    - .2 Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
    - .3 Observe and enforce construction safety measures required by the following statutes and authorities:
  2. **Submittals**
    - .1 Prior to Award, the successful Contractor is to provide within seven (7) calendar days after closing:
      - .1 Contract security clearances (facility access 2)
      - .2 Documentation indicating that the Contractor has successfully completed a recognized current (within the last three (3) years) EXTERNAL SAFETY AUDIT. This audit to be performed by an independent company/person qualified to conduct safety audits.
      - .3 Certification letter of good standing from Worker's Compensation Board.
      - .4 Signed statement by Owner of company that the company will maintain Worker's Compensation Board coverage for the life of the Standing Offer Agreement (SOA/Service Contract (SC), including sub-contractor(s).
    - .2 Before Work Begins: The successful Contractor is to provide documentation:
      - .1 A copy of the company's site safety plan.
      - .2 The Contractor and his/her personnel must adhere to the Federal Government 'NO SMOKING' Policy while in Federal facilities and/or Scent Free Policy if applicable.
      - .3 All sub-contractors shall adhere to the above qualifications.
  3. **Training**
    - .1 Before Work Begins: The successful Contractor is to provide documentation:
      - .1 Certification of training for safety for all personnel that will be involved with the Standing Offer Agreement/Service Contract. Updated list complete with licenses shall be kept on site including personnel

changes.

.2 Training for workers must include (but not limited to):

.1 Safe operation of tools and equipment.

.2 Proper wearing and use of personal protective equipment (PPE).

.3 Safe work practices and procedures of their given work tasks or function.

.4 Site conditions and minimum site safety rules.

**4. Disciplinary Procedures  
for Safety Violations**

.1 Contractors must have their own written disciplinary procedures for violation or noncompliance for work site safety rules.

.2 First Violation: Verbal warning issued to the Contractor for the first violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and RCMP).

.3 Second Violation: Written warning to Contractor for second violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and RCMP).

.4 Third Violation: A third violation of a safety regulation, rules, policy and procedures may result in the termination of the contract with a recommendation to the Contracting Authority that the Contractor be denied access to future SOA/SC(s). (Documented to contract file, copies to Contractor and RCMP).

.5 Serious Violation: For serious violation of a safety regulation, rules, policy and procedures as deemed by a Regulator, Project Manager or Safety Officer a recommendation will be made to the Contracting Authority to immediately terminate the SOA/SC(s). (Violation will be documented on contract file, copy to Contractor and RCMP). May result in the Contractor being denied access to future contracts.

.6 Charges laid or Guilty Determination by Courts: Infractions of safety regulation, rules, policy and procedures that result in the charges being laid by a Regulator against the Contractor or the Contractor being found guilty by the courts may result in that Contractor being denied access to future contracts.

- 
- 5. Asbestos**
- .1 Within the confines of the site, the provision of products containing fibrous asbestos materials is prohibited.
  - .2 Demolition or disturbance of spray or trowel-applied asbestos can be hazardous to health. Should material resembling spray or trowel-applied asbestos be encountered in course of work, stop work and notify RCMP Representative immediately. Do not proceed until written instructions have been received from the RCMP Representative.
- 6. Fastening Devices  
Explosive Actuated**
- .1 Explosive actuated devices must not be used, until approved by the RCMP Representative.
- 7. Hot Work**
- .1 All hot work activity, as defined in “Definitions” of this specification, is to take place with written permission from the RCMP Representative via a Hot Work Permit.
  - .2 The ventilation system in the area of any Hot Work activity is to be isolated to prevent migration of fumes/smoke and to reduce any possible spread of fire to other areas of the facility.
  - .3 Contractor is to employ an employee trained in the use of fire extinguishers as fire watch during any Hot Work for a minimum of 60 minutes after activity has ceased.
- 8. Confined Spaces**
- .1 All work in confined spaces must be carried out in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .2 The Contractor to provide and maintain all equipment as required by any person to enter and/or perform work in a safe manner, in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .3 The Contractor to provide and maintain training, as required by the Canada Occupational Safety and Health Regulations, Part XI.
    - .1 The Contractor and/or his employees shall provide proof of training and qualifications when requested by the RCMP Representative.
  - .4 The Contractor to provide the RCMP Representative with a copy of an “Entry Permit” for each and every entry into the confined space to ensure compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .5 The Contractor to have a hazard assessment of the confined space performed.
    - .1 The Contractor to provide the RCMP Representative with a copy of the hazard assessment.

**9. Fall Protection**

- .1 All work carried out above the mandatory height restrictions, from unguarded structure and/or scaffolding, must be done in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
- .2 The components of a fall protection system shall meet the standards as outlined in the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10 (2).
- .3 The Contractor is to ensure fall protection equipment is maintained, inspected and tested by a qualified person as required by the Canada Occupational Safety and Health Regulations, Part XII, Section 12.3.

**10. Safety**

- .1 The Contractor must adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor must comply with the WHMIS legislation which requires the employer to provide detailed work education about potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. All containers holding product deemed under WHMIS to be hazardous must bear correct WHMIS label(s).
- .3 The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The RCMP Representative reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor must be responsible to supply suitable replacement equipment.
- .4 Deliver, store and maintain packaged material and equipment with manufacturer's seals and labels intact.
- .5 Store material and equipment in accordance with Contractor's instructions.
- .6 Contractor must not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
- .7 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor shall be instructed that this equipment is to be used in the approved manner.

- .8 At times of inclement weather, entrance ways, lobbies, etc., are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.

**11. Safety Plan**

- .1 The Contractor must provide a copy of their company's Occupational Health and Safety Policy and Program. It must meet the requirements of the Provincial Occupational Health and Safety Acts. The RCMP Representative shall instruct the Contractor where the Federal Standards apply.
- .2 The Contractor must perform site hazard assessments to establish site specific safe work practice procedures for the safety and well-being of his/her employees. Copies must be made available to RCMP Representative upon request.
- .3 All copies of the formal Hazard Assessments conducted by the Contractor throughout the duration of the work must be retained and made available to the RCMP Representative immediately upon request.
- .4 It is the Contractor's responsibility to be familiar with all applicable Safety Acts, Regulations, Codes and contract requirements. These must be identified and addressed in the Safety Plan, by identifying Standard Operating Procedures (SOP) and safe work practices (SWP) which incorporate clear and specific control measures, applicable rules, procedures and practices, all of which shall become mandatory.
- .5 Post the Safety Plan at a common location on the site visible to all workers and persons accessing the site. Ensure that all employees, including sub-contractors' personnel, are advised of such Safety Plan and of the posted location.
- .6 The Contractor must ensure all workers and authorized persons entering the work site are notified of and abide by the posted Safety Plan, safety rules, procedures, safe work practices and applicable Safety Acts, Regulations, and codes. Any person not complying with these shall not be permitted on the site.
- .7 The Contractor must ensure that all applicable personal protective equipment (PPE) is used.
- .8 The RCMP Representative shall coordinate arrangements for the Contractor to be briefed on site safety within fourteen (14) days of award of Standing Offer Agreement/Service Contract.

**12. Lockouts**

- .1 Prepare Lockout Procedures in writing. Describe safe work practices, work functions and sequence of activities to be followed on site to safely isolate all potential energy resources and lockout/tag out facilities and equipment.

**13. Product Approvals**

- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The Contractor is to:
  - .1 supply a copy of MSDS sheets for Building(s) WHMIS station;
  - .2 mark the MSDS Book with their company name;
  - .3 maintain and update these MSDS as required;
  - .4 Log all MSDS in MSDS Log book for each facility.
- .6 All products shall be Environmentally-Friendly (Green) and scent-free. These products shall be supplied with no extra cost to the contract and be subject to the final approval of the RCMP Representative.

- 
- |  |    |  |
|--|----|--|
| <b>1. Environmental</b>                      | .1 | All work is to be performed in accordance with the Federal Environmental Protection Act and the Provincial Environmental Acts and Regulations.   |
| <b>2. Disposal of Wastes</b>                 | .1 | Do not bury rubbish and waste materials on site unless approved by RCMP Representative.  |
|  | .2 | Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.   |
| <b>3. Drainage</b>                           | .1 | Provide temporary drainage and pumping as necessary to keep excavations and site free from water   |
|  | .2 | Do not pump water containing suspended materials into waterways, sewer or drainage systems.  |
|  | .3 | Control disposal or runoff of water containing suspended materials or other harmful substances in accordance with local authority requirements.  |
| <b>4. Site Clearing and Plant Protection</b> | .1 | Protect trees and plants on site and adjacent properties where indicated.  |
|  | .2 | Wrap in burlap, trees and shrubs adjacent to construction work, storage areas and trucking lanes, and encase with protective wood framework from grade level to height of 2 m.                   |
|  | .3 | Protect roots of designated trees to drip line during excavation and site grading to prevent disturbance or damage. Avoid unnecessary traffic, dumping and storage of materials over root zones. |
|  | .4 | Minimize stripping of topsoil and vegetation.  |
|  | .5 | Restrict tree removal to areas indicated or designated by Agency Representative.   |
| <b>5. Work Adjacent to Waterways</b>         | .1 | Do not operate construction equipment in waterways.  |
|  | .2 | Do not use waterway beds for borrow material.  |
|  | .3 | Do not dump excavated fill, waste material or debris in waterways.   |
|  | .4 | Design and construct temporary crossings to minimize erosion to waterways.   |
|  | .5 | Do not skid logs or construction materials across waterways.   |

- .6 Avoid indicated spawning beds when constructing temporary crossings of waterways.
  - .7 Do not blast under water or within 100 m of indicated spawning beds.
- 6. Pollution Control**
- .1 Maintain temporary erosion and pollution control features installed under this contract.
  - .2 Control emissions from equipment and plant to local authorities emission requirements.
  - .3 Prevent sandblasting and other extraneous materials from contaminating air beyond application area, by providing temporary enclosures.
  - .4 Cover or wet down dry materials and rubbish to prevent blowing dust and debris. Provide dust control for temporary roads.
- 7. Open Fire**
- .1 Fires on site are not permitted.

**Schedule B1**

Location	Address	City	Building Type (Cleaning)	Cleanable sq ft	# of stories	Cells	Cleaning Security Clearance	Security Clearance Trash/Landscaping/Snow Removal	Facility Hours	Cleaning Frequency (Days per week)	Day / Evening / Night Cleaning	Snow & Ice Removal <u>Annex A</u> (pg 23)	Land-scaping <u>Annex B</u> (pg. 30)	Waste Removal <u>Annex C</u> (pg. 37)
Bathurst Detachment	900 Vanier Blvd	Bathurst	RCMP 1	14660	2	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	See SOW	see SOW	see SOW
Grand Falls Detachment	812 Everard Daigle Blvd	Grand Falls	RCMP 1	7164	2	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Hampton Detachment	530 Main St	Hampton	RCMP 1	8730	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Moncton MacBeath Office Building	161 MacBeath	Moncton	RCMP 1	13250	3	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Richibucto Detachment	16 Park Rd	Richibucto	RCMP 1	7104	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Shediac Detachment	77 Ohio Rd	Shediac	RCMP 1	6034	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW

St. George Detachment	77 Mt Pleasant Rd	St. George	RCMP 1	8730	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Sussex Detachment	43 Leonard Drive	Sussex	RCMP 1	3127	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Tracadie Detachment	485 DU Moulin St	Tracadie-Sheila	RCMP 1	6967	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Westfield Detachment	21 Chestnut Drive	Westfield	RCMP 1	5003	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Woodstock Detachment	410 Connell Rd	Woodstock	RCMP 1	9872	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Woodstock IBET Office	410 Connell Rd	Woodstock	RCMP 1	2300	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Moncton Ident Building	161 MacBeath	Moncton	RCMP 1	3596	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	see SOW	see SOW	see SOW
Neguac Detachment	638 Main St	Neguac	RCMP 1	4908	2	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 1 (5 days/week)	D	See Statement of Work (SOW)	see SOW	see SOW

Blackville Detachment	243 Main St	Blackville	RCMP 2	5974	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Bouctouche Detachment	75 Rue Du Couvent	Buctouche	RCMP 2	3702	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Doaktown Detachment	368 Main St.	Doaktown	RCMP 2	2566	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Lameque Detachment	61 du Parc St	Lameque	RCMP 2	3328	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Minto Detachment	280 Main St	Minto	RCMP 2	4908	2	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Saint-Quentin Detachment	371 Canada St	Saint Quentin	RCMP 2	4259	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Moncton MacBeath St Office Building	191 MacBeath	Moncton	RCMP 2	1455	2	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (3 days/week)	D	see SOW	see SOW	see SOW
Campobello Detachment	920 774 Hwy	Campobello	RCMP 3	1437	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW

Grand Manan Detachment	1269 Grand Manan Hwy	Grand Harbour	RCMP 3	3085	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
Irishtown Detachment	2643 Route 115	Irishtown	RCMP 3	1375	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
McAdam Detach/House	32 Harvey Rd	McAdam	RCMP 3	2424	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
Nackawic Detachment	95 Otis Drive	Nackawic	RCMP 3	4721	1	Y	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
Perth-Andover Detachment	3 Upands View	Perth-Andover	RCMP 3	2651	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
Deer Island Detachment	720 772 Hwy Fairhaven	Deer Island	RCMP 3	4951	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
St. Stephen IBET Office	46 Lisgar St	St. Stephen	RCMP 3	3263	1	N	RCMP RELIABILITY STATUS	Facility Access 1	0900-1600	Type 2 (2 days/week)	D	see SOW	see SOW	see SOW
Baie Ste. Anne Detachment	5413 RTE 117	Baie Ste. Anne	N/A	3589	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Belledune/Jacquet River Detachment	3984 Main St	Belledune	N/A	3214	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A

Gagetown Detachment	52 Babbitt St	Gagetown	N/A	2602	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Shippagan Detachment	196 Hotel de Ville Rd	Shippagan	N/A	2566	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Florenceville Detachment	611 Highway 115	Florenceville	N/A	3057	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Hillsborough Detachment	33 Academy	Hillsborough	N/A	2713	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Plaster Rock Detachment	103 Jarvis St	Plaster Rock	N/A	2898	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A
Port Elgin Detachment	52 Main	Port Elgin	N/A	2519	1	N/A	N/A	N/A	N/A	N/A	N/A	Fire access only	Lawncare only	N/A

## **ANNEX A – SNOW AND ICE REMOVAL Scope of Services**

### **1. General Requirements**

The RCMP has a requirement to provide Snow and Ice Control services including all labour, equipment and materials for the proper execution of these Services at RCMP properties in Schedule B1.

#### **1.1 Contractor's Obligations**

The Contractor shall furnish all components, labour, vehicles, plant material (as detailed), ice control products, equipment, tools, sub-contracts, and all other goods and services to provide the following services, which are to be performed in accordance with the terms and conditions of this contract on all sites as identified in Schedule B1.

##### **1.1.1 Snow and Ice Control**

The contractor shall provide all Snow and Ice Control services on and around all roadways, parking lots, sidewalks and building access points (entrances, exits, doorways, steps, stairs, staircases, ramps, loading docks, etc.), buildings fire lanes, access to and around hydrants, fuel supply pipes, garbage receptacle lanes, fire lanes, emergency paths, open spaces, from and in front of benches, etc.

This includes, removal by hand clearing, sweeping, mechanical snow blowing, plowing, transporting, shovelling, removing, and de-icing,

##### **1.1.2 Special Site Considerations**

The contractor shall provide all special site services as indicated in Schedule "B1" – Site Specific Requirements (pages 17-22).

If for any reason, there are contradictions between Appendix A (Pages 23-29) – Scope of Services, and Schedule "B1" (pages 17-22) – Site Specific Requirements, the Site Specific Requirements shall prevail.

### **2. Snow and Ice Control**

This is the general scope of work for all Snow and Ice Control for all locations as listed in Appendix I.

Detailed description of the Contractor's responsibilities to deliver these services is provided below.

#### **2.1 Pre-Winter Preparations**

2.1.1 The Contractor is obliged to participate in a site inspection prior to the commencement of the Contract. All site damage at that time will be noted in writing and accompanied by photos of the damaged area. At the end of the snow season, the Contractor is obligated to participate in a site inspection to document damages caused by the contractor during the snow plowing or removal operations. The Contractor will begin the repair process, at their expense prior to May 31<sup>st</sup> of that year. The RCMP Representative reserves the right to expedite repairs at any time following that date at the Contractor's expense for damages, if the contractor has not responded.

- 2.1.2 The Contractor is fully responsible to provide, install and maintain, T-Post markers (c/w a reflective band) in consultation with the RCMP Representative, where the transition is from asphalt to grass to reduce damage during plowing/removal operations. The Contractor is also responsible to provide, install and maintain T-Post markers to identify any roadways, walkways, parking lot edges, islands, walkway curbs, emergency walkways and other areas such as culverts and fixtures, which require visual assistance during inclement weather. T-Post markers or approved hydrant markers should be installed on all fire hydrants and Siamese connections.
- 2.1.3 The Contractor shall place warning markers around the perimeter of prominent, shrubs, trees, and garden beds to adequately protect all trees and shrubs adjacent to snow removal areas. Snow shall not be pushed or piled around or against any shrubs or landscaping on the property, nor against the walls of the buildings and/or fences, without the permission of the RCMP Representative.

## 2.2 Snow / Ice Clearing

- 2.2.1 The Contractor shall clear snow and ice and drifting snow, supply and spread sand and an approved ice control agent, as may be referred in Schedule "B1" Site-Specific Requirements (pages 17-22), or using a mixture of sand and an approved ice control agent to prevent slippery conditions on all areas *such as*, roadways, emergency paths, parking lots, fire routes, sidewalks, steps, doorways, ramps, loading docks, emergency exits, oil filler pipes, fire hydrants, and pumps, drainage systems and refuse bins.
- 2.2.2 The removal of snow and maintenance of all affected areas includes the application of an approved ice control agent to remove ice patches that might occur as a consequence of melting and freezing snow accumulations, freezing rain, etc.
- 2.2.3 In the event of continuing snowfall, the Contractor shall clear and remove snow, and make every effort, so that an accumulation of snow not greater than 2.5cm (one inch, 1") will remain at any time.
- 2.2.4 The Contractor shall provide regular inspections of the premises to ensure that snow removal and de-icing activities are undertaken in a timely manner and to prevent the formation of hazardous snow or ice conditions. It is the responsibility of the Contractor to be aware of site conditions and to respond accordingly, as per terms of this contract.
- 2.2.5 The Contractor **MUST** be constantly informed of the current weather forecasts in order to be pro-active to respond to snow removal and ice control demands. The RCMP Representative **should not** have to contact the Contractor to attend to any services covered within this Contract. However, in the event of unforeseen circumstances, where the RCMP deems it necessary, the Contractor can be called to attend to the site by the RCMP Representative to perform such services as covered under the terms of this contract. The Contractor shall not refuse any call-out and will be prepared to respond on site with all necessary equipment and sufficient crewmembers within **two (2) hours** of the initial call-out. In the event that situations arise where the safety of people using the site is in doubt, the response should be immediate. Such instances will be referred to as "requiring immediate attention" and the two-hour window does not apply.

- 2.2.6 All fire lanes, fire hydrants and emergency exits and entrances shall be free of snow, ice and other obstructions. All roadway signs, parking and directional signs shall remain unobstructed after each snowfall.

### **2.3 Sanding and Salting**

- 2.3.1 Ice control operations shall be provided when conditions warrant and/or when deemed necessary by the RCMP Representative.
- 2.3.2 Ice control agents could consist of sand, commercial ice melting products and salt in accordance with all environmental laws of the Province in which the work is being performed.
- 2.3.3 Ice control agents shall be used on all walkways and ingress/egress areas or as indicated in the Schedule "B1" (pages 17-22). When conditions warrant the Contractor will use sand or salt when other ice control agents become ineffective due to weather conditions to ensure the safety of those using the site.
- 2.3.4 Any excess accumulation or accidentally dumped ice control agents must be immediately removed by the Contractor and swept up at the Contractor's expense. It is the responsibility of the Contractor to recognize such instances and respond. The RCMP Representative reserves the right to determine excess accumulation or applications of ice control agents and will request the Contractor to clean up same should the Contractor not do so on his own accord.
- 2.3.5 Contractors shall endeavour to use environmentally friendly ice control agents where possible. In the event that such products are utilized in the performance to Services under this Contract, the Contractor shall verify the use of such product for the compatibility with ground surface to ensure that any warranties for the site are not voided (i.e. landscaping, paving stones, concrete, etc).

### **2.4 Snow Removal from Site**

- 2.4.1 The Contractor shall be permitted to pile snow only in areas which do not impede operations. When piling and hauling snow the Contractor shall make every effort to ensure that property and landscape damage does not occur
- 2.4.2 The Contractor shall be responsible for any and all costs related to the removal and disposal of snow off site. The Contractor must abide by all Municipal, Provincial, and Federal regulations that apply to the disposal of said snow and is solely responsible for securing approval permits for all snow disposal activities, as necessary
- 2.4.3 Repositioning of stored snow on site, at the request of the RCMP Representative is to be considered part of this contract. The Contractor, at no additional cost will move stored snow to a new storage location on-site at the request of the RCMP Representative.

### **2.5 Schedule**

- 2.5.1 The contractor will supply unencumbered egress complete with parking on a 24-hour basis, 7 days a week to these R.C.M.P. facilities.

**NOTE:** The contractor is expected to perform this function on a continuous basis throughout the duration of the contract. It will not be the RCMP's responsibility to call the contractor to initiate this requirement.

2.5.2 Where snow removal is required during normal business hours, priority shall be given to the clearing of snow from all main entranceways, fire and emergency exits, walkways and shipping/receiving docks/areas and roadways. Staff parking areas will be cleared following the aforementioned requirements.

## **2.6 Availability and Response Times**

2.6.1 The Contractor shall be available for snow removal and de-icing on a **twenty four (24) hour, seven (7) day** a week basis.

2.6.2 The Contractor shall provide the RCMP Representative with a contact name and telephone/pager number for call-out purposes. A telephone answering service/machine is not acceptable.

2.6.3 The Contractor shall be available at all times and shall not refuse any call for service requested by the RCMP Representative. The time lapse between the initial call-out and the point at which the Contractor is on site with all necessary equipment and manpower shall not be greater than **one (1) hour**.

## **2.7 Site Conditions**

2.7.1 The Contractor must ensure that the tenant's operations can be maintained with minimal disruption.

2.7.2 The Contractor shall not store equipment of any type on, or at the site where the Service is being performed, unless otherwise authorized in writing by the RCMP Representative.

2.7.3 The Contractor shall protect the premises and any property adjacent to the Property from damage. The Contractor shall be responsible for any such damage, which may arise as the direct result of the Contractor's performance of services under the Contract.

2.7.4 All site dimensions and conditions must be verified by the Contractor.

2.7.5 All utilities and services (i.e. electrical, plumbing, or waterworks etc.) shall be located by the Contractor through the appropriate authorities prior to commencing of snow removal services. Damaged utilities and services by the Contractor shall be repaired immediately at the Contractor's expense to the satisfaction of the RCMP Representative.

2.7.6 The Contractor shall not load or permit to be loaded any part of its equipment or material used in the connection with the Service which bear such weight or force that it or they will or could endanger:

i) The personal safety of persons located at the site

ii) The structural integrity or appearance of the Property, any part thereof, including any fixture or chattels located thereon, or;

- iii) The structural integrity or appearance of any adjacent property.

## 2.8 Safety

- 2.8.1 The Contractor shall carry out the Services in a safe and efficient manner as would normally be required for any type of work being performed.
- 2.8.2 All Service shall be in strict accordance with all Workplace Health and Safety standards, and any other applicable laws, bylaws, regulations or statutes, whether Municipal, Provincial or Federal.
- 2.8.3 All worker injury or accidents shall immediately be reported to the RCMP Representative.
- 2.8.4 All equipment operators shall be qualified and experienced with equipment being operated and licensed by the authority having jurisdiction.

## 2.9 Damage

- 2.9.1 The Contractor shall be responsible for any damage incurred, whether by direct action or by omission of duty, during the execution of the Services of this Contract, and shall at no expense to the RCMP repair damage to the satisfaction of the RCMP Representative.
- 2.9.2 The Contractor shall **immediately report** any property damage to the RCMP Representative.
- 2.9.3 Where damage affects the business operation or building services (i.e. fire hydrants, light standards, car plugs, valve boxes, etc.) the RCMP Representative shall determine if the repair is to be commenced and completed immediately, same shall be completed by the Contractor to the satisfaction of the RCMP Representative. If the repair is to be deferred until spring, same shall be completed no later than May 31<sup>st</sup> and shall be to the complete satisfaction of the RCMP Representative.
- 2.9.4 The RCMP, reserves the right to withhold payment in an amount consistent with the cost to repair said damage. The deadline for post winter clean up and damage repair *to be complete* is May 31<sup>st</sup> of that year. Should repairs or clean up remain incomplete, and the Contractor has not responded after May 31<sup>st</sup>, the RCMP can at their own discretion effect repairs and/or clean up and apply the cost of same to any amounts owed to the Contractor.

## 2.10 Equipment

- 2.10.1 The Contractor shall provide the following:
- Supply all suitable equipment and trained manpower required for all Snow and Ice Control services to satisfy the performance of the scopes of work described within this contract.
  - List of equipment to be used (Table "C2")
  - Equipment shall be in very good mechanical condition and be free of defects.

- The Contractor shall replace or repair immediately any equipment that is defective or damaged.
- The Contractor shall only use rubber-tired equipment. The use of non-rubber tired equipment must receive the consent, in writing, by the RCMP Representative in order that it may be used
- All snow removal equipment must be equipped with any and all safety equipment (i.e. amber flashing lights, front and rear lights, backup alarm, etc.) as specified by any Municipal, Provincial, or Federal laws or regulations.
- Any provincial requirements for permits to be displayed on snow removal equipment must be adhered to.
- The Contractor shall not leave any equipment idling and unattended under any circumstances.
- Equipment with a fuel capacity exceeding ten (10) litres shall not be refuelled on site.

## **2.11 Post Winter Clean Up**

2.11.1 The Contractor shall be held responsible for the cleanup of the site following the last snowfall, by no later than May 31<sup>st</sup> of that year. This includes the removal of all grit materials used, be they sand or other and the replacement of any turf/shrubs/trees as a result of Snow and Ice Control activities. The general condition of the site should be consistent with its condition of the previous fall.

2.11.2 All markers are to be removed not later than **April 30<sup>th</sup>**, of each year of the contract.

## **2.12 Submittals**

2.12.1 Upon award of the Contract, The Contractor will submit the following to the RCMP.

- Copy of Provincially prescribed Notice of Project and all other necessary permits, notifications and related Health and Safety documents
- Site Specific Hazard Assessment
- Site Specific Safety Plan
- Copies of all Material Safety Data Sheets for controlled products intended for use at the sites included in the Contract.

These documents should be directed to the RCMP Representative.  
The Representative will be identified subsequent to the award of the Contract.

## **2.13 Reporting**

2.13.1 The Contractor shall provide incident reports to the RCMP immediately following all occurrences.

- 2.13.2 The Contractor shall notify RCMP immediately of any detected non-compliance or violation of the RCMP's ~~Environmental and Health and Safety~~ requirements.
- 2.13.3 The Contractor will maintain a daily log of all site visits, accurately and completely describing site conditions, time and length of visits, and treatments performed. The Contractor shall make these reports available upon request by the RCMP.

## **2.14 Operational Meetings**

- 2.14.1 The Contractor shall hold seasonal (fall and spring) operational review meetings with the RCMP Representative. These meetings will provide a valuable opportunity for both parties to evaluate performance and discuss any issues such as problem identification and resolution, continuous improvements, special projects undertaken in the reporting period, general issues or concerns, financial issues and environmental health and safety issues. The Contractor will keep minutes and provide a copy to the RCMP. The frequency of these meetings may be adjusted if deemed necessary and agreed upon by both parties, but a minimum, one meeting will be held per year.
- 2.14.2 The Contractor shall participate in a pre-job meeting before commencing the work, as required by the RCMP.
- 2.14.3 The RCMP reserves the right to request the Contractor to meet with the RCMP Health and Safety Coordinator to review all health and safety issues that may be impacted by the execution of this Contract.

## **ANNEX B – LANDSCAPING AND GROUNDS MAINTENANCE Scope of Services**

### **1.0 General Requirements**

Landscaping & Grounds Maintenance services required by designated sites managed by the RCMP, as listed in Schedule B1 (pages 18-22). If for any reason, there are contradictions between Appendix B (Pages 30-36) – Scope of Services, and Schedule “B1” (pages 18-22) – Site Specific Requirements, the Site Specific Requirements shall prevail.

This section provides an overview of the scope of work of this contract.

#### **1.1 Contractor’s Obligations**

- 1.1.1 The Contractor shall furnish all components, labour, vehicles, plant material (as detailed), products, equipment, tools, sub-contracts, and all other goods and services to provide the following services, which are to be performed in accordance with the terms and conditions of this contract on all sites as identified in Schedule B1 (pages 17-22).
- 1.1.2 The contractor shall ensure the grounds are maintained to a high standard of horticultural practice & cleanliness. Landscaping maintenance should produce an aesthetic, pleasant, and safe environment. Landscaping maintenance and cleaning shall occur as often as necessary to maintain a clean and tidy appearance and promote the healthy growth of all vegetation.
- 1.1.3 The Work is to be performed with minimum disturbance to building occupants, the public, and the normal use of the premises and business operations.
- 1.1.4 The Contractor shall provide a quality assurance plan identifying procedures and practices informing the RCMP Representative of goals/objectives, measurement criteria and reporting mechanisms.

### **2.0 Hours of Work & Response**

- 2.1 The contractor will ensure response to all calls for Grounds Maintenance made by the RCMP Representative shall be within 2 hours, unless it is one hour prior to the closing of the facility.

### **3.0 Authorities, Codes & Regulations**

- 3.1 Grounds maintenance operations shall meet or exceed any applicable federal, provincial and municipal standards, codes, or regulations.

### **4.0 Environmental Standards**

- 4.1 The contractor shall ensure that all grounds maintenance operations and procedures are performed with consideration for the environment. The Contractor shall provide environmentally responsible management practices to hazardous substances used in operations specifically with regard to the acquisition, handling, storage, safe use, transportation and disposal of such substances.
- 4.2 All fertilizers, maintenance chemicals and other materials and supplies shall be pre-approved for use by the RCMP Representative. WHMIS data sheets shall be provided to the RCMP Representative as a prerequisite to obtaining such approval.

4.2.1 Application of Pesticides & Herbicides

4.2.1.1 All pesticide and herbicide use must comply with all relevant federal, provincial and local municipal legislation.

4.2.2 Environmental Policies & Procedures

4.2.2.1 Contractors must obtain proper licences and insurance protection in accordance with the appropriate provincial legislation.

4.2.2.2 A pesticide application program should be carefully planned to ensure that the appropriate application equipment and methods are used as specified on the label. Pesticide application plan shall meet all local and federal regulations.

4.2.2.3 Nearby residents shall be notified of dated and time of pesticide application. Sign stating the product used, date of application and safe entry time shall be posted on areas of pesticide applications.

4.2.2.4 Pesticides shall not be sprayed on property adjacent to schoolyards, picnic areas or parks during prime use hours.

4.3 The Contractor shall be responsible to dispose of all refuse in accordance with all applicable regulations and by-laws at approved/licensed landfill sites and all chemical at approved waste sites or through approved disposal contractors.

4.4 All landfill disposal fees and waste handling fees shall be payable by the Contractor.

4.5 No burning of rubbish or debris is permitted on the site.

## **5.0 Damages**

5.1 Any damage caused to the property by the Contractor will be repaired in a timely manner. Any damage that will adversely affect the facility and property operations or safety will be repaired immediately. Costs incurred for repair of damages, as a result the Contractors work or negligence, will be the responsibility of the Contractor.

5.2 The Contractor will make themselves familiar with the site. The Contractor will be aware of all obstructions to grounds maintenance operations; undertake to avoid damage to such items; return such items to their proper condition and location should they become damaged because of the grounds maintenance operations, and pay the cost for repair or replacement.

## **6.0 Personnel & Supervision**

6.1 The Contractor is responsible for supplying qualified trained personnel.

6.2 The Contractor shall ensure that the work is competently supervised at all times.

6.3 All employees of the Contractor providing services under the Contract shall have had WHMIS training within one month from the start of the Contract or as required. Documentation of WHMIS training shall be provided to the RCMP Representative when requested.

## **7.0 Equipment Standards**

- 7.1 The Contractor shall provide all necessary equipment and tools required to perform all tasks effectively and in a timely manner.
- 7.2 The Contractor is to use safe equipment, suitable for the purpose intended and in good condition. All equipment shall be licensed as required by the authority having jurisdiction. Equipment shall not be left unattended while running. Equipment used to perform the work is not to be kept on the property without written approval from the RCMP Representative
- 7.3 Refuelling of equipment is not to be completed on RCMP property.

## **8.0 Safety**

- 8.1 The Contractor accepts responsibility for ensuring the safety of the occupants, users and public while carrying out the Work of the Contract.
- 8.2 All personnel shall wear personal protective equipment meeting all applicable standards and codes.
- 8.3 All equipment must have all guards in place as per manufacturer's instructions.
- 8.4 The Contractor shall conform to all WHMIS regulations including worker training (documentation of training required, upon request), MSDS lists and product labelling.
- 8.5 The Contractor shall follow all specific safety instructions from the RCMP Representative and shall supply pylons and warning signs around areas where there may be a danger to the building occupants and users.
- 8.6 The Contractor agrees to ensure that all equipment used in respect to all work performed under the contract will at all times: (1) If used on roadways, be equipped with proper beeper for reverse action. (2) Be licensed by all authorities having jurisdiction. (3) Never be left unattended while running.
- 8.7 The Contractor will ensure that all equipment operators be fully trained, qualified and licensed. The Contractor shall conform to all safety measures respecting personnel, and equipment operation.

## **9.0 Materials**

- 9.1 The Contractor shall supply all materials/supplies required to carry out the work as per Paragraph 10, 11, & 12 of this Annex B.
- 9.2 The Contractor shall provide "green" products wherever possible and practical to carry out the work.
- 9.3 All product labelling shall be in accordance with WHMIS standards.
- 9.4 The Contractor shall keep a minimum inventory of all supplies needed in the daily course of the work. The minimum inventory shall also consider emergency and/or contingency supplies and materials.
- 9.5 The materials supplied, if necessary, are to meet at a minimum the following standards:

- 9.5.1 Topsoil: friable loam, neither heavy clay nor very light sandy nature containing minimum of 4% organic matter for clay loams and 2% for sandy roots, sod, stones, foreign objects. Acidity range (PH) of 5.5 to 7.5. Topsoil containing crabgrass, couch grass or other noxious weeds is not acceptable.
- 9.5.2 Peat Moss: decomposed plant material, fairly elastic and homogenous free of decomposed colloidal residue, wood sulphur and iron, and of brown colour containing minimum of 60% organic matter by weight mass and moisture content not exceeding 15%. Shredded particles may not exceed ¼" (6 mm) in size. Minimum PH value of peat 4.5, maximum 6.0.
- 9.5.3 Sand: hard, granular natural beach sand, well washed and clean of impurities, chemical or organic matter.
- 9.5.4 Fertilizer: use environmental friendly (green) type products.
- 9.5.5 Lime: ground agriculture limestone containing not less than 85% of total carbonates.
- 9.5.6 Bone Meal: raw bone meal, finely ground with minimum analysis of 4% nitrogen and 20% phosphoric acid.
- 9.5.7 Grass Seed: to Federal and Provincial seed laws and having minimum germination of 75% and minimum purity of 97%. Deliver grass seed in original containers showing: analysis of seed mixture, percentage of pure seed, year of production, net mass, date when bagged and location, seed mixture.
- 9.5.8 Nursery Sod: especially sown and cultivated in nursery field as turf grass crop containing maximum 2% of other grass species or clover than variety specified and maximum 2 broad leaf weeds and 10 other weeds within 40m<sup>2</sup> area. Thickness of sod soil portion 1" (25 mm) maximum. Sod with soil visible when grass is mowed to 2-1/2" (63 mm) is not acceptable.
- 9.5.9 Mulch: wood chip mulch. Chips obtained from hardwood trees should be free of bark, small branches, leaves, etc. Chips must vary in overall size from 2"-3" (50 – 70 mm) and be 3/16" – 3/4" (5 mm – 20 mm) thick in order to match existing mulch. There is a mandatory inspection, and re raking if necessary, within 24 hours of all mulch applications
- 9.5.10 Tree Stakes: T-rail iron stakes 1-1/2" X 1-1/2" x 3/16" (40 mm x 40 mm x 5 mm) primed with one brush coat of black zinc rich paint to CGSB 1-CP-181.
- 9.5.11 Wound dressing: horticulturally accepted, non-toxic, non-hardening emulsion.

## **10. Annual Cleanup**

- 10.1 Before commencing work in subsequent sections, the Contractor is to complete an annual cleanup as described in Sections 10.2 and 10.3.

### **10.2 Lawns**

- 10.2.1 Rake lawn areas and remove dead vegetation, leaves and debris. Do heavy raking on areas with "snow mold"
- 10.2.2 Lightly roll areas where grass plants have lifted due to frost action.

- 10.2.3 Aerate all areas where soil has been compacted through pedestrian traffic or other causes. Use aerating equipment, which extracts earth plugs from soil.

### **.3 Planting Beds**

- 3.1 Clean flowerbeds, shrubs borders and planters of debris and dead plant material. Trim grass edges around planting beds neatly in lines as in original layout.
- 3.2 Clean shrubs, beds and planters of debris and dead plant material. Remove existing mulch, loosen and cultivate soil lightly without disturbing roots below the surface.
- 3.3 Supply and plant new annuals in existing beds. The contractor will replace, at no cost to the RCMP, any annuals that die due to negligence of the contractor.
- 3.4 Supply and spread 1-3/16" (3 cm) of hardwood mulch over scrub bed areas.

## **11. Maintenance**

### **11.1 Mowing of Lawn Areas**

- 11.1.1 Cut grass at a height of 2-1/2" (63 mm). Use equipment in good working order and with sharp cutting blades. Remove grass clippings from lawn. Hand trim or use edger for grass adjacent to buildings, pavement, trees, fences, mowing strips, etc. Trim grass edges around planting beds neatly in lines as in original layout.
- 11.1.2 Lawn cutting operations include picking up and disposing of paper and refuse accumulated on landscape areas
- 11.1.3 Contractor shall submit schedule of cutting operations and commence lawn mowing as per approved schedule. Lawn mowing operation must be continuous and completed within reasonable period.
- 11.1.4 All clippings are to be removed from all sidewalks, walkways and any other "hard surface" where clipping may have accumulated

### **11.2 Fertilizing Lawn Areas**

- 11.2.1 Use mechanical spreading equipment. Check calibration to ensure specified rate is spread evenly. Water immediately after fertilizing to obtain moisture penetration of 1-1/2" to 2" (40mm-50mm). Rectify uneven spreading as soon as it becomes apparent. Spread additional fertilizer over areas affected.
- 11.2.2 Fertilize grass areas during the growing season as required.

### **11.3 Cultivating Planters and Beds**

- 11.3.1 Cultivate to keep top layer of soil loose, friable and free from weeds when required. Any operation must be continuous and without interruption.
- 11.3.2 Cultivate top 2" to 3" (50mm to 75 mm) of flowerbeds, planters and soil areas around trees and hedges.

- 11.3.3 Remove weeds including their roots. This is to include all sidewalks and walkways on the property.
- 11.3.4 Take care not to damage roots of shrubs or flowers. Use small hand tools for flower borders and areas of closely planted shrubs.
- 11.3.5 Collect and dispose of paper and refuse. Remove dead plants, leaves, branches, dead flowers and seedpods.
- 11.3.6 Clean areas that are covered with mulch by hand. Loosen top layer of mulch without mixing with soil underneath.

#### **11.4 Fertilizing Plant Material**

- 11.4.1 Apply fertilizer in early summer at a rate of 50 g/mm of calliper per tree and 0.5 kg per individual shrub.
- 11.4.2 Drill holes 0.3 to .04 m deep starting at drip line of branches and working towards trunk. Drill holes every 0.1 m<sup>2</sup> and divide required fertilizer over holes. Water well.
- 11.4.3 Mix 15 kg/100 m<sup>2</sup> of bone meal in top 0.2 mm and apply fertilizer at rate of 12 kg/100 m<sup>2</sup> surface of flower and shrub beds.

#### **11.5 Watering**

- 11.5.1 Base cost of this work on five (5) applications of water on trees, planters, shrub beds and grass areas per growing seasons.
- 11.5.2 Water will be supplied at each facility for this purpose. The Contractor is to become familiar with location of water supply, water outlets and/or pumping equipment required.
- 11.5.3 The Contractor is to supply hose and sprinklers required for watering operations.
- 11.5.4 Watering: Apply sufficient water per application to obtain moisture penetration of 3" to 4" (75mm to 100mm). Apply water in soft spray to avoid running of water and return to those areas until moisture penetration has been reached. Do not impede use of sidewalks and other paved areas. Apply sufficient water during growing season to ensure continuous healthy growth.

#### **11.6 Pruning**

- 11.6.1 Prune during dormant season but not during heavy frost. Prune evergreens in spring before start of new growth. Prune heavy bleeders such as birch or hard maple when in full leaf. Prune the previous year's growth of flowering shrubs only after blooming.
- 11.6.2 Use clean sharp tools. Make cuts flush with main branch with a smooth and sloping action to prevent accumulation of water on cut. Do not leave little stumps on trunks or main branches. Remove dead and injured branches and branches that rub together causing damage to bark.

- 11.6.3 Thin out crown of trees and/or shrubs without changing their natural shape or habitat. Do not damage lead branches.
- 11.6.4 Remove smaller branches at juncture of limb from which they originate or cut at twig or bud pointing outward. Undercut larger branches to prevent tearing of bark.
- 11.6.5 Give large cuts and damaged parts coating of wound dressing.
- 11.6.6 Remove 25% of old branches from “leggy” shrubs. Cut close to ground to force production of new shoots from base.
- 11.6.7 Trim hedges to produce sloping sides with bottom cross section slightly wider than top. Depending on variety, trim sufficiently to produce dense, smooth surface of foliage. After blooming, prune flowering hedges by removing individual older branches to keep size of hedge under control.

## **12. Winter Preparation**

- 12.1 Rake leaves frequently during the autumn season, until the trees have completely shed them. Remove fallen leaves from site.
- 12.2 Take protective measures for all perennial plants, flowers, or shrubs to ensure survival over winter.
- 12.3 Clean out all catch basins and ditches. Check all areas for surface drainage. Correct grades where spring drainage might be hampered.

## ANNEX C – WASTE REMOVAL

### Scope of Services

#### 1. Introduction

The RCMP recognizes the need to prudently manage solid waste materials and the recycling services of materials leaving our facilities.

The buildings, for the purpose of this RFP, are Client-owned located as per Schedule B1.

#### 2. Description of Work:

The Services shall include all labour, material, plant and site equipment, and services necessary to execute and complete the waste management and recycling programme identified herein. Contractor shall supply and pay for all labour, materials, bins, containers, and equipment necessary for the efficient and timely provision of Services including, without limitation:

- 2.1 Removal and disposal of garbage for specified Locations;
- 2.2 Removal and diversion of recyclable materials for specified Locations;
- 2.3 The collection of paper recycling and cardboard materials for specified Locations;
- 2.4 Provision of monthly collection reports outlining total weights for waste material per collection per location
- 2.5 Provision of monthly reports outlining recyclable material categories; individual and total weights for each category per collection per Location,
- 2.6 Contractor shall be responsible for any damage caused as a result of careless or reckless behaviour in the performance or non-performance of services at the Locations listed in this RFP;
- 2.7 Contractor shall be responsible for regular cleaning and disinfecting of collection bins used internally and externally for the waste management program. The RCMP reserves the right to request such cleaning services should we deem them necessary. Containers shall be sprayed/cleaned three times a year during the Spring and Summer months. The cost to fulfil the above cleaning requirement is the sole responsibility of the contractor.

#### 3. General Requirements

The Contractor is required to collect all categories of waste from each site and report on these activities.

- 3.1 The RCMP Representative reserves the right to conduct site visits of each bidder's facility as part of the bid selection process and monitoring thereafter.

#### 4. Equipment:

- 4.1 Contractor shall be responsible to provide exterior collection bins for garbage and recycling at no additional cost to the RCMP. Should replacement of such bins be necessary over the term of the agreement no additional fees will be applied.

#### 5. Collection & Haulage

- 5.1 The RCMP shall make reasonable efforts to separate recyclable materials at source to avoid contamination. Contractor shall ensure that at the time of collection, any Waste or Recyclable Materials found outside of, yet in the vicinity of, the containers are also collected and removed.
- 5.2 The Contractor shall employ all methods and procedures necessary in operation, use and maintenance of waste and recycling equipment, accessories, and storage containers, and carry out all collection, haulage and disposal activities necessary for complete and satisfactory performance of services at the RCMP's discretion. The Contractor shall collect all material for proper disposal and recycling in accordance with the Schedule identified in this Agreement. Contractor shall provide its own equipment necessary to transport the material from the site to Contractor's collection vehicle.
- 5.3 The Contractor shall make collections as quietly as possible, with minimum disturbance to on-site and neighbouring occupants.
- 5.4 The Contractor shall not leave behind litter on site in performing services. All material should be contained in such a manner so that spilling or blowing is prevented.
- 5.5 Unless otherwise indicated by the RCMP, hours of collection must fall between 8:30 a.m. – 4:30 p.m.

## **6. Non-Recyclable Materials**

- 6.1 Contractor shall report unusual quantities and composition of non-recyclable materials to the RCMP Representative, identifying the site of contamination and dispose of such non-recyclable materials at a landfill in accordance with requirements of relevant provincial legislation and regulations.

## **7. Environmental Protection**

- 7.1 The Contractor shall perform Services in a careful and environmentally responsible fashion to minimize negative effects on the environment.
- 7.2 The Contractor shall ensure that all material is recycled at a provincially approved recycling facility, and in accordance with requirements of relevant provincial legislation and regulations.

## **8. Security**

- 8.1 The Contractor shall ensure that Service Personnel are readily recognizable as employees of the contractor at all times while on the properties contained in this Contract. Security requirements are outlined in the General Terms and Conditions.
- 8.2 Where the provision of Services requires access to secured barriers or doors, the Contractor shall be responsible to obtain the necessary access codes or keys from the appropriate RCMP Representative. The Contractor shall maintain the security of such barriers or doors on each visit. All codes and keys are considered by the RCMP to be Confidential Information and shall not be disclosed without prior written authorization from the appropriate RCMP Representative.
- 8.3 There are some areas that the contractor will not have access to without assistance from security services on the premises. The contractor must check in with security upon arrival to gain access to the Waste Removal area. If this condition is present the RCMP Representative will arrange entrance procedures.

## **9. Reporting Requirements**

- 9.1 The contractor shall provide monthly reports detailing the volume of waste being hauled at each facility. Such information should detail the total volume (in tons) hauled in a given month for both waste and recycling. The Contractor must submit accurate weights for all roll off containers where the disposal fee is applied. For front loaded waste receptacles we require accurate reports on 20% of the lifts. Normal estimated weights will be sufficient for the other 80%.
- 9.2 In addition, submission of an annual report detailing the above require data for a period beginning April 1<sup>st</sup> and ending March 31<sup>st</sup> is required.
- 9.3 These reports should be prepared for each building as they are listed in Schedule B1 (pages 17-22).
- 9.4 Submission of monthly reports and annual will be directed to the RCMP Representative (identified after contract award).

In summary, we should receive monthly reports per building and then receive an annual summary (one per building). The annual report should coincide with the RCMP fiscal year end of March 31<sup>st</sup>. Such reports should be submitted within 30 days of this year end.

## **10. Additional Reporting**

- 10.1 If any proponent(s) is in a position to provide additional reporting which can increase the detail and accuracy of waste and recycling quantities and composition we would invite you to please submit such a proposal as part of this RFP for our review. Such proposals will be taken into account at the sole discretion of RCMP.

**ANNEX D – JANITORIAL SERVICES**  
**Scope of Services**

**1. General Requirements**

- 1.1 The Contractor agrees to provide, under this contract with the RCMP, qualified and or licensed manpower, uniforms, all the necessary tools and equipment in good working order, all materials including any and all types of interior/exterior lamps and any required equipment, and products for general cleaning and maintenance services (referred to as “Services”), as described herein for the Sites whose addresses are specified in Schedule “B1” (pages 17-22).
- 1.2 The Contractor shall provide, as part of the Services, a twenty four (24) hours per day seven (7) days per week emergency dispatch centre or network with the capacity to provide corrective or Additional Services on an emergency basis.

**2. EQUIPMENT – PRODUCTS – TOOLS – MATERIAL**

- 2.1 The Contractor shall provide all the products required for cleaning and maintenance in conformance with the provisions of the Workplace Hazardous Materials Information System (WHMIS). A Material Safety Data Sheet (MSDS) of all the products utilized shall be forwarded to the RCMP Representative at the beginning of the Agreement period and updated during the term of this Agreement with copies kept on file by The Contractor at each location.
- 2.2 The Contractor shall provide the bathroom tissue, hand soap and sanitary napkins of a suitable quality; these products must be suitable for any dispensers furnished by RCMP. Revenue from the sanitary napkin dispensers shall be the property of the Contractor. The Contractor shall be responsible for maintaining the dispensers in proper working order and making any necessary repairs or replacements.
- 2.3 The RCMP Representative must approve all materials, equipment and products that are used. Environmentally friendly “green” products, Environmental Choice Logo or Green Seal logo must be used where cost neutral or where requested.
- 2.4 The products listed below are to be considered as minimum requirements:
- Liquid hand soap (dispensers to be supplied by the RCMP)
  - Toilet tissue – Rolls with 1000 sheets/roll – 2ply; (note toilet tissue rolls required to match size of dispensers – some are larger than 1000 sheets/roll);
  - Paper hand towels – sheets or rolls;
  - Floor finish;
  - Floor sealer;
  - Floor stripper;
  - Stainless steel cleaner;
  - Urinal cleaner;
  - Dust control treatment;
  - Furniture polish;
  - Disinfectant;
  - Deodorants/Air Fresheners;
  - Various Cleaner;
  - Carpet shampoo - 3M Spot Remover (no residue) shampoo with bleaching agent or other product approved by Site representative;
  - Glass cleaner;
  - Sanitary napkins;

- Tampons
- Plastic bags - minimum 2 mil;
- Any type of large plastic bag, be it transparent, opaque or colored, required for recycling and waste management programs, including disposal according to local municipal legislation;

- 2.5 The RCMP Representative must approve all materials, equipment and products that are used.
- 2.6 The Contractor shall have available at all times the equipment, materials and products required to carry out the services as mentioned in Schedule B2 (pages 60-74).
- 2.7 All materials shall be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original, unopened container. The RCMP Representative may instruct the Contractor to discontinue the use of any material judged not suitable and to substitute another mutually satisfactory product.
- 2.8 The Contractor shall ensure that all materials used in the workplace are classified and labeled according to the Workplace Hazardous Materials Information Systems (WHMIS).
- 2.9 There is to be a monthly quantity of supplies (soap, paper products, etc.) on site and readily accessible at all times. This is subject to available space at building location.
- 2.10 The Contractor shall track the quantities of chemical and supplies consumed over time by cleaning operations on at least a quarterly basis or as per site requirement.
- 2.11 The Contractor shall use a chemical measuring and dilution control system that limits workers exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.
- 2.12 The Contractor shall provide easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products, training of workers in the safe and effective use of all relevant chemical concentrates.
- 2.13 The Contractor, if applicable to sites, shall use Powered automated scrubbing machine that must be equipped with a control method for variable rate dispensing to optimize the use of cleaning fluids and battery powered equipment shall be equipped with environmentally preferable sealed batteries.
- 2.14 The Contractor shall develop, adopt, and maintain a plan for the use of powered janitorial equipment that maximizes the effective reduction of building contaminants with minimum environmental impact. This plan also shall include maintenance program that inspects and maintains the performance of janitorial equipment, record all results in a log.

### **3. CORE CLEANING FUNCTIONS**

- 3.1 For a brief description of the minimum cleaning task routines in this RFP, please refer to Schedule B2 (pages 59-73) to this document.

### **4. SITE SPECIFIC REQUIREMENTS**

- 4.1 Site-specific scopes are contained in Schedules B2 (pages 59-73) based on building types identified in Schedule B1 (pages 18-22).

## **5. ADDITIONAL SERVICES REQUIREMENTS**

- .1 The requirement of additional services is specific to each building. The Contractor is to follow the Scope of Work as presented in Schedule B1 and B2 to establish if the service is required.

## **6. Additional Services Specifications**

### **6.1 High Window Washing (sills over 10' from ground)**

- 6.1.1 Wash and clean exterior of windows and any glass or reflective exterior surfaces to a streak-free finish, using approved safety methods according to and complying with all established legislation, guidelines and practices for this task.
- 6.1.2 Any interior of windows and any glass or reflective surfaces to a streak-free, polished finish, using safety methods. This includes but is not limited to atriums, skylights, balconies, windows, and other such surfaces.

### **6.2 Mats**

- 6.2.1 The Contractor must supply all winter, summer or elevator mats if required in the provision of services as indicated in Schedule B2 (pages 60-74).
- 6.2.2 All mats must be of a size and quality similar or greater than the original mats, i.e. those that were in place prior to the start of the contract, at locations such as entrance and egress points, counters, elevators, public lobbies, etc.
- 6.2.3 While RCMP Representative will make every effort to give an accurate estimate of the area of matting required, the Contractor must confirm area requirements. RCMP assumes no responsibility for incorrect quantities.
- 6.2.4 Whether the Contractor is responsible for the provision of matting or not, all mats must be cleaned according to the basic task description in Schedule B2 (pages 60-74).

### **6.3 Lighting Program (General)**

- 6.3.1 The following requirements apply to all areas of the building including stairwells and areas that are excluded from general cleaning. Parking lot lights are excluded from this section.
- 6.3.2 Replace all burnt out light bulbs and tubes up to 12 feet as necessary within 24 hours, or as specified in Schedule B2 (pages 60-74).
- 6.3.3 Lighting bulb/tube replacements are the fluorescent tubes, incandescent lights, and exit sign lights.
- 6.3.4 Supply and maintain adequate replacement stock on site.
- 6.3.5 Clean interior and exterior of light fixtures free of dust, film or any debris. Fixtures to be washed and cleaned according to type annually or as otherwise directed by the RCMP.
- 6.3.6 Supply and install new tubes and bulbs, including exit lights as part of this contract. Replacement bulbs shall be as (or more) energy efficient than the bulb being replaced and have the same (or longer) life rating. Replacement bulbs shall have the same (or higher) CRI

and the same color temperature as the bulb being replaced. Ballasts do not form part of this contract.

- 6.3.7 Check flickering tubes and replace upon discovery. If the tube still flickers, tag the light fixture with a yellow tag and report flickering light to the local RCMP Representative.
- 6.3.8 The Contractor is not responsible for the provision of tubes or bulbs in units, which form an integral part of the furniture, office equipment and elevator cab.
- 6.3.9 If an acrylic or glass lens is broken while replacing or cleaning bulbs or tubes, The Contractor shall replace the broken lens with a lens supplied by the RCMP.
- 6.3.10 Disposal of lamps: the Contractor is to cooperate and participate in lamp recycling programs.

#### **6.4 Cleaning of RCMP Cellblocks and Detention Areas**

6.4.1 This details procedures for cleaning and sanitation activities of bodily fluids to ensure a safe environment for all staff and inmates.

6.4.1.1 Contracted custodial staff shall be aware of the potential for contact with infectious diseases and shall govern themselves accordingly.

6.4.1.2 This SOP provides general guidelines.

6.4.2 Procedure:

6.4.2.1 Awareness:

- a) Wear personal protective equipment and clothing recommended by your employer.
- b) Know the potential hazards and safe handling practices for all cleaning and disinfecting products you use.
- c) Follow procedures and safe work practices recommended by your employer.
- d) Use cleaning products according to the supplier's recommendation to ensure proper cleaning.
- e) Consider all biological waste as infectious.

6.4.2.2 Routine Cleaning:

Note: Frequency and methods of cleaning and disinfecting should be developed according to: type of surfaces or areas to be cleaned; amount of soiling; number of people and degree of activity in the area; and, risk to employees, visitors, custodial staff and inmates and should include the name of the person responsible for house-keeping activities.

- a) Keep all cells, secure interview rooms, prisoner/visitor rooms, patrol corridor, other holding areas and guardroom counter free of garbage and debris.
- b) Remove, as per schedule, visible dust and dirt from cells, secure interview rooms, prisoner/visitor rooms, patrol corridor, other holding areas and guardroom counter with water and detergent and/or vacuuming.

- c) Clean ducts, fans and air conditioning systems according to recommended schedule.
- d) Always clean and wash surfaces thoroughly before disinfecting them.
- e) Use germicide or freshly prepared solution of one part bleach to ten part water and dedicated cleaning equipment to routinely disinfect all areas.
- g) Wash hands thoroughly with warm water and soap, after removing gloves.
- h) Report all spills, accidents, incidents, etc. to your on site supervisor or to the site authority.

#### 6.4.2.3 Cleaning of Bodily Fluids:

Note: Ensure proper training of all individuals who may come in contact with bodily fluids to ensure they understand potential hazards, take necessary precautions, and use proper chemicals for clean-up.

- a) Restrict access to area.
- b) Wear appropriate personal protective equipment for the situation, such as puncture-resistant gloves, face shield, safety boots or protective shoe covers, and gown or apron.
- c) Collect clothes, linen and material soiled with bodily fluids with minimum agitation and put in appropriate sealed, labeled bio-hazard, leakproof container.
- d) Remove bodily fluids with disposable absorbent towels before disinfecting.
- e) Dispose of towels in appropriate container with a secure lid and properly mark as bio-hazard.
- f) Disinfect area with appropriate equipment and solution.
- g) Dispose of all contaminated articles as per disposal regulation and decontaminate all equipment used for clean-up.
- h) Remove protective equipment before leaving the location of the spill, then wash hands thoroughly.

#### 6.4.2.4 References:

- a) RCMP Occupational Safety Manual  
Chapter 3 - Hazardous Occurrence Investigations, Reporting and Recording  
<http://infoweb.rcmp-grc.gc.ca/rcmpmanuals/eng/osm/osm3/osm3.htm>
- b) RCMP Occupational Safety Manual  
Chapter 6 - Biological Occupational Exposures  
<http://infoweb.rcmp-grc.gc.ca/rcmpmanuals/eng/osm/osm6/osm6.htm>

c) Canadian Centre for Occupational Health and Safety (CCOHS)  
Canada's National Occupational Health & Safety Resource - Sanitation and  
Infection Control for Cleaning Staff  
[http://www.ccohs.ca/oshanswers/hsprograms/cleaning\\_staff.html](http://www.ccohs.ca/oshanswers/hsprograms/cleaning_staff.html)

d) Public Health Agency of Canada  
Infection Control Guidelines - Hand Washing, Cleaning, Disinfection and  
Sterilization in Health Care  
[http://www.phac-aspc.gc.ca/dpg\\_e.html#infection](http://www.phac-aspc.gc.ca/dpg_e.html#infection)

## **7. WASTE MANAGEMENT**

### **7.1 General**

- 7.1.1 Waste collection and removal services for each facility shall be performed in accordance with the building waste management and recycling program.
- 7.1.2 Duties shall include but not be limited to replacing dirty garbage bags, picking up litter, and washing exterior surfaces of garbage and recycling receptacles on a regular basis.
- 7.1.3 The Contractor shall regularly report to the RCMP Representative all damaged or missing recycling containers used in the separation and storage of recyclable materials.
- 7.1.4 The Contractor shall collect all materials as scheduled to avoid overfill and bad odour.
- 7.1.5 The Contractor shall comply with client policies, provincial and federal legislation and municipal bylaws controlling waste disposal and recycling and possess all necessary certification and licensing.
- 7.1.6 Depending on the building's recycling program, The Contractor shall be responsible for the removal and separation of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, old corrugated cardboard, aluminum and steel cans, plastics, wood, etc. and placing these in designated bins, as identified by the RCMP Representative, ready for removal from the building.
- 7.1.7 Interior recycling containers, provided by the RCMP, shall be placed throughout the facility, including locations such as corridors, lobbies, lunchrooms, filing and stock rooms, and any other area deemed necessary by the Client or the RCMP Representative.
- 7.1.8 All garbage and food composting containers, where feasible, must be emptied daily, and contents from the food composting containers must be emptied into designated compost collection containers. All containers must contain the appropriate Bio degradable liners and be replaced as necessary.
- 7.1.9 Where required, primarily in remote rural sites, The Contractor may be responsible for removing waste in small quantities to the local municipal dump as per all municipal and provincial regulations applicable and shall have or obtain any and all permissions and permits to do so.
- 7.1.10 At facilities where curb side collection is permitted, The Contractor shall comply with all municipal and provincial regulations, practices or policies, including supply of proper bags and/or containers.

7.1.11 Employees of The Contractor must attend building-specific waste management training for new recycling programs and re-education of existing recycling programs provided by the RCMP. Training is also mandatory for new staff where frequent staff turnover exists.

## 7.2 General Information (for RCMP)

7.2.1 The work is divided into five categories:

- Patrol Cleaning: This work consists of pre-determined tasks as outlined in the schedule B2 (pages 60-74);
- Routine Cleaning: This work consists of pre-determined tasks as outlined in the schedule B2 (pages 60-74);
- Scheduled Project Cleaning: These activities are performed at times determined by the RCMP Representative. The Contractor will provide a proposed schedule for project cleaning on the 15th of each month for the next month. The Contractor shall notify the RCMP Representative when each Project Cleaning Operation is completed as set out in Schedule B2 (pages 60-74);
- "As and when required" Cleaning: The Contractor will offer "as and when required" cleaning services at the fees set out in the Unit Price Table. There is no guarantee of a minimum or maximum amount of work;
- Emergency Cleaning: These activities are performed on a short notice. Upon notice by the RCMP Representative of an emergency situation, The Contractor will have sufficient and properly equipped staff at the work site within 0.5 hours for urban areas and 1 hour for remote areas. The Contractor will offer "emergency" additional cleaning services at the fees set out in the Unit Price Table.

7.2.1 The Contractor will use different color-coded microfiber cloths and floor microfiber mop materials must be proven to be environmentally preferable. This process will control cross-contamination a log shall be kept of these colors for the cleaning of:

- Toilets and urinals;
- Washroom Counters
- kitchen sinks and counters
- Dusting
- Washroom floors
- General floors areas

## 8. SCHEDULES

8.1 Recommended frequencies for all activities are listed in Schedule B2 (pages 60-74). Notwithstanding the minimum frequencies shown in this schedule, tasks shall be performed to ensure that the facility maintains a clean, neat and tidy appearance to the complete satisfaction of the building's RCMP Representative.

8.2 A proposed schedule of routines for each facility must be provided to the RCMP Representative for approval within 30 days of the commencement of the contract and shall include a complete list of equipment and materials to be used in the performance of the tasks identified in Schedule B2 (pages 60-74). The RCMP reserves the right to request that certain materials or equipment be changed or not used in the provision of services.

- 8.3 The Contractor will post a cleaning schedule in each building for Operations and Frequencies.
- 8.4 Daytime cleaning requirements are shown in the Site Details Spreadsheet B2 (pages 60-74). Information specifying the areas that require daytime cleaning is shown in Schedule B1 or otherwise will be provided at contract start.
- 8.5 For tenant operational reasons, there may be a requirement to change some daytime work to night time or vice versa; the Contractor is to accommodate such requirements under the terms of this contract at no extra cost.

## **9. STAFFING LEVELS**

- 9.1 The Contractor will be required to replace any employees that are absent, unless otherwise approved and documented by the RCMP Representative.
- 9.2 The Contractor shall, immediately upon award of the contract, designate a non-working supervisor for the contract. The non-working supervisor will be the Contractor's Representative with full responsibility and authority to manage workload. The supervisor is also responsible and authorized by The Contractor to accept notice, consent, direction, decision or other communication on behalf of the Contractor. The supervisor shall liaise daily with the RCMP Representative and shall be capable of communicating in English and French.
- 9.3 The supervisor shall be equipped with a cellular phone, demonstrated to work properly at the worksite. All expenses including installation, airtime, activating fees and the phones/pagers shall be at the expense of the Contractor. An uninterrupted communication service is mandatory for all sites.
- 9.4 If the supervisor is not continuously present during working hours, The Contractor shall nominate one of its employees to represent The Contractor in place of the supervisor. Anyone so nominated to replace the supervisor will have full rights and responsibilities of the supervisor.

## **10. FLOORING**

- 10.1 Supply and visibly display bilingual Danger Wet Floor Signs when performing wet floor cleaning operations.
- 10.2 Furniture and wastepaper baskets are not to be placed on desks, tables or workbenches during cleaning operations.
- 10.3 All floors are to be maintained as per manufacture recommendation.
- 10.4 The use of burnishing or high-speed buffing equipments with controls or other devices sufficient for capturing and collecting particulates generated during the used of the equipments and shall operate at a sound level less than 70 dBA.
- 10.5 Paper Save and Recuperation Programme
  - 10.5.1 Cardboard shall be flattened and shall be placed in the designated container.
  - 10.5.2 All paper shall be collected and placed in containers in the designated area.
  - 10.5.3 No recyclable materials shall be disposed of as garbage.

- 10.5.4 Outdated phone books shall be collected and placed in designated containers when required.
- 10.5.5 The emptying of paper from shredding and supplying bags are not part of this contract, they are the responsibility of the tenant. However, removal of suitable bagged shredded paper and vacuuming of any spillage is included in the Contract. Remove surface contamination/garbage from recycling containers.
- 10.5.6 Collect paper from recyclable paper receptacles in high generation areas.
- 10.5.7 Clean exterior of the recycling containers and multi – use recuperation.
- 10.5.8 Collect recyclable materials from multi – use installation and store in designated area.
- 10.5.9 Clean interior and sanitize of the recycling containers and multi – use recuperation receptacles.
- 10.5.10 Collect paper from recycling containers at desks

## **11. GARBAGE/RECYCLING/RECUPERATION MATERIAL PICK-UP AREA**

- 11.1 Garbage stored in plastic bags or garbage cans must be placed at pickup point prior to scheduled garbage collection.
- 11.2 Where a “saddle” box program is in place at office level individual workstations, it is the responsibility of tenants to remove their contents to central recycling collection points on each floor. However, to ensure that materials do not remain unduly without attention or in cases of absence of workers, “saddle” boxes that appear to have been dormant for a week are to be emptied at the central recycling collection point, by the Contractor. “Saddle” boxes are to be cleaned as required.
- 11.3 Contractor shall participate in, and comply with, all aspects of the Waste Diversion Programs in the facilities where implemented.
- 11.4 Empty all garbage into bulk-lift units, garbage compactors, plastic bags or garbage cans, depending on system in use.
- 11.5 Sweep floor and damp mop after pickup, spot clean walls, wash and disinfect all recycling kiosks located throughout the offices, and other areas of the facility.
- 11.6 After garbage/recycling/recuperation material pick-up: wash and disinfect walls, doors and floors in garbage room. Wash and disinfect trash carts (green/blue trash cans), clean every week and shall be without any soil or marks present and shall be odour free.

## **12. CARPETING AND RUGS:**

- 12.1 Clip loose threads during vacuuming operation.
- 12.2 Sweep or vacuum exposed flooring during cleaning operations.
- 12.3 Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification. Log shall be kept for these tasks.

- 12.4 Employees must report all carpet stains, damaged or lifting carpets to their supervisor on a daily basis and report shall be provided to RCMP.
- 12.5 The Contractor shall use "COMMERCIAL HEAVY-DUTY VACUUM CLEANERS" must meet at a minimum the Carpet and Rug Institute Green Label program. With the following features: Customer may have more stringent requirement that must be met.
- 12.5.1 Sound level of less than 70 dBA.
- 12.5.2 High efficiency 0.3 micron particulate Air filters (Hepa Type).
- 12.5.3 Minimum 102 inches of water lift.
- 12.5.4 Power-head.
- 12.5.6 Proper tools/accessories for floors and furniture.
- 12.5.7 The Contractor shall use "HIGH PERFORMANCE HOT WATER EXTRACTORS" must meet the Carpet and Rug Institute Green Label program with the following features:
- Minimum 110 psi-solution pump
  - Minimum of 137 inches of water lift
  - Minimum of 15-gallon solution tank
  - Minimum of 15-gallon recovery tank
- 12.5.8 The Contractor shall use "SINGLE SPEED (BUFFER) WITH A SOLUTION TANK".
- 12.5.9 Maximum speed of 175 rotations per minute.

### **13. WALK AWAY MATS**

- 13.1 The Contractor shall use an industrial type, that meet at a minimum the Carpet and Rug Institute Green Label program wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet and dry sand, salt, water, snow, etc., from the mats.
- 13.2 Mats shall be in place from November 1st to April 30 inclusive. In case of unusual weather conditions, the RCMP may shorten or extend the period.
- 13.3 Mats that are in place year round need to be clean as per schedule B2 (pages 60-74).
- 13.4 The Contractor shall supply walk-away mats and shall install with 2-sided tape and maintain. The tape shall be provided by the Contractor.
- 13.5 Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
- 13.6 The quantity, type size and location will be determined by the RCMP Representative.
- 13.7 Mats are to be clean both side before storage and place according to manufacturing recommendation.
- 13.8 Walk Away Mats shall be cleaned during inclement weather more often immediately upon discovery or when requested by RCMP.

13.9 Where T mats are used remove wash floors, vacuum carpet, clean T mats and replace.

13.10 The winter mats and elevator carpets will be shampooed and steam cleaned as per schedule B2 (pages 60-74) or more often, if required, and when requested by the RCMP.

#### **14. FURNITURE (OFFICES AND BOARDROOMS)**

Preliminary Instructions: Furniture with papers and files left on furniture shall not be disturbed by the cleaner. All furniture will be free of dust and damp wiped upon completion of the services on a floor, part of the floor, or an enclosed space equipped with light switches, The Contractor shall turn the lights off when the services are performed outside of regular hours. This excludes paintings and Art Bank objects.

##### **14.1 Garages**

###### **14.1.1 General**

Keep entrances viewing mirrors clean at all times. Apply an absorbent compound to remove oil and grease spills as they occur. Remove accumulated slush and water on floors in entrances as required during inclement weather

The Contractor shall supply a motorized industrial sweeper and scrubber, equipped for wet and dry pickup, which shall be propane or battery operated. Data on the equipment shall be submitted to RCMP approval annually.

#### **15. QUALITY STANDARDS**

The Quality Standards described below shall be strictly adhered to. All inspections made by the RCMP Representative and Contractor shall be rated according to these Quality Standards.

<b>Sweeping</b>	All areas shall be free of trash and soil. Keep exterior of building clear of all litter up to 10 meters.
<b>Hosing</b>	All areas shall be clean after scheduled hosing with no water accumulation in low areas.
<b>Floors</b>	All floor types shall have a clean appearance. Provide additional damp mopping of floor during inclement weather or when requested by the RCMP.
<b>Dust Mopping</b>	All areas shall be free of dust film and all furniture shall be relocated to its original location.
<b>Damp Mopping</b>	All areas shall be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing.
<b>Wash Floors</b>	All areas shall be free of dirt, stains, splashing and cleaning solution.
<b>Machine Scrub</b>	All areas shall be free of dirt, stains, splashing and cleaning solution.
<b>Spray Buffing</b>	All areas shall present an overall appearance of cleanliness, have a bright resilient shine and be dust free.

<b>Buff Floors (restore)</b>	All areas shall present an overall appearance of cleanliness, have a shine and be dust free
<b>Wet Scrub</b>	All areas shall have an overall appearance of cleanliness an even shine and be free of minor scrapes and marks by removing two coats of wax and reapplying two coats of wax.
<b>Strip and Refinish</b>	All areas shall present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks by removing all layers of wax and reapplying four coats of wax.
<b>Strip and Reseal</b>	All areas shall present a clean appearance and shall be free of dirt, stains and marks by removing all layers of wax, sealer and reapplying one coat of sealer and three coats of wax or two coats of sealer depending on the floor type.
<b>Vacuuming</b>	Provide additional vacuuming during inclement weather or when requested by the RCMP.
<b>Carpet</b>	All carpet surfaces shall present an overall appearance of cleanliness and shall be free of dust, dirt and soil.
<b>Walk-away Mats</b>	Walk-away mats shall be clean and free of dust and dirt.
<b>Upholstered Furniture</b>	Upholstered furniture shall be free of dust, dirt and other debris.
<b>Stain Removal</b>	All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operation.
<b>Hot Water Extraction</b>	All carpets, walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water. ((A) with hot water extraction and or B) dry carpet cleaning: at) all carpets, rugs and upholstered furniture should be clean, without dust, dirt, dirty snow, salt or water. (B) This will be done with a product without water.
<b>Cleaning Floor Grills</b>	All foot grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.
<b>Cleaning of Notice Boards and Fire Hose Cabinets</b>	All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.
<b>Glass Cleaning</b>	All glass shall be clean on both sides and free of streaks and finger marks.
<b>Cleaning of Stairways and Landings</b>	All areas shall present an overall appearance of cleanliness and be free of dirt, dust streaks and trash.
<b>Elevator Cleaning</b>	All elevator cab surfaces shall be free of dust, marks and soil. Walls, ceiling, floors, handrail and doors shall be free of soil film, producing a freshly washed appearance. Daily cleaning of door tracks are required.
<b>Furniture, Fixtures and Equipment</b>	All surfaces shall be free of dust, streaks and finger marks.

---

<b>High Dusting</b>	All surfaces shall be free of dust accumulation.
<b>Blinds and Drapes</b>	Blinds and drapes shall be free of dust, cobwebs, watermarks and dirt.
<b>Metal Cleaning</b>	All metal surfaces shall be free of marks, stains and have a clean shine. Clean all bright metal surfaces: Bright metal (copper, brass, stainless steel, brushed aluminums, etc.) shall have a clean shine without marks, stains, polish residue or verdigris [green/blue deposit], includes elevator frames and panels, clean with an approved product.
<b>Cleaning of Washrooms and Showers</b>	All washrooms and showers shall have a clean scent and no odour at all and shall be disinfected and sanitized. All surfaces shall be free of stains, water marks, and scale and shall be clean and bright. All waste and sanitary receptacles shall be empty, clean and all dispensers replenished. Washrooms log must be filed out, washrooms shall be clean at night for morning freshness. Ensure all dispensers are at least 80% full; restock.
<b>Shower Curtains</b>	All shower curtains (HEAVY DUTY COMMERCIAL TYPE with metal hooks must be approved by the RCMP Representative).
<b>Waste Receptacles</b>	All waste receptacles shall be empty and the exterior surface wiped clean.
<b>Chalk Boards and white Boards:</b>	Chalk tray shall be clean and free of dust.
<b>Cleaning of Sand Urns, Butt Stops and Ashtrays</b>	All trash shall be removed from urns, butt stops and ashtrays. Surfaces shall be clean with no visible stains or build up.
<b>Cleaning of Drinking Fountains</b>	All surfaces shall be free of spots, stains and streaks.
<b>Cleaning of Air Grills and Air Diffusers</b>	All air intakes and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
<b>Cleaning of Light Fixtures</b>	All light fixtures shall be free of dust, dirt, stains and streaks.
<b>Cleaning of Garbage Rooms</b>	Recycling/recuperation material pick-up: Garbage rooms and empty garbage containers shall be free of odours and clean.
<b>Contractor Space and Janitor Closets</b>	All surfaces shall be free of waste paper, garbage, dust, and stains and free of odours and clean.
<b>Entrances and Exit, Lobbies, Corridors</b>	Keep free of litter, stains, dust and cob webs.

**APPENDIXES**

The following appendix is to supplement the Description of Services.

- Appendix I - Core Cleaning Functions

**Appendix I**

**Core Cleaning Functions**

<b><i>Includes the following minimum basic routines at the specified frequency.</i></b>			
<b><i>Additional clarifications as to meaning of terms used are to be found in "Definitions" worksheet:</i></b>			
<b>Task Code</b>	<b>Description</b>	<b>Item</b>	<b>Task</b>
GC1	<b>General Cleaning 1</b>	1	Dust or damp wipe all horizontal and vertical surfaces, disinfecting where necessary, to remove all visible dirt, dust, film and marks and hand-height or less than 2.5m or 8.2 ft. (low level) whichever is higher.
		2	With commercial cleaner, clean and polish all glass surfaces including doors, panels, transoms, bookcases, partitions, etc. to streak-free, spotless, reflective shine.
		3	Vacuum all carpeted areas, including retail counter mats and damp mop all hard surface floors wall to wall. Sweep clean concrete floors in open areas. For small facilities, vacuum carpet weekly or as needed
		4	Spot clean all light switches, walls, doors, handrails, etc. to remove dirt and marks.
		5	Empty and clean/disinfect all exterior surfaces of waste/recycling containers. Ensure containers have appropriate, clean lining and remove litter to designated point.
		6	Clean all surfaces of sand urns, replacing clean sand as necessary. Thoroughly clean all ashtrays, safely disposing of smoking debris.
		7	Clean all public phones and telecommunication devices with approved disinfectant solution.
		8	Pour pail of clean water into all floor drains weekly.
		9	Clean and polish all drinking fountains
		10	Empty and refill humidifiers
		11	Ensure that all polished surfaces are clean and bright, including door hardware, kick plates, trim, facings, etc.
		12	In gymnasiums, damp wipe benches with disinfectant solution using minimum amount of water and drying thoroughly immediately.
		13	Clean blackboards/whiteboards as required/instructed
GC2	<b>General Cleaning 2</b>	1	Clean all furniture, including partitions by vacuuming fabric or damp wiping as applicable to remove visible dirt and marks. Clean/polish all wooden surfaces.
		2	Remove all cobwebs at low level
		3	Remove dust from radiators, dispensers, etc.

		4	Dust with treated duster/damp wipes all blinds, sashes, sills, etc. Vacuum drapes when necessary.
		5	Clean all Plexiglas with approved anti-static cleanser. Clean all lens covers with approved anti-static cleaner suitable for the task.
		6	Shampoo all retail counter mats, to remove salt stains, marks, etc.
		7	Dust books in bookcases without removing. Clean display cases, trophy cases and trophies. Do <i>NOT</i> clean any museum displays or artifacts.
		8	Clean/dust all closet shelves and boot trays if applicable
		9	Empty/clean humidifiers
		10	Vacuum egg crate ceiling panels to remove dust
GC3	<b>General Cleaning 3</b>	1	Vacuum all metal grid ceilings.
		2	Clean inside/outside of fire extinguisher cabinets and low-level exit signs, clocks, Corporate logos, etc.
		3	Thoroughly clean/polish all ornamental metal, other metal work, metal entrance doors, panic bars, chrome furniture and partition legs, etc.
		4	Wash/disinfect interior/exterior of all waste containers
GC4	<b>General Cleaning 4</b>	1	Thoroughly clean/wash all air diffusers, grills, heat convectors and vents.
		2	Ground/low-level window cleaning, interior and exterior, up to maximum of 10'.
		3	Wash all light fixtures and lights annually.
		4	Completely wash walls, columns, uncovered pipes and ledges annually
		5	Floors directly under sorting machines and open platforms to be washed under supervision of Client.
WS1	<b>Washroom Cleaning</b> (including shower, change, sauna, combat and locker rooms)		<i>At all times, washrooms must present an overall sparkling clean appearance with a clean scent or no odour at all. A current washroom services log must be kept at all times in each washroom - see Records Management.</i>
		1	Clean/disinfect interior and exterior of toilets, urinals free of stains, water spots, scale etc. Counters, sinks and all hardware will be clean, dry and bright. Stainless steel surfaces will shine, streak free. Mirrors and partitions will be cleaned free of dirt, spots, streaks, or marks of any kind.
		2	Empty and clean all waste receptacles and disposal units on all sides. Replace liners.
		3	Thoroughly mop floor using a germicide solution to remove all soil and marks. Corners and edges to be free of dirt, film or mop marks.
		4	Spot clean/damp wipe doors, including hardware and kick plates to remove marks, stains, and all visible signs of dirt. Wipe doorknobs with germicidal solution.
		5	Replenish/fill all washroom supplies as needed. Including holders, dispensers, paper goods, deodorants and urinal blocks etc.

		6	Clean/disinfect shower room walls and floors. Clean both sides of doors including metal frames to be free of scale, scum, spots and marks. Hardware to be clean and bright. Soap holders, shower curtains will be clean of soap scum and dry.
		7	Clean hand wash stations to be free of dirt, soap scum or scale.
		8	Damp wipe all surfaces of lockers or cabinets ensuring all sides are free of dust, dirt and marks. Wipe clean all wooden benches.
		9	Unclog all toilets and drains with plungers. If unsuccessful, report immediately to the RCMP Representative.
		10	All toilets/urinals to be de-scaled regularly using organic type acid de-scaler.
		11	In weight/exercise rooms, damp wipe benches, shoe polish bar, gym equipment with disinfectant.
		12	In Self Defense/Combat rooms, clean floor and walls with germicidal and fungicidal cleaner.
		13	All walls will be completely washed with germicidal solution when necessary.
FO1	<b>Food Area Cleaning</b> (including Cafeterias, Lunchrooms & Kitchenettes)		<i>Note: Cafeterias are those for which cleaning duties are not covered by food service operator license agreement</i>
		1	All appliances shall be free of all marks on exterior surfaces. All glass will be clean, reflective and streak-free.
		2	Damp wipe/clean and disinfect all counters, sinks and furniture.
		3	Empty and clean all surfaces of waste/recycling containers. Reline containers and remove litter to designated point.
		4	Vacuum all carpeted areas and damp mop all hard floor surfaces to remove all dirt and marks.
		5	Spot clean all light switches, walls and doors to remove all dirt and marks.
EL1	<b>Elevator/Escalator/Lift Cleaning</b>	1	Sweep/damp mop/vacuum floors, door or step tracks as necessary to remove all signs of dirt, debris or marks.
		2	All mirrored surfaces are to be cleaned as per Glass cleaning tasks.
		3	Clean/damp wipe cab doors, walls, ceilings, railings, vinyl hand rests to remove all signs of dirt, debris or marks.
		4	Stainless steel frames, pushbuttons etc. are to be clean and reflective.
		5	Emergency telephone handsets are to be cleaned/damp wiped with approved disinfectant solution.
ST1	<b>Stairs, stairwells</b>	1	All steps are to be kept free of dirt, debris, etc. at all times.
		2	Dust/damp wipes all banisters and damp mop all floors free of dirt, scuff marks etc.
		3	Clean/dust all signage and lighting. Replace light bulbs when necessary.
		4	Ensure that all fire regulations are adhered to and stairwells are obstruction-free.
		5	Strip and reseal treads, risers and landings when required.

EN1	<b>Entry Cleaning 1</b> (including lobbies, vestibules, and all exits)	1	Damp wipe all reception/security desks, tables, etc. Tidy all magazines, brochures, etc.
		2	Vacuum matting to remove dirt and debris – both sides.
		3	Matting must be kept dry and free from slush.
		4	All entrances and exits must be kept clear of obstructions and debris, including leaves, garbage, etc. Walkways and stairs must be swept free of dirt.
		5	Thoroughly wash and clean entrance foot grilles, removing all debris.
		6	All patio areas to be regularly swept clean of dirt and debris and outside furniture cleaned as per general cleaning tasks.
EN2	<b>Entry Cleaning 2</b>	1	Lift entranceway grates and clean/dry recessed areas.
		2	Clean/damp wipe all light fixtures, arches, grillwork, handrails, signage, etc.
		3	Clean outside letter depository boxes, lock boxes, and fixtures
		4	Deep clean/Shampoo matting when necessary to remove dirt and marks.
DS1	<b>High Level Dusting</b> (surfaces above 2.5 m or 8.2 ft.)	1	Damp wipe/remove dust with treated duster from frames, mirrors, partitions, lockers, sills, ledges, vents, pipes and any other high-level vertical/horizontal surface. Dust/clean all high-level signage, including exit signs, clocks, Corporate signs, logos, etc.
		2	Remove all cobwebs at high level.
FL1	<b>Floor Care 1</b> (except marble)	1	Clean all hardwood/tile floors and spray buff with commercial equipment to remove scuff marks, stains, ground-in dirt, etc. Clean linoleum floors accordingly. For small facilities, spray buff weekly.
		2	Vacuum all carpeted floors thoroughly wall to wall, in all areas not covered by furniture, and spot clean stains and marks. Clean carpet free of dirt, debris, pile, footprints, etc. Clip all loose threads
		3	Sweep and damp mop concrete floors. If required, machine scrub floors with non-abrasive pad. Special finishes may need specific care, criteria of which will be provided by the RCMP designee.
		4	Gymnasium floors are to be damp mopped to clean. Do <b>NOT</b> use wax on gym floors.
FL2	<b>Floor Care 2</b> (except marble)	1	Bonnet clean carpeted area
		2	Spray buff epoxy and terrazzo floors weekly. Spray buff track worn paths weekly. For any other type of floor not mentioned, please see RCMP Representative for details and frequencies.
		3	Vacuum/hose wash concrete floors. Degrease all automotive areas and machine scrub.
FL3	<b>Floor Care 3</b> (except marble)	1	Strip, clean, wax and polish hardwood/tile floors, wall to wall, removing any and all obstructing furniture/workstations. All vertical surfaces including walls, furniture, baseboards, doors etc. are to be free of wax deposits or marks.

		2	Deep clean/shampoo carpeted area, wall to wall, removing any and obstructing furniture/workstations. All vertical surfaces including walls, furniture, baseboards, doors etc. are to be free of cleaning solution deposits or marks.
			Special care must be observed to ensure correct water application and drying methods in order to prevent potential of mould growth.
		3	Scrub and refinish tile, epoxy, linoleum, terrazzo and concrete floors.
MB1	<b>Marble Care</b> (refer also to "Designated Heritage Bldg.")	1	Wash and polish all marble surfaces with clean water or with appropriate cleaner if necessary and wipe dry with chamois cloth.
		2	Lightly wash marble floors with clean water and with appropriate cleaner if necessary and dry mop to remove moisture.
		3	Floors are <b>not</b> to be buffed with commercial machines of any kind.
EX1	<b>Exterior Maintenance (including roofs, garages, interior/exterior parking areas, driveways, loading docks, waste removal area, etc)</b>	1	Machine sweep/wash parking areas/garages, loading dock area/ramps, removing dirt, graffiti from location. Hose wash overhead roll doors, if required. Apply absorbent compound to any oil/grease and remove stains with degreasing compound.
		2	Empty and clean exterior waste containers, reline and dispose of waste at designated point.
		3	Sweep/Vacuum hydraulic lift platform.
		4	Wash both sides of loading dock doors twice a year.
		5	Patrol parking area(s) to ensure that all debris, papers, cigarette ends, etc. is removed.
		6	For auto repair garages, degreasing & power washing of floor may be required weekly in addition to any tasks above.
EX2	<b>Exterior Maintenance - Building Perimeter</b>	1	Patrol perimeter of building(s) to ensure that all litter, debris is removed daily
		2	In parking areas where there is no parking services operator, empty any exterior garbage containers and/or smoking receptacles when necessary
MC1	<b>Mechanical Areas</b>	1	Clean/dust machinery support struts and ledges up to machinery level.
		2	Clean/oil vaults
		3	Any and all exclusions shall be approved or at the request of the RCMP designee.
HE1	<b>Designated Heritage Building</b>	1	All wall murals must be protected from cleaning materials and equipment at all times.
		2	Contractor supervisor will coordinate with RCMP Representative to identify and special care areas at start of contract and advise specific cleaning requirements (e.g. Heritage marble walls, etc.)

UT1	<b>Utility/Janitorial Rooms</b>		<i>Janitorial rooms/lockers must be maintained in a professional, clean and tidy manner and used only in performance of janitorial duties for the RCMP.</i>
		1	All equipment/supplies are to be stored neatly in secure area. Equipment should be cleaned/oiled before storage.
		2	To avoid mould and musty odour, all wet articles should be dried before storing.
		5	All and any other reports as required by the RCMP designee.

## Schedule B2

RCMP Building Type 1 (5 days per week)			RCMP Building Type 2 (3 days per week)			RCMP Building Type 3 (2 Days per week)		
Area & Task	Frequency		Area & Task	Frequency		Area & Task	Frequency	
<b>Stairways</b>			<b>Stairways</b>			<b>Stairways</b>		
Sweep steps and landings	W	5	Sweep steps and landings	W	3	Sweep steps and landings	W	2
Damp mop floors	W	1	Damp mop floors	W	1	Damp mop floors	W	1
Wash the steps and landings	W	1	Wash the steps and landings	W	1	Wash the steps and landings	W	1
Dust the banisters and handrails	M	3	Dust the banisters and handrails	M	3	Dust the banisters and handrails	M	3
Remove grime on walls, doors, etc.	W	3	Remove grime on walls, doors, etc.	W	3	Remove grime on walls, doors, etc.	W	1
Replace burned-out lighting including exit signs	R	R	Replace burned-out lighting including exit signs	R	R	Replace burned-out lighting including exit signs	R	R
Wash windows and doors	M	1	Wash windows and doors	M	1	Wash windows and doors	M	1
Vacuum carpeted areas	W	3	Vacuum carpeted areas	W	3	Vacuum carpeted areas	W	2
<b>Freight and Elevators</b>			<b>Freight and Elevators</b>			<b>Freight and Elevators</b>		
sweep floor	W	1	sweep floor	W	1	N/A		
wash non-carpeted floors	W	1	wash non-carpeted floors	W	1			
clean walls, doors, frames control panels, etc	W	1	clean walls, doors, frames control panels, etc	W	1			
clean and polish baseboards and handrails	W	1	clean and polish baseboards and handrails	W	1			
vacuum carpets thoroughly and remove stains	R	R	vacuum carpets thoroughly and remove stains	R	R			
clean and polish stainless steel fittings	W	3	clean and polish stainless steel fittings	W	3			
wash carpets	Y	2	wash carpets	Y	2			
dust and clean the ceilings and light fixtures	M	1	dust and clean the ceilings and light fixtures	M	1			
replace burned-out lighting including exit signs	W	3	replace burned-out lighting including exit signs	W	3			
vacuum elevator track	W	3	vacuum elevator track	W	3			

Office			Office			Office		
empty wastebaskets, change bags	W	5	empty wastebaskets, change bags	W	3	empty wastebaskets, change bags	W	2
empty central paper/recycling bins	W	5	empty central paper/recycling bins	W	3	empty central paper/recycling bins	W	2
wipe caddy	W	5	wipe caddy	W	3	wipe caddy	W	2
collect empty cardboard boxes	W	5	collect empty cardboard boxes	W	3	collect empty cardboard boxes	W	2
vacuum carpets	W	5	vacuum carpets	W	3	vacuum carpets	W	2
wash carpets	Y	2	wash carpets	Y	2	wash carpets	Y	2
portable carpet cleaner (Bissell)	W	3	portable carpet cleaner (Bissell)	W	3	portable carpet cleaner (Bissell)	W	2
sweep floors	W	3	sweep floors	W	3	sweep floors	W	1
wash floors	W	1	wash floors	W	1	wash floors	W	1
polish floors	Y	3	polish floors	Y	3	polish floors	Y	1
strip and wax tile floors	Y	1	strip and wax tile floors	Y	1	strip and wax tile floors	Y	1
dust and clean with damp cloth desks, tables, filing cabinets and shelves	W	1	dust and clean with damp cloth desks, tables, filing cabinets and shelves	W	1	dust and clean with damp cloth desks, tables, filing cabinets and shelves	W	1
dust the cabinets, chairs, armoires, picture frames, extinguishers, window ledges and partition feet with damp cloth	M	1	dust the cabinets, chairs, armoires, picture frames, extinguishers, window ledges and partition feet with damp cloth	M	1	dust the cabinets, chairs, armoires, picture frames, extinguishers, window ledges and partition feet with damp cloth	M	1
remove grime from walls, doors and frames	W	2	remove grime from walls, doors and frames	W	2	remove grime from walls, doors and frames	W	1
clean the glass in main doors	W	3	clean the glass in main doors	W	3	clean the glass in main doors	W	1
disinfect telephones	W	1	disinfect telephones	W	1	disinfect telephones	W	1
clean interior office windows	M	1	clean interior office windows	M	1	clean interior office windows	M	1
vacuum the ventilation grills	Y	4	vacuum the ventilation grills	Y	4	vacuum the ventilation grills	Y	4
replace burned-out lighting including exit signs	W	3	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
clean ventilation grills	Y	1	clean ventilation grills	Y	1	clean ventilation grills	Y	1
spot clean carpets & floors (spills)	W	3	spot clean carpets & floors (spills)	W	3	spot clean carpets & floors (spills)	W	2
damp mop tile floors (summer)	W	3	damp mop tile floors (summer)	W	3	damp mop tile floors (summer)	W	2

dust high places	M	1	dust high places	M	1	dust high places	M	1
vacuum winter carpet	W	3	vacuum winter carpet	W	3	vacuum winter carpet	W	2
wash winter carpets	Y	2	wash winter carpets	Y	2	wash winter carpets	Y	2
<b>Video Room</b>			<b>Video Room</b>			<b>Video Room</b>		
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	2
vacuum carpets	W	1	vacuum carpets	W	1	vacuum carpets	W	1
remove stains from carpet	W	3	remove stains from carpet	W	3	remove stains from carpet	W	1
wash carpets	Y	2	wash carpets	Y	2	wash carpets	Y	2
dust chairs, tables, etc.	W	1	dust chairs, tables, etc.	W	1	dust chairs, tables, etc.	W	1
remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frame	W	1	remove grime from walls, doors and frames	W	1
dust horizontal surfaces within arm's reach	W	1	dust horizontal surfaces within arm's reach	W	1	dust horizontal surfaces within arm's reach	W	1
dust higher surfaces not reached during daily maintenance	M	1	dust higher surfaces not reached during daily maintenance	M	1	dust higher surfaces not reached during daily maintenance	M	1
clean and disinfect telephones	W	1	clean and disinfect telephones	W	1	clean and disinfect telephones	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
<b>Storage Room/Workshops</b>			<b>Storage Room/Workshops</b>			<b>Storage Room/Workshops</b>		
sweep floors	M	2	sweep floors	M	3	sweep floors	M	2
wash floors	M	1	wash floors	M	1	wash floors	M	1
complete dusting	W	1	complete dusting	W	1	complete dusting	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
<b>Bathrooms and Showers</b>			<b>Bathrooms and Showers</b>			<b>Bathrooms and Showers</b>		
sweep floors	W	5	sweep floors	W	3	sweep floors	W	2
remove grime from walls, doors, partitions and frames	W	2	remove grime from walls, doors, partitions and frames	W	2	remove grime from walls, doors, partitions and frames	W	1
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	2

clean and disinfect toilet bowls and urinals	W	5	clean and disinfect toilet bowls and urinals	W	3	clean and disinfect toilet bowls and urinals	W	2
clean sinks and counters	W	5	clean sinks and counters	W	3	clean sinks and counters	W	2
clean mirrors	W	2	clean mirrors	W	2	clean mirrors	W	1
clean and polish hardware and metalwork	W	2	clean and polish hardware and metalwork	W	2	clean and polish hardware and metalwork	W	2
refill paper, soap and sanitary towel dispensers	W	5	refill paper, soap and sanitary towel dispensers	W	3	refill paper, soap and sanitary towel dispensers	W	2
clean and disinfect hand dryers	W	5	clean and disinfect hand dryers	W	3	clean and disinfect hand dryers	W	2
dust partitions	W	1	dust partitions	W	1	dust partitions	W	1
scrub ceramic floors thoroughly	W	1	scrub ceramic floors thoroughly	W	1	scrub ceramic floors thoroughly	W	1
clean ventilation grills	Y	4	clean ventilation grills	Y	4	clean ventilation grills	Y	4
clean showers	W	3	clean showers	W	3	clean showers	W	2
fill floor drains with water	W	1	fill floor drains with water	W	1	fill floor drains with water	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R0	R	replace burned-out lighting including exit signs	R	R
strip and wax tile floor	Y	2	strip and wax tile floor	Y	2	strip and wax tile floor	Y	2
polish floors	Y	2	polish floors	Y	2	polish floors	Y	2
damp mop floors	W	5	damp mop floors	W	3	damp mop floors	W	2
dust high places	Y	3	dust high places	Y	3	dust high places	Y	3
refill sanitary napkin dispenser	W	1	refill sanitary napkin dispenser	W	1	refill sanitary napkin dispenser	W	1
do general dusting	W	1	do general dusting	W	1	do general dusting	W	1
wash door windows	W	1	wash door windows	W	1	wash door windows	W	1
<b>Mechanical, Electrical, Telephone Rooms</b>			<b>Mechanical, Electrical, Telephone Rooms</b>			<b>Mechanical, Electrical, Telephone Rooms</b>		
sweep floor	W	1	sweep floor	W	1	sweep floor	W	1
damp mop floor	W	1	damp mop floor	W	1	damp mop floor	W	1
clean sinks	W	1	clean sinks	W	1	clean sinks	W	1
remove grime from walls and doors	W	1	remove grime from walls and doors	W	1	remove grime from walls and doors	W	1
replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	W	1

do general dusting	W	1	do general dusting	W	1	do general dusting	W	1
<b>Kitchenettes</b>			<b>Kitchenettes</b>			<b>Kitchenettes</b>		
sweep floor	W	5	sweep floor	W	3	sweep floor	W	2
damp mop floors	W	5	damp mop floors	W	3	damp mop floors	W	2
scrub floor thoroughly	M	1	scrub floor thoroughly	M	1	scrub floor thoroughly	M	1
remove stains from carpet	W	5	remove stains from carpet	W	3	remove stains from carpet	W	2
vacuum carpet	W	5	vacuum carpet	W	3	vacuum carpet	W	2
wash carpet	Y	2	wash carpet	Y	2	wash carpet	Y	2
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
strip and wax floor	Y	2	strip and wax floor	Y	2	strip and wax floor	Y	2
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	2
collect papers, bottles, cups, etc.	W	5	collect papers, bottles, cups, etc.	W	3	collect papers, bottles, cups, etc.	W	2
clean tables and chairs with damp cloth	W	5	clean tables and chairs with damp cloth	W	3	clean tables and chairs with damp cloth	W	2
clean counters, top of stove, etc.	W	5	clean counters, top of stove, etc.	W	3	clean counters, top of stove, etc.	W	2
clean sink and hardware	W	5	clean sink and hardware	W	3	clean sink and hardware	W	2
dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	2
clean the outsides of domestic appliances	W	3	clean the outsides of domestic appliances	W	3	clean the outsides of domestic appliances	W	2
clean inside of domestic appliances	M	1	clean inside of domestic appliances	M	1	clean inside of domestic appliances	M	1
remove grime from walls and doors	W	2	remove grime from walls and doors	W	2	remove grime from walls and doors	W	1
wash door windows and mirrors	W	1	wash door windows and mirrors	W	1	wash door windows and mirrors	W	1
polish floors (tile)	M	1	polish floors (tile)	M	1	polish floors (tile)	M	1
refill dispensers	W	5	refill dispensers	W	3	refill dispensers	W	2
steam, clean carpet/upholstery	Y	1	steam, clean carpet/upholstery	Y	1	steam, clean carpet/upholstery	Y	1
vacuum armchairs	W	1	vacuum armchairs	W	1	vacuum armchairs	W	1

dust high places	M	1	dust high places	M	1	dust high places	M	1
<b>Vestibules/Corridors</b>			<b>Vestibules/Corridors</b>			<b>Vestibules/Corridors</b>		
sweep floors	W	5	sweep floors	W	3	sweep floors	W	2
wash floors (winter)	W	3	wash floors (winter)	W	3	wash floors (winter)	W	2
wash floors (summer)	W	1	wash floors (summer)	W	1	wash floors (summer)	W	1
polish floors	M	1	polish floors	M	1	polish floors	M	1
strip and wax floors	Y	2	strip and wax floors	Y	2	strip and wax floors	Y	2
clean and disinfect water fountains	W	5	clean and disinfect water fountains	W	3	clean and disinfect water fountains	W	2
vacuum carpet	W	5	vacuum carpet	W	3	vacuum carpet	W	2
spot cleaning on carpet	W	1	spot cleaning on carpet	W	1	spot cleaning on carpet	W	1
wash carpets	Y	2	wash carpets	Y	2	wash carpets	Y	2
dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	2
dust wall ornaments and signs	W	3	dust wall ornaments and signs	W	3	dust wall ornaments and signs	W	2
remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1
dust extinguishers and fire equipment cabinets	W	1	dust extinguishers and fire equipment cabinets	W	1	dust extinguishers and fire equipment cabinets	W	1
dust surfaces not reached during daily maintenance	W	1	dust surfaces not reached during daily maintenance	W	1	dust surfaces not reached during daily maintenance	W	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
wash glass partitions	Y	1	wash glass partitions	Y	1	wash glass partitions	Y	1
check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R
<b>Photocopy and Equipment Room</b>			<b>Photocopy and Equipment Room</b>			<b>Photocopy and Equipment Room</b>		
sweep floor	W	3	sweep floor	W	3	sweep floor	W	2
damp mop floors	W	3	damp mop floors	W	3	damp mop floors	W	2
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	D	1	empty wastebaskets and change bags	D	1
remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1

dust surfaces	W	1	dust surfaces	W	1	dust surfaces	W	1
polish floors	M	1	polish floors	M	1	polish floors	M	1
strip and wax floors	Y	2	strip and wax floors	Y	2	strip and wax floors	Y	2
check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R
<b>Cloakrooms</b>			<b>Cloakrooms</b>			<b>Cloakrooms</b>		
sweep floor	W	5	sweep floor	W	3	sweep floor	W	2
wash and disinfect floors	W	3	wash and disinfect floors	W	3	wash and disinfect floors	W	2
remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1	remove grime from walls, doors and frames	W	1
dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	3	dust surfaces within arm's reach	W	2
vacuum along walls	M	1	vacuum along walls	M	1	vacuum along walls	M	1
check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R	check and replace burned-out lighting including exit signs	R	R
vacuum carpets (winter)	W	3	vacuum carpets (winter)	W	3	vacuum carpets (winter)	W	2
vacuum carpets (summer)	W	3	vacuum carpets (summer)	W	3	vacuum carpets (summer)	W	2
wash carpets	Y	2	wash carpets	Y	2	wash carpets	Y	2
<b>Entrance</b>			<b>Entrance</b>			<b>Entrance</b>		
Clean doors and windows	W	5	Clean doors and windows	W	3	Clean doors and windows	W	2
clean and polish frames	W	1	clean and polish frames	W	1	clean and polish frames	W	1
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	D	1	empty wastebaskets and change bags	D	1
clean security control station	W	5	clean security control station	D	1	clean security control station	D	1
dust horizontal surfaces within arm's reach	W	1	dust horizontal surfaces within arm's reach	D	1	dust horizontal surfaces within arm's reach	D	1
clean and disinfect public telephones	W	1	clean and disinfect public telephones	D	1	clean and disinfect public telephones	D	1
remove grime from walls, doors, etc.	W	1	remove grime from walls, doors, etc.	D	1	remove grime from walls, doors, etc.	D	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
sweep floor	W	5	sweep floor	W	3	sweep floor	W	2

damp mop floor	W	5	damp mop floor	W	3	damp mop floor	W	2
vacuum carpet (winter)	W	5	vacuum carpet (winter)	W	3	vacuum carpet (winter)	W	2
vacuum carpet (summer)	W	3	vacuum carpet (summer)	W	3	vacuum carpet (summer)	W	2
remove stains from carpet (winter)	W	5	remove stains from carpet (winter)	W	3	remove stains from carpet (winter)	W	2
remove stains from carpet (summer)	W	3	remove stains from carpet (summer)	W	3	remove stains from carpet (summer)	W	2
wash carpet	Y	2	wash carpet	Y	2	wash carpet	Y	2
polish floors	M	1	polish floors	M	1	polish floors	M	1
strip and wax floors	Y	2	strip and wax floors	Y	2	strip and wax floors	Y	2
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
do general dusting	W	1	do general dusting	W	1	do general dusting	W	1
wash & clean exterior & interior windows	Y	4	wash & clean exterior & interior windows	Y	4	wash & clean exterior & interior windows	Y	4
scrub ceramic floors thoroughly	M	1	scrub ceramic floors thoroughly	M	1	scrub ceramic floors thoroughly	M	1
wash winter carpet	Y	2	wash winter carpet	Y	2	wash winter carpet	Y	2
<b>Shipping and Receiving Dock</b>			<b>Shipping and Receiving Dock</b>			<b>Shipping and Receiving Dock</b>		
sweep floors	W	3	sweep floors	W	3	sweep floors	W	2
wash floors	W	1	wash floors	W	1	wash floors	W	1
collect empty boxes	W	5	collect empty boxes	W	3	collect empty boxes	W	2
clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1
hose down concrete floor (winter)	W	1	hose down concrete floor (winter)	W	1	hose down concrete floor (winter)	W	1
hose down concrete floor (summer)	W	1	hose down concrete floor (summer)	W	1	hose down concrete floor (summer)	W	1
empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	2
clean inside floor drains	M	1	clean inside floor drains	M	1	clean inside floor drains	M	1
strip and wax tile floor	Y	2	strip and wax tile floor	Y	2	strip and wax tile floor	Y	2
dust high places	M	1	dust high places	M	1	dust high places	M	1

dust everything within arm's reach	W	1	dust everything within arm's reach	W	1	dust everything within arm's reach	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
<b>Conference Rooms</b>			<b>Conference Rooms</b>			<b>Conference Rooms</b>		
dust and wipe with damp cloth desks, tables, filing cabinets, shelves, etc.	W	3	dust and wipe with damp cloth desks, tables, filing cabinets, shelves, etc.	W	2	dust and wipe with damp cloth desks, tables, filing cabinets, shelves, etc.	W	1
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	W	3	empty wastebaskets and change bags	W	2
empty paper-recycling bins	W	5	empty paper-recycling bins	W	3	empty paper-recycling bins	W	2
collect empty cardboard boxes	W	5	collect empty cardboard boxes	W	3	collect empty cardboard boxes	W	2
vacuum carpets	W	1	vacuum carpets	W	1	vacuum carpets	W	1
remove stains on carpets	W	1	remove stains on carpets	W	1	remove stains on carpets	W	1
wash carpets	Y	2	wash carpets	Y	2	wash carpets	Y	2
dust cabinets, chairs, armoires, picture frames, partition feet, etc.	W	1	dust cabinets, chairs, armoires, picture frames, partition feet, etc.	W	1	dust cabinets, chairs, armoires, picture frames, partition feet, etc.	W	1
remove grime from doors, walls, frames, etc.	W	1	remove grime from doors, walls, frames, etc.	W	1	remove grime from doors, walls, frames, etc.	W	1
clean windows and doors	W	1	clean windows and doors	W	1	clean windows and doors	W	1
disinfect telephones etc.	W	1	disinfect telephones etc.	W	1	disinfect telephones etc.	W	1
vacuum ventilation grills	Y	4	vacuum ventilation grills	Y	4	vacuum ventilation grills	Y	4
wipe chairs with damp cloth	W	1	wipe chairs with damp cloth	W	1	wipe chairs with damp cloth	W	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
wipe tables with damp cloth	W	1	wipe tables with damp cloth	W	1	wipe tables with damp cloth	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
sweep tile floor	W	3	sweep tile floor	W	3	sweep tile floor	W	2
polish tile floors	M	1	polish tile floors	M	1	polish tile floors	M	1
strip and wax tile floors	Y	2	strip and wax tile floors	Y	2	strip and wax tile floors	Y	2
<b>Exterior</b>			<b>Exterior</b>			<b>Exterior</b>		

collect paper and other trash on the lawn in summer	R	R	collect paper and other trash on the lawn in summer	R	R	collect paper and other trash on the lawn in summer	R	R
collect paper and other trash on the landings and stairways	R	R	collect paper and other trash on the landings and stairways	R	R	collect paper and other trash on the landings and stairways	R	R
<b>Telephone Equipment Rooms</b>			<b>Telephone Equipment Rooms</b>			<b>Telephone Equipment Rooms</b>		
empty wastebaskets	W	5	empty wastebaskets	W	3	empty wastebaskets	W	2
sweep floors	W	5	sweep floors	W	3	sweep floors	W	2
polish floors	W	1	polish floors	W	1	polish floors	W	1
strip and wax tile floors	W	1	strip and wax tile floors	W	1	strip and wax tile floors	W	1
dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1
dust high places	W	1	dust high places	W	1	dust high places	W	1
vacuum carpets	W	1	vacuum carpets	W	1	vacuum carpets	W	1
clean door and partition windows	W	1	clean door and partition windows	W	1	clean door and partition windows	W	1
damp mop floors	W	3	damp mop floors	W	2	damp mop floors	W	1
wipe desks, tables, etc. with damp cloth	W	1	wipe desks, tables, etc. with damp cloth	W	1	wipe desks, tables, etc. with damp cloth	W	1
clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1
take out garbage	W	5	take out garbage	W	1	take out garbage	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
<b>Building Equipment Rooms</b>			<b>Building Equipment Rooms</b>			<b>Building Equipment Rooms</b>		
sweep floors	W	1	sweep floors	W	1	sweep floors	W	1
dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1
damp mop floors	W	1	damp mop floors	W	1	damp mop floors	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
clean grime from doors	W	1	clean grime from doors	W	1	clean grime from doors	W	1
<b>Generator Rooms</b>			<b>Generator Rooms</b>			<b>Generator Rooms</b>		

sweep floors	W	1	sweep floors	W	1	sweep floors	W	1
dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1	dust everything within arm's reach with damp cloth	W	1
damp mop floors	R	R	damp mop floors	R	R	damp mop floors	W	1
replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	R	R
clean grime from doors, walls, frames, etc.	W	1	clean grime from doors, walls, frames, etc.	W	1	clean grime from doors, walls, frames, etc.	W	1
polish floor	Y	4	polish floor	Y	4	polish floor	Y	4
strip and wax floors	Y	1	strip and wax floors	Y	1	strip and wax floors	Y	1
<b>Garbage</b>			<b>Garbage</b>			<b>Garbage</b>		
take out garbage	W	5	take out garbage	W	3	take out garbage	W	2
<b>Inside Parking - Includes all bays secure and otherwise</b>			<b>Inside Parking - Includes all bays secure and otherwise</b>			<b>Inside Parking - Includes all bays secure and otherwise</b>		
collect debris on floor	W	1	collect debris on floor	W	1	collect debris on floor	W	1
sweep sidewalks	W	1	sweep sidewalks	W	1	sweep sidewalks	W	1
hose down ( summer )	M	1	hose down ( summer )	M	1	hose down ( summer )	M	1
hose down (winter )	M	1	hose down (winter )	M	1	hose down (winter )	M	1
empty wastebaskets	W	1	empty wastebaskets	W	1	empty wastebaskets	W	1
take out garbage	W	1	take out garbage	W	1	take out garbage	W	1
dust everything within arm's reach	W	1	dust everything within arm's reach	W	1	dust everything within arm's reach	W	1
dust high places	Y	4	dust high places	Y	4	dust high places	Y	4
wash door windows	Y	2	wash door windows	Y	2	wash door windows	Y	2
clean grime from walls, doors, etc.	M	1	clean grime from walls, doors, etc.	M	1	clean grime from walls, doors, etc.	M	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
<b>Stockroom</b>			<b>Stockroom</b>			<b>Stockroom</b>		
wipe desks with damp cloth	W	1	wipe desks with damp cloth	W	1	wipe desks with damp cloth	W	1
wash and disinfect telephones	W	1	wash and disinfect telephones	W	1	wash and disinfect telephones	W	1
empty wastebaskets	W	5	empty wastebaskets	W	1	empty wastebaskets	W	1

sweep floors	W	1	sweep floors	W	1	sweep floors	W	1
polish floors	W	1	polish floors	W	1	polish floors	W	1
strip and wax floors	W	1	strip and wax floors	W	1	strip and wax floors	W	1
damp mop floors	W	1	damp mop floors	W	1	damp mop floors	W	1
wipe chairs with damp cloth	W	1	wipe chairs with damp cloth	W	1	wipe chairs with damp cloth	W	1
wash door and partition windows	W	1	wash door and partition windows	W	1	wash door and partition windows	W	1
dust everything within arm's reach except shelves holding material	W	1	dust everything within arm's reach except shelves holding material	W	1	dust everything within arm's reach except shelves holding material	W	1
dust high places except for shelves holding material	W	1	dust high places except for shelves holding material	W	1	dust high places except for shelves holding material	W	1
vacuum winter carpets	W	1	vacuum winter carpets	W	1	vacuum winter carpets	W	1
wash winter carpets	Y	2	wash winter carpets	Y	2	wash winter carpets	Y	2
clean grime from walls, doors, etc.	W	1	clean grime from walls, doors, etc.	W	1	clean grime from walls, doors, etc.	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	W	1
<b>General</b>			<b>General</b>			<b>General</b>		
empty wastebaskets and change bags	W	5	empty wastebaskets and change bags	W	1	empty wastebaskets and change bags	W	1
take out garbage	W	5	take out garbage	W	1	take out garbage	W	1
damp mop floor	W	1	damp mop floor	W	1	damp mop floor	W	1
strip, wax and polish floor	Y	2	strip, wax and polish floor	Y	2	strip, wax and polish floor	Y	2
dust everything within arm's reach	W	1	dust everything within arm's reach	W	1	dust everything within arm's reach	W	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
wash tables	M	2	wash tables	M	2	wash tables	M	2
vacuum entrance carpet	W	5	vacuum entrance carpet	W	1	vacuum entrance carpet	W	1
wash entrance carpet	Y	2	wash entrance carpet	Y	2	wash entrance carpet	Y	2
clean grime from walls, doors and frames	M	1	clean grime from walls, doors and frames	M	1	clean grime from walls, doors and frames	M	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	W	1	replace burned-out lighting including exit signs	W	1

Laboratories			Laboratories			Laboratories		
sweep tile floors	W	5	sweep tile floors	W	3	sweep tile floors	W	2
damp mop tile floors	W	5	damp mop tile floors	W	3	damp mop tile floors	W	2
polish tile floors	Y	4	polish tile floors	Y	4	polish tile floors	Y	4
strip and wax tile floors	Y	2	strip and wax tile floors	Y	2	strip and wax tile floors	Y	2
wipe tables, counters and desks with damp cloth	W	1	wipe tables, counters and desks with damp cloth	W	1	wipe tables, counters and desks with damp cloth	W	1
wash and disinfect telephones	W	1	wash and disinfect telephones	W	1	wash and disinfect telephones	W	1
wash the door and partition windows	W	1	wash the door and partition windows	W	1	wash the door and partition windows	W	1
empty wastebaskets	W	5	empty wastebaskets	W	3	empty wastebaskets	W	2
clean and disinfect wastebaskets	W	1	clean and disinfect wastebaskets	W	1	clean and disinfect wastebaskets	W	1
dust everything within arm's reach	W	1	dust everything within arm's reach	W	1	dust everything within arm's reach	W	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1	clean grime from walls, doors, frames, etc.	W	1
clean exterior of appliances	W	1	clean exterior of appliances	W	1	clean exterior of appliances	W	1
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R
Gymnasiums & Locker Rooms			Gymnasiums & Locker Rooms			Gymnasiums & Locker Rooms		
sweep tile floors	W	5	sweep tile floors	W	3	sweep tile floors	W	2
damp mop tile floors	W	5	damp mop tile floors	W	3	damp mop tile floors	W	2
polish tile floors	Y	4	polish tile floors	Y	4	polish tile floors	Y	4
strip and wax tile floors	Y	2	strip and wax tile floors	Y	2	strip and wax tile floors	Y	2
empty wastebaskets	W	5	empty wastebaskets	W	3	empty wastebaskets	W	2
remove grime from walls and doors	W	1	remove grime from walls and doors	W	1	remove grime from walls and doors	W	1
remove grime from lockers including tops	W	1	remove grime from lockers including tops	W	1	remove grime from lockers including tops	W	1
damp wipe all benches	W	1	damp wipe all benches	W	1	damp wipe all benches	W	1

machine scrub floors using germicide	W	1	machine scrub floors using germicide	W	1	machine scrub floors using germicide	W	1
clean mirrors	W	5	clean mirrors	W	3	clean mirrors	W	2
wash exterior of lockers, and interior of vacant lockers	Y	2	wash exterior of lockers, and interior of vacant lockers	Y	2	wash exterior of lockers, and interior of vacant lockers	Y	2
<b>Health Units</b>			<b>Health Units</b>			<b>Health Units</b>		
sweep tile floors	W	5	sweep tile floors	W	3	sweep tile floors	W	2
damp mop tile floors	W	5	damp mop tile floors	W	3	damp mop tile floors	W	2
polish tile floors	Y	4	polish tile floors	Y	4	polish tile floors	Y	4
strip and wax tile floors	Y	2	strip and wax tile floors	Y	2	strip and wax tile floors	Y	2
remove stains from carpet	W	5	remove stains from carpet	W	3	remove stains from carpet	W	2
vacuum carpet	W	3	vacuum carpet	W	3	vacuum carpet	W	2
wash carpet	Y	2	wash carpet	Y	2	wash carpet	Y	2
wipe tables, counters and desks with damp cloth	W	5	wipe tables, counters and desks with damp cloth	W	3	wipe tables, counters and desks with damp cloth	W	2
wash and disinfect telephones	W	1	wash and disinfect telephones	W	1	wash and disinfect telephones	W	1
dust all furniture	W	3	dust all furniture	W	3	dust all furniture	W	2
wipe or vacuum chairs	W	3	wipe or vacuum chairs	W	3	wipe or vacuum chairs	W	2
Clean tops of rotating/mobile shelves	W	1	Clean tops of rotating/mobile shelves	W	1	Clean tops of rotating/mobile shelves	W	1
Vacuum upholstered freestanding screens	Y	1	Vacuum upholstered freestanding screens	Y	1	Vacuum upholstered freestanding screens	Y	1
wash the door and partition windows	W	1	wash the door and partition windows	W	1	wash the door and partition windows	W	1
empty wastebaskets	W	5	empty wastebaskets	W	3	empty wastebaskets	W	2
dust everything within arm's reach	W	1	dust everything within arm's reach	W	1	dust everything within arm's reach	W	1
dust high places	M	1	dust high places	M	1	dust high places	M	1
clean grime from walls, doors, frames, etc.	W	3	clean grime from walls, doors, frames, etc.	W	3	clean grime from walls, doors, frames, etc.	W	2
replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R	replace burned-out lighting including exit signs	R	R

Cellblocks & Detention Rooms			Cellblocks & Detention Rooms			Cellblocks & Detention Rooms		
As per Section 6.4	R	R	As per Section 6.4	R	R	As per Section 6.4	R	R

### **Contract Supervisor Work Description**

<b>Title:</b>	Supervisor
<b>Mission</b>	To deliver services ensuring occupant satisfaction
<b>Liases with:</b>	The RCMP Representative

#### **Miscellaneous Requirements**

- Supervisor must have extensive knowledge of appropriate cleaning requirements, standards, material and equipment.
- Supervisor must have knowledge of safety procedures and policies, organizational and interpersonal skills and a general knowledge of WHMIS.

#### **Primary Function**

- The supervisor will oversee the performance of cleaning staff and will be the primary liaison person with the Facility Support Officer and/or the RCMP Representative.
- This supervisor may be assigned cleaning duties combined with supervisory duties. The assigned duties within the time allowed/expected.
- The Supervisor will be responsible for the coordination and overall standard of cleanliness for all buildings in this contract.

#### **Responsibilities**

- Liaise with staff on a daily basis with regards to staffing and issues.
- Routinely carry out random inspections on cleaning staff to ensure high standards of cleanliness are met.
- Complete inspection monthly report and pass to the RCMP Representative.
- Accompany RCMP Representative for monthly inspection for action and filing.
- Report any damage or missing items/shortages to the RCMP Representative on a daily basis.
- Ensure all Janitorial stations are clean and well stocked.
- Provide hospitable, recognition and courteous, efficient and accurate services through actions, responses, decisions and communication that exceeds the anticipated and expressed expectations of all guests and personnel.
- Conduct quality assurance inspections with special emphasis on hygiene and cleanliness of public areas and common areas / rooms.
- Coordinate and follow up on relative instructions to the RCMP Representative and personnel.
- Ensure the daily accuracy of Time Sheets and the Time Log.
- Manage staffing levels, preparing work schedules in accordance with workload levels and accurately anticipating service needs.
- Conduct briefings with cleaning staff in order to advise them of activities and workload, and to obtain feedback from the staff.

### **Supervisor (cont'd)**

- Maintain excellent 2-way communications with staff; follow up with the RCMP Representative, other RCMP STAFF AND OTHER SUPERVISORS.
- Make every effort to address and rectify Client complaints.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Effectively respond to all reasonable additional assignments as determined by the RCMP Representative.
- Assist in maintaining all buildings in this contract properly by reporting all maintenance requirements observed daily during shift.
- Develop and maintain up-to-date knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing and upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum wastage, correct usage and storage, and optimum cleanliness of equipment.
- Ensure environmental procedures for waste disposal/recycling are adhered to in accordance with Environmental Policy.
- Coordinate with Contractor head office for proper billing of functions.
- Report deficiencies and complaints to the RCMP Representative.
- Accompany RCMP Representative for monthly inspections.

---

**Cleaner Work Description**

**Title:** Cleaner

**Mission** To perform assigned cleaning tasks to maintain rooms, public areas and back of house areas ensuring the cleanliness of these areas meet the established standards of the RCMP Representative.

**Responsible to:** Supervisor

**Responsibilities**

- As required provide service as per the contract specifications.
- Carry out daily cleaning duties as detailed on the worksheet for the scheduled shift.
- Develop and maintain up-to-date knowledge of floor stripping and waxing, buffing window cleaning, carpet shampooing, upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum of wastage, correct usage and storage, and optimum cleanliness of equipment.
- Develop and maintain an excellent working relationship with the RCMP personnel.
- Ensure efficient Lost and Found service by identifying, reporting and delivering all found items to the front desk.
- Assist in maintaining all property by reporting all maintenance needs observed during shift to Supervisors.
- Be cross-trained in all areas of the cleaning Department and be available to work flexible shifts including evenings or weekends as required.
- Develop confidence through an increasing ability to make appropriate decisions to gain the loyalty of satisfied and dissatisfied of staff.
- Exceed the anticipated and expressed expectations of all staff and guests.
- Develop and maintain a thorough knowledge of all service facilities and features of the facilities.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Respond to all reasonable additional assignments determined by the Supervisor or RCMP representative.
- Report deficiencies and guest complaints to the Supervisor and RCMP Representative.

---

Contractor

Date

RCMP Representative

Date

## Contractor's Checklist

Check (✓)	Item	Description
	Sec. 1 Par 16	Contractor has daily log book on site
	Annex D Par 12.5	Equipment - Wet/Dry Vacuum cleaner Hepa or Microtex filter
	Sec. 2 Par 13.6	Cleaning products are environmentally friendly & scent free
	Sec. 1 Par 8.1	Training – All employees are WHMIS certified
	Sec. 1 Par 8.2	Training – Employees working over 2.8 meters have fall protection
	Sec. 1 Par 8.3	Training – Minimum of one employee on-site is First Aid/CPR certified
	Sec. 1 Par 13	List of all personnel c/w RCMP Facility Access 2 Security Clearance
	Sec. 1 Par 11	List of replacement staff c/w RCMP Facility Access 2 Security Clearance
	Sec. 1 Par 16.1	Copy of monthly Contractor's Report to be given to RCMP Representative
	Annex D Para 8.8.2	Cleaning schedule to be posted in each building for operations and frequencies
	Annex D Para 9.9.3	Contractor supervisor on site to have cell phone
	Sec. 2 Par 2.1.2	Contractor meets requirements of OH&S external safety audit/last 3 yrs
	Sec. 2 Par 2.1.3	Contractor has letter of good standing with Worker's Compensation Board
	Sec. 2 Par 2.1.4	Contractor owner has signed statement to maintain WCB for life of contract
	Sec. 2 Par 2.2.1	Contractor has site safety plan
	Sec. 2 Par 2.2.2	Contractor following No Smoking Policy on federal building-site
	Sec. 2 Par 4	Copy of Contractor's written disciplinary procedures for safety violations
	Sec. 2 Par 3.1.2.1	Employees have safety operation training for tools & equipment
	Sec. 2 Par 3.1.2.2	Employees wearing and have been trained on proper use of personal protective equipment
	Sec. 2 Par 3.1.2.3	Employees are trained in practices and procedures for tasks
	Sec. 2 Par 3.1.2.4	Contractor provides site condition & minimum site safety rules
	Sec. 2 Par 13.2	Contractor provide MSDS sheets for products used on-site for approval
	Sec. 2 Par 13.5	Contractor shall supply MSDS sheets for janitorial rooms door
	Annex D Par 1.1	Contractor shall supply Heavy Duty Cleaners matching shirt & trousers c/w company name
	Sec.1 Par 14.1	Picture ID worn while on site
	Annex D Par 10.4	Equipment – Commercial combination stripper/polisher two speed or burnishing machine is on site