

PART 1 - GENERAL

1.1 Building Security

- .1 The Cleaning Contractor shall provide to the CSA-DFL, the full name, date of birth and present address of each staff member he intends to employ, including spares.
 - .2 All cleaning staff employed by the Cleaning Contractor, regardless of hours of work, **MUST** sign IN and OUT in the electronic system located in the basement near the G entrance. All cleaning staff must sign IN and OUT every time they leave campus, even if it is for a short break. . In the event of a dispute and the absence of other evidence, the Register will be regarded as evidence of hours of work. Failure to "sign in or out" will render the entry invalid.
 - .3 The Cleaning Contractor's staff shall be subject to questioning and search of cleaning material in relation to security matters by site security authorities and/or the CSA-DFL's department designated security staff.
 - .4 All keys entrusted to the Cleaning Contractor's Supervisor and other cleaning staff shall be kept in the Key Watcher secure key control system when not working on the premises. Keys must be removed at the beginning of each working day and returned at the end of each working day into the Key Watcher system. Keys are NEVER to leave Building 65 at any time.
 - .5 All Cleaning Contractor's staff and back-up personnel must be familiar with and capable of working in cleanroom areas. All cleaning tools and agents must be suitable for laboratory cleanroom class ISO 14664-1, class 7 applications.
 - .6 Building access passes shall be displayed prominently on Cleaning Contractors staff shirts, coveralls or smocks above the waist. Building access badges must be fully protected at all times and returned to the CSA-DFL designated representative on completion or termination of this contract.
 - .7 No audio/visual equipment or cameras are permitted in the buildings.
 - .8 No cellular phones, 2-way radios or wireless phones are permitted in cleanroom areas.
 - .9 Emergency Calls
 - .1 During regular hours, a CSA-DFL representative will be available
 - .2 During silent hours, CSA-DFL – Building Ops representative can be reached at 613-760-0346 (Pager).
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1.2 Staffing

- .1 Employment Standards Act, 2000 (ESA)
 - .1 The Cleaning Contractor must respect with PART XIX - BUILDING SERVICES PROVIDERS under the Employment Standards Act, 2000.
 - .2 The Cleaning Contractor is to provide prospective candidates for the working supervisor role that CSA-DFL will interview and render the final decision to the Cleaning Contractor for hiring. The Cleaning Contractor is responsible to set up and coordinate with CSA-DFL designated representative an agreeable date and time for these interviews which are to take place at the CSA's facilities. This procedure will apply for any changes in the Working Supervisor role throughout the duration of this contract.
- .3 Language and credentials
 - .1 The Cleaning Supervisor should be bilingual or a minimum of fluent English (reading, writing & speaking).
 - .2 The Working Supervisor and the Project cleaner must have previous experience working in mechanical, electrical and machine rooms.
- .4 Maintain a **minimum of three** full time staff for regular cleaning operations on a daily basis, 5 days per week, Monday through Friday. Each staff will be required to work 8 hours per day on a fixed schedule.

Note: Occasional over time will be requested to complete certain tasks over the weekends which cannot be performed during normal business days.

| Minimum Required Staff | Working Hours |
|-------------------------------|--------------------------|
| Working Supervisor | 10 am to 6 pm weekdays |
| Two Routine Cleaning staff | 7 am until 3 pm weekdays |

- .5 The supervisor of the Cleaning Contractor is to have authority to carry out directions given to him/her by the CSA-DFL's designated representative whether or not this involves minor changes to the specifications. Such changes, if any, will be dealt with subsequently.
- .6 The Cleaning Contractor will provide a cellular phone to the working supervisor so that CSA-DFL may contact them during the workday, after hours and weekends. The Working Supervisor will be responsible to assign a CSA-DFL Security Cleared back up personnel prior to taking holidays or any type of other leave and providing the name of the back up personnel to the CSA-DFL designated

representative prior to taking such leave. .

- .7 The Working Supervisor and routine cleaners are to have the necessary training to perform their duties. CSA-DFL will provide the training on site and the Cleaning Contractor shall be responsible to pay CSA-DFL for the training provided to their staff and remunerating their staff during such training sessions.
- .8 The Cleaning Contractor shall be responsible for scheduling of routine, periodic and patrol cleaning operations and conducting inspections to ensure the work performed is in accordance with the specifications. The Working Supervisor shall liaise daily with the CSA-DFL designated representative. Furthermore, monthly formal meetings will be scheduled between the CSA-DFL designated representative and the Working Supervisor.
- .9 Specific job descriptions including, duties and area of cleaning for each cleaner and the working supervisor are to be defined prior to commencing the contract and upon staff changes with a checklist and area of duty to be reviewed by the CSA-DFL designated representative at each occurrence and copies to be provided for reference.
- .10 The Cleaning Contractor must notify CSA-DFL designated representative **IMMEDIATELY** if an employee leaves the company and return the security badge back to the CSA-DFL within 24 hours of their departure.
- .11 The Cleaning Contractor must have back up personnel at all times during the contract to cover the regular staff during holidays, sick leave, etc. in order not to interrupt the cleaning schedule and quality maintenance of the building. Each back up personnel must be cleared according to the CSA-DFL's Security Policy by completing Form 330 with the necessary identification. A minimum two (2) weeks is required to clear any staff once the paperwork has been fully completed and sent. Form 330 will be provided upon contract being awarded.
- .12 The cleaning contract staff are to take their lunches and breaks in designated areas only and during their assigned times. Over socializing with other contractors and staff will not be tolerated. The Working Supervisor is to enforce these requirements throughout the contract.

1.3 Uniforms

- .1 All cleaning personnel shall be uniformed with industrial type matching shirt and trousers, coveralls or duster coat. The company name or crest to be affixed to the shirt, coveralls or coat.
 - .2 Clean uniforms must be approved by the CSA-DFL's designated
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representative and shall be provided at all times.

- .3 The CSA-DFL will provide cleanroom coats for cleaning personnel to wear while working in the cleanroom section of the building.

1.4 Inspection

- .1 The working supervisor is responsible to ensure that all cleaning requirements in this contract are respected and performed by performing a daily inspection. These inspections are to be logged on a checklist and submitted once per week to the CSA-DFL designated representative for review.

1.5 Quality Standards

- .1 The Quality Standards shall be strictly adhered to in accordance with Part 2 of this contract. Inspections made by the CSA-DFL designated representative will be based on these standards.
- .2 If any area is found to be deficient, a Field Instruction (FI) will be sent to the Cleaning Contractor for immediate action. Repeated FI's issued for the same area in one yearly cycle will result in possible contract cancellation.

1.6 Supplies

- .1 The CSA-DFL shall provide the following equipment and supplies for use by the contractor upon request;
 - .1 All cleaning material and toiletries
 - .1 Toilet tissue
 - .2 Paper hand towels
 - .3 Hand soap
 - .4 Deodorant cakes
 - .5 Odor control products
 - .6 Plastic bags
 - .7 Sani-bags
 - .8 Disinfectants
 - .9 General cleaners
 - .10 Hand sanitizer
 - .11 Floor care products
 - .2 Pro-portion III, Dilution Control System
 - .1 Powerhouse spray and wipe cleaner
 - .2 Sparkle glass cleaner
 - .3 Quato 15 Disinfectant
 - .4 Sunbeam floor cleaner
 - .5 Winter-rinse floor cleaner
 - .3 Vacuum for office area
 - .4 Vacuum with HEPA filter for cleanrooms
 - .5 Numatic wet vac
 - .6 Two-speed floor buffer
 - .7 Advance SC1500 automatic floor scrubber
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- .8 Advance AquaSpot
 - .9 Advance AquaClean
 - .10 Janitors cart
 - .11 Buckets with ringers
 - .12 Mops, brooms, dustpans etc.
 - .13 Wet floor signs
 - .14 Peel away mats and frames
- .2 The Working Supervisor is to submit a monthly list of cleaning supplies to the CSA-DFL designated representative before the start of each month. The monthly order will be limited to one order only. A minimum of two weeks cleaning supplies are to always be maintained in stock.

1.7 Health & Safety

- .1 The Cleaning Contractor shall 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 CSA-DFL procedures for hazardous areas such as Vibration Shaker and TQF Chambers must be strictly followed in accordance with CSA-DFL Policies and Procedures. Information will be made available upon contract being awarded.
 - .3 The Cleaning Contractor's staff shall be fully versed in the following documents:
 - .1 CSA-DFL – Policy, Procedures, and Specifications, Cleanrooms and Associated Controlled Environments -CSA 1120501, issue E or revised.
 - .2 CSA-DFL Policies and Procedures, Safety and Health Program - CSA D1010101, issue E or revised.
 - .3 These documents shall be provided to the Cleaning Contractor upon contract being awarded.
 - .4 The Cleaning Contractor's staff shall take part in safety drills and CSA-DFL Safety and Security briefings provided by the CSA-DFL as required or deemed necessary.
 - .5 The Cleaning Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The CSA-DFL designated representative reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment on a temporary basis until the equipment is replaced.
 - .6 The Cleaning Contractor and personnel shall adhere to the no smoking policy in the building(s).
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1.8 Building Operations

- .1 Report any and all malfunctions, damages or maintenance repairs required to the building systems to CSA-DFL designated representative.

1.9 Vacancy Credit:

1. The Cleaning Contractor shall deduct from the contract price, on a monthly basis, a sum called the "Vacant Space Credit" for all space unoccupied in the building. This credit will be calculated as follows:

Vacant space footage multiplied by the rate per square foot per annum, divided by 12 months and multiplied by the %. The amount will be the monthly "Vacant Space Credit".

End of Section
