

John H. Chapman Space Centre
6767 Route de l'Aéroport
Longueuil, Quebec

ANNEX A

CLEANING SPECIFICATIONS

Technical documentation

Date: May 2018

Definitions

Project officer: Also referred to as “director,” the project officer is the Canadian Space Agency (CSA) representative with the authority to give the Contractor directives and instructions. The project officer also approves payment requisitions and authorizes the performance of the unit-cost work stipulated in the contract. The project officer may designate someone to act on his or her behalf for the purposes of the contract.

Team leader: The Contractor’s employee who has been designated by the Contractor to be in full charge of the work to be carried out on-site by the Contractor under the contract.

Work: All of the tasks, materials, equipment and things that the Contractor is required to do, supply and carry out under the contract.

1. Project overview

The Canadian Space Agency (CSA) wishes to retain the services of a sanitary maintenance, to provide the services required at the John H. Chapman Space Centre in Longueuil, Quebec.

The John H. Chapman Space Centre is a four-storey building with a total surface area of 29,261 m². The usage profile of the building is as follows:

- The ground floor (level 1) has a total area of 14,096 m². It is occupied by visitor reception areas, circulation areas, a 250-seat cafeteria, a 500-seat conference centre, a daycare, laboratories, office space, archives, computer rooms, a receiving dock, storerooms and mechanical rooms.
- Level 2, which measures 7,683 m², is occupied by a control centre, circulation areas, office space and mechanical rooms.
- Level 3, measuring 5,922 m², is occupied by office space, the executive offices, circulation areas and mechanical rooms.
- Level 4, which measures 1,560 m², is totally taken up by a mechanical room.

The building, constructed in 1993, is occupied by just over 650 Canadian Space Program researchers and managers. The purpose of the contract in question is to ensure daily cleaning of the building, while allowing CSA research and development activities to continue unhindered.

As a result of the development activities, different events are always taking place, such as news conferences, outside visits, seminars, conferences and group meetings, which means that

catering services are frequently used over the course of the year. During a given year, buffets are provided for an estimated 8,000 to 10,000 people in various locations within the Agency. The cleaning-up required after these events (emptying the garbage cans, vacuuming, cleaning stains out of the carpets) is an integral part of building maintenance and, hence, of the contract in question. The following is a breakdown of these events by number of participants, for informational purposes. It should be noted that the data may vary from one year to the next.

Events involving 25 people or less: 150 a year

Events involving 26 to 75 people: 50 a year

Events involving 75 to 250 people: 15 a year

2. Contract objective

The objective of the contract is to provide expertise, equipment, materials and labour for the day-to-day cleaning of the Space Centre premises. The work involves the daily provision of the ongoing services specified in Section 3 of this Annex.

3. Services required (ongoing services)

The services required as part of this proposal must be provided on an ongoing (daily) basis for the duration of the contract.

The services can be divided up into ten categories:

- Providing the required staff (Section 3.1)
- Carrying out all of the work specified in the cleaning profiles (Section 3.2)
- Providing support services for unforeseen events (Section 3.3)
- Reporting breakages and deficiencies (Section 3.4)
- Changing burnt-out light bulbs and tubes (Section 3.5)
- Patrolling washrooms (Section 3.6)
- Taking part in the CSA recycling program (Section 3.7)
- Cleaning carpets and chairs (Section 3.8)
- Ensuring maintenance required during the winter (Section 3.9)
- Additional work (Section 4)

These services, which are described in the sections below, will be paid for on a lump-sum basis, ie, a single price will apply for all the services provided in a given year, with the exception of the services in sections 3.8 and 4. Payment will be made in twelve equal monthly instalments, each of which will amount to one twelfth of the total amount of the bid. Services provided under sections 3.8 and 4 will be billed after the work and must obtain prior approval from the project officer.

3.1. Providing the required staff

The Contractor must assign the required staff based on the estimated number of hours required to carry out the requested work, keeping the following work organization requirements in mind:

Monday to Friday daytime staff

- A team leader for an eight-hour shift from 7:00 am to 4:00 pm
- A cleaner for an eight-hour shift from 8:00 am to 5:00 pm
- An extra cleaner for an eight-hour shift from 6:30 am to 3:30 pm

Monday to Friday evening staff

- A team leader for an eight-hour shift from 3:00 pm to 1 am
- Six (6) cleaners for a seven-hour shift from 6:00 pm to 1 am.

Weekend staff

- A team leader for an eight-hour shift from 8:00 am to 5:00 pm
- A cleaner for an eight-hour shift from 8:00 am to 5:00 pm

For Saturday and Sunday

Staff on statutory holidays

- A cleaner or team leader for an eight-hour shift from 8:00 am to 5:00 pm to provide minimum services: snow removal, garbage removal in sectors that operate around the clock, and special events

Team leader day and night must speak in either English or French official languages verbal and written.

The resources listed are CSA's **minimum staff requirements** for the performance of the Contractor's mandate. The Contractor may need to use more people to meet the contract requirements. It is up to the Contractor to assess the human resources, equipment, supplies and expertise needed to provide all of the ongoing services, while respecting the minimum requirements set by CSA. The Contractor may in no case claim additional payment for the assignment of additional resources to perform the tasks outlined in the cleaning profiles.

Supply the necessary resources to perform cleaning activities in sectors that operate around the clock. These sectors are identified in the cleaning profiles (Zone 24 – Control/Security). The Contractor shall maintain service in these sectors seven days a week, Monday through Sunday, including statutory holidays.

3.1.1 Contractor's responsibilities as concerns staffing and staff availability

3.1.1.1 Human resources

- Outsourcing the contract for cleaning work to a subcontractor or a cleaning firm is unacceptable.
- Ensure, at all times, the full presence of the qualified staff listed in Section 3.1.
- Ensure that there are sufficient staffs to provide the ongoing services, even if this means assigning additional resources.
- Whenever possible, keep the same staff for the duration of the contract.
- Provide replacement workers if one or more regularly assigned workers are absent. There should be a pool of at least three replacement workers who are aware of the building's layout and security features.
- Submit to the CSA representative for approval the files of staff that the Contractor plans to assign to the project, including replacements, and provide the files of any other staff that subsequently join the team, as required.
- Submit new employee files if CSA refuses any of those submitted.
- Employee or replacement files should contain the following information:
 - Employee's name
 - Date of birth
 - Home address
 - Employee's CV, which should include details about the employee's education and specific sanitary maintenance training (eg, courses taken, date, length, trainer's name), as well as information about the employee's experience and previous employment, including, at a minimum, the contact information of a previous employer with whom CSA can perform a reference check
- Provide the staff with the necessary instructions to carry out their duties. This includes assigning clear work procedures, methods and rounds for each shift, and

indicating the work to be done and the sectors that are expected to be covered based on the number of hours of work assigned to each staff member. The work rounds must have been previously submitted to the CSA representative for approval.

- By means of a daily monitoring and inspection program, make sure that staffs perform their duties according to the established schedules, deadlines and objectives, and take necessary corrective measures should employees fail to achieve their objectives.
- A workplace manual should be available on site for consultation, as required. The manual should include the cleaning profiles, work rounds, the schedule for periodic or occasional work, inspection charts filled out every day by the team leader or the foreman, a list of products and equipment, material safety data sheets, and a list of employees and their phone numbers.
- The Contractor is responsible for determining the human resources and material required to achieve the contract objectives and, specifically, the average monthly cleanliness indicator target (85 % – see Annex E for more details). The cleaning profiles identify the routine, periodic and occasional cleaning work to be done, and the frequency with which these tasks should be performed. It is up to the Contractor to determine requirements relating to staff, equipment, small tools, accessories, paper, products and supervisory time, while maintaining a continuous presence, as specified in Section 3.1.
- The Contractor is responsible for ensuring that staff members are appropriately dressed in a standard uniform that allows CSA employees to easily identify them.

3.1.1.2 Equipment and tools

- Supply all equipment and material required to provide the ongoing services.
- Repair, have repaired or replace, within 24 hours, all large electrical or mechanical equipment that is defective.
- Supply high-quality equipment new or almost new condition, and in the building maximum 7 days after beginning of contract. Safety equipment must meet the requirements of the certification bodies that correspond to the type of equipment in question.
- Instruct all employees in the operation and use of equipment and products provided by the Contractor.

- In the case of equipment supplied by CSA, ensure that employees have received CSA training. Supply work clothes in good condition, with the name of the service company and the employee's name on them.
- Regularly replace cleaning tools (mops, microfibre cloths, polisher pads, sprays, carpet stain removal kits, etc), equipment and work clothes, depending on how often they are used and how dirty they are.

3.1.1.3 Materials and products

- Unless otherwise indicated, supply all materials and products needed to provide the ongoing services. This includes, but is not limited to, hand soap, detergent, scouring powder, odour eliminating products, degreasing solvent, disinfectant, floor finishes, stain removers, paper towels, toilet paper, sanitary napkins, soap for the men's' and women's' showers (10 dispensers) and any other products normally used in a building similar to the Space Centre for sanitary and cleaning purposes.
- Supply products that are compatible with the building's dispensers, flooring and architectural finishes. If applicable, provide the product specified by the manufacturer of the architectural finish, even if the product is not normally used by the Contractor.
- Use green chemistry and/or biotechnology-based cleaning products that are environmentally friendly and do not affect wastewater treatment performance. The products used should have environmental certification, such as EcoLogo (Canada), Green Seal (US) or Ecolabel (European Union). Manufacturers' instructions should be followed regarding product quantity and use. Areas should be set up in janitor rooms for diluting the products in accordance with the manufacturers' instructions.
- The products should have a low level of toxicity, in other words they are not considered toxic if swallowed or if they come into contact with skin, according to WHMIS criteria.
- Keep dispensers full at all times. Paper towel, toilet paper, soap and sanitary napkin dispensers should never be less than 60% full.
- Instruct employees on handling and using products.
- Transport materials and products that the Contractor has had delivered from the receiving dock to the storeroom that CSA has assigned.

- Store materials and products according to manufacturer's guidelines.
- Supply CSA with technical data sheets for all products, post copies in the workplace and keep the index of hazardous material data sheets up to date.
- Fifteen days before the start of the contract, submit a complete and definitive list of all the products, accessories and equipment to be used to carry out the work, including the names of the manufacturers, where the products were made and their composition.
- Fifteen days before the start of the contract, submit data sheets on the products to be used. If the project officer considers that one or more of the proposed products constitute a threat to the health and safety of users, replace the product(s) with substitutes meeting health and safety criteria.
- Obtain approval for any new products before using them to carry out the work provided for in the contract.

3.1.1.4 Occupational health and safety (see *Training* – 3.1.1.6)

- All staff members must have a WHMIS training certificate.
- At least two people must have proof of training in the use of a telescopic aerial work platform with a 45-foot height capacity and an aerial platform with a 19-foot height capacity, in order to be able to carry out the cleaning work in high areas provided for in the contract.
- Ensure that staff supplied by the Contractor follow guidelines, take part in the CSA occupational health and safety program and follow the guidelines in Chapter 2 of the Canada Labour Code.
- Comply with all accident and fire safety precautions as well as confidentiality and intrusion protection measures. Comply with safety rules recommended by national and provincial codes and prescribed by authorities with jurisdiction over work equipment, methods and habits. Submit documentation proving that the Contractor's employees have the training required to meet these requirements.
- Comply with Workplace Hazardous Materials Information System (WHMIS) regulations and ensure that the material safety data sheets for all hazardous products remain in the building at all times and are kept in a location near where the products are stored. A copy must also be kept in the janitor rooms where cleaning products are stored. The data sheets must be kept up to date.

3.1.1.5 Corporate safety

- Ensure that staff supplied by the Contractor agree to submit to security checks by the CSA security office.
- Ensure that staff supplied are fit to undergo and pass such security checks.
- Ensure that employees agree to comply with the building access control system in the knowledge that CSA uses recording of entries and exits to check hours worked.
- Only employees with an entry permit, whose name appears on the Contractor's payroll, are allowed in the workplace.
- Keep keys issued by CSA in the workplace, at the place designated by the security service, and follow all CSA directives regarding keys. The Contractor must ensure that no keys are copied or misplaced for whatever reason. Should this occur, the Contractor shall defray the cost of any corrective measures the project officer may deem necessary to maintain security in the building.

3.1.1.6 Training

- At the start of the contract, submit documentation proving that the employees have the knowledge, diplomas, course certificates and competency cards required to perform their duties. To be considered valid, the training must have been taken within three (3) years prior to the closing of tender date.
- Provide staff assigned to the project with training by implementing an ongoing training program tailored to CSA needs, and provide CSA with attestations. The program should include the topics addressed, the syllabus, the length of the training, as well as the date and the name(s) of the trainer(s).
- Demonstrate to CSA that staff members have received the training required to handle and use the cleaning products provided by the manufacturer or the distributor.
- Train employees in operating equipment needed to carry out the cleaning activities in the cleaning profiles.
- Train employees for WHMIS of all personnels.

- Train minimum two peoples to operate a telescopic aerial work platform with a 45-foot height capacity and an aerial platform with a 19-foot height capacity, in order to be able to carry out the cleaning work in high areas provided for in the contract.

3.1.1.7 Service availability

Availability means ensuring that CSA will be able, in case of need at any time, to communicate with the person in charge of the company or with an employee designated by the Contractor to request information or a call back to work. The designated contact must be able to be reached at any time by pager. The availability can also be ensured by means of a centralized emergency call service. In such circumstances, it is acceptable for availability to be ensured by a pool of employees familiar with CSA facilities.

3.1.1.8 Service management

- Perform all activities associated with employee compensation, including, but not limited to, income-tax deductions, employment insurance, pension plan, QPP contributions, professional liability insurance, life insurance, union dues, professional association dues, bonuses, statutory holidays and vacation.
- Replace staff who are on vacation or sick leave or otherwise unavailable with another employee of equivalent qualifications and familiarity with CSA facilities.
- Keep employees in reserve to meet special CSA requirements.

3.1.1.9 Absolute obligation

- The absolute obligation to supply staff consists in providing a team of competent employees able to perform the ongoing services required by these specifications. The Contractor is responsible for selecting team members, submitting them to CSA for approval, instructing them, training them, assigning them duties and monitoring their performance.

- The Contractor is also responsible for supplying the equipment needed to perform the work, maintaining it and replacing it as required.
- The Contractor must also supply the materials and products needed to carry out the cleaning profiles.

3.1.2 CSA's responsibilities as concerns resource availability

3.1.2.1 Human resources

- Provide the Contractor's employees with a healthy work environment, in accordance with the provisions of the Canada Labour Code.
- Provide a room with an area of 35 m² to store products and equipment, and a 20 m² room to serve as an office and staff room.

3.1.2.2 Equipment and tools

Only the following equipment will be provided by CSA:

- Stepladders and ladders more than 1.5 m high.
- Equipment used to transport materials and products from the receiving dock to the Contractor's storeroom.
- A telescopic aerial work platform with a 14-metre height capacity and a 5.5-metre high aerial platform with a 7.5-metre telescopic basket.

3.1.2.3 Materials and products

Unless otherwise specified, CSA will not supply materials or products.

3.1.2.4 Procurement and contracting

- Provide employees with a copy of regulations and internal guidelines respecting occupational health and safety.

- Train the Contractor's employees in the operation of equipment specific to Space Centre facilities, if required.
- Provide basic medical support and exercise due diligence if an employee needs emergency care.

3.1.2.5 Corporate safety

- Give the Contractor's employees guidelines and reference material concerning CSA corporate security.
- Take steps to assign the Contractor's employees the security clearance required to perform their duties or, if required, assign a security guard to accompany them as they work.

3.1.2.6 Training

Train the Contractor's employees in the operation of equipment specific to CSA facilities, if required. This training will concern solely equipment not in common use in the industry.

3.1.2.7 Regularity of demand

Retain the Contractor's services on an ongoing basis, 365 days a year, for the duration of the contract.

3.1.2.8 Managing demand

- The CSA's representative will not subsequently request the performance of ongoing cleaning activities. The Contractor is responsible for performing these activities throughout the term of the contract.
- CSA has a service call and complaint system. CSA will forward one-time requests and complaints concerning work improperly done to the Contractor's representative for immediate action.
- CSA compiles service requests and complaints and may use these data to make changes to cleaning activities, notify the Contractor of activities that it has failed to perform properly, or determine the extent to which the Contractor has fulfilled its mandate and modify the monthly payment accordingly.

3.2 Carrying out the work described in the cleaning profiles, at the specified frequency

The Canadian Space Agency has drawn up 25 cleaning profiles listing the tasks to be performed by the Contractor and their frequency. The cleaning profiles apply to the 25 work zones defined by CSA. The work zones are illustrated on the building plans attached to these specifications. The tasks listed under the cleaning profiles are described in the Description of Cleaning Tasks. In addition to this information, CSA has prepared plans showing the different floor finishes. The plans show the borders of the various types of floor coverings without reference to the work zones.

3.2.1 Contractor's responsibility for carrying out the work described in the cleaning profiles

3.2.1.1 Human resources

Provide competent staff on premises to perform all tasks listed in the cleaning profiles.

Use the resources listed in Section 3.1 to carry out these tasks. The Contractor is responsible for establishing the number of hours required to carry out the work provided for in all the cleaning profiles. If the minimum resources listed in Section 3.1 are insufficient to provide all the ongoing services, including the cleaning profiles, the Contractor must assign additional staff. At no time shall the Contractor assign fewer resources than the minimum indicated in Section 3.1.

Comply with the provisions of Section 3.1.1.1.

3.2.1.2 Equipment and tools

- As a reference, here is the list of suggested equipment to provide the services to this contract:
 - Scrubber with operator on equipment with the following features:
 - Cleaning rate 18000 ft²/hour
 - Cleaning path 20"
 - Brush speed 180 rpm
 - Brush pad pressure 50 lbs
 - Solution capacity 10 gallons
 - Recovery capacity 10 gallons
 - Drive system gear motor w/chain drive
 - Transport speed 1,8 / 2,7 mph
 - Maximum noise level 66,9 dBA

Vacuum motor 2 stage,0,63 hp

Reference equipment: Windsor chariot iscrub 20

- 2 speeds rotary floor polisher with the following features:
200-300rpm
18', drive block
4 gallons water tank
1,5 HP
Noise level 60/63 dB
Reference product: Centaur Rabbit 3
- Twos high-speed rotary floor polisher (burnisher) with the following features:
Motor: 1.5 HP, 120 V AC
Pad driver diameter: 20"
Power cord: minimum length 60 ft, 14/3 caliber
Speed: 1500–2000 rpm.
Shockproof handle
Accidental-start prevention mechanism
Non-marking bumper
Built-in dust collector
- Four portables vacuum cleaners (with strap) for dry matter, with the following features:
Motor: 1,8 HP, 120 V AC 12 amp.
Water lift: minimum 50"
Dimensions: 20" height, 11" x 14"
Weight: maximum 15 lb
Hose: diameter 1.5", length 4 ft
12" combination carpet and floor attachment
4" round brush
Crevice attachment
Upholstery attachment
Special attachments for dusting woodwork
HEPA filter
- Compact battery walk-behind sweeper with the following features:
Path width 24 in
1 of side broom

Drive type ,gear motor
Automatic main broom drive
Batterie 12V AGM on board charger
Noise level 62 dBA
Product reference: Scout 5 Noble

- 8 dry vacuums with the following features:
1,6 HP
1 stage, 1 speed
2.5 gallons
Filtration 0,3 micron-HEPA 99,97% eff.
Product reference NVH 200 Nacecare

- 1 Vaccum for wide area with the following features:
30" wide
Filter HEPA 4 steps
120 volt
Product reference: Tennant V-WA-30

- A minimum of three industrial vacuums cleaners (with brush) with the following features:
Brush speed: 4500 rpm
18 inch wide
Motor: 1,07 Hp
Filtration: 98% at 0.3 microns
HEPA filter
Noise level maximum 69 DBA
Accessories:
4" round brush
Crevice attachment
Upholstery attachment
Special attachment for dusting woodwork
Reference product Tennant 3120

- Two industrials wet/dry vacuum cleaner with the following features:
Motor: minimum 1,64 HP, 120V 10,7A
Capacity: 16 gallons minimum
CSA approval
Product reference V-WD-16P Nobles

- Two industrials carpet cleaner for heavy-duty carpet cleaning with the following features:
500 PSI Ajustable Plunger Pump and motor

10 gallons solution tank
10 gallons recovery tank
Weight 96 lbs
CSA approval
1850 W internal Heater
Vaccum Dual, 3 stage
Produit reference: Easteam NINJA Warrior.

- 1 Portable spot extractor with the following features:

7 amp
Vacuum motor 2 stages
1,5 gallons
120 volt
Maximum weight 18 lbs
Référence équipement: EX-Spot-2 Nobles

- Self contained extractor with the following features:

1,8 Hp
Vacuum motor 3 stages
Vacuum shoe size 20 in
Recovery tank capacity 14,5 gallons
Brush motor 1.5 amp
Brush RPM 1200
Brush width 17 in
Solution capacity 10 gallons
Reference product: Nobles EX-SC-1020

- All other equipment required to perform the tasks in the cleaning profiles, including carts, brooms, mops, buckets and similar equipment.

- Comply with the provisions of Section 3.1.1.2.

3.2.1.3 Materials and products

- Provide all materials and products needed to perform ongoing services.
- Comply with the provisions of Section 3.1.1.3.

3.2.1.4 Procurement and contracting

Comply with the provisions of Section 3.1.1.4.

3.2.1.5 Corporate safety

- The Contractor shall comply with instructions concerning restricted access to areas where experiments are in progress. These instructions may mean that some work will have to be postponed. No additional claim may be made for such changes to the established timetable.
- Some rooms have a special security rating. Generally speaking, they are identified in the cleaning profiles. These rooms must be unlocked by a security guard and the work must be done with a security guard present. CSA will work out an agreement with the Contractor, whereby these rooms are grouped together for a specific shift, and will make the necessary arrangements with the security service so that the Contractor does not lose time by repeatedly having to contact security officers. The Contractor may not claim additional fees for delays caused by the need to follow security instructions.

This work represents between 60 and 90 minutes a day for one employee. A schedule will be established at the outset of the contract to avoid scheduling conflicts.

- Comply with the provisions of Section 3.1.1.5.

3.2.1.6 Professional training

- Train employees in operating equipment needed to carry out the cleaning activities in the cleaning profiles.
- Ensure that employees have been trained in the methods used to clean and treat the finishes at the Space Centre.
- Comply with the provisions of Section 3.1.1.6.

3.2.1.7 Service availability

- Carry out cleaning profiles on an ongoing basis, 365 days a year.
- Daily activities (D) apply to the workweek, that is, Monday to Friday, inclusive, except statutory holidays.
- Rooms to be cleaned on holidays are indicated in the various cleaning profiles.

- Generally speaking, cleaning is done outside office hours, that is, Monday to Friday, after 18:00, and on weekends or holidays.
- Comply with the provisions of Section 3.1.1.7.

3.2.1.8 Service management

- Assign fair and accurate cleaning rounds to project staff, with a view to carrying out the tasks described in the cleaning profiles.
- Ensure that staffs fully understand the work objectives, scope of the tasks and performance criteria.
- Comply with the provisions of Section 3.1.1.8.

3.2.2 CSA's responsibilities as concerns the performance of the work in the cleaning profiles

3.2.2.1 Managing demand

- There will be no further requests with respect to the management of the work included in the cleaning profiles. The Contractor is authorized and obliged to perform all the tasks in the cleaning profiles throughout the term of the contract.
- Complaints by building occupants regarding any tasks or parts of tasks will be passed on in writing to the Contractor for immediate action.
- The CSA representative will meet the Contractor's representative once a week to discuss the list of complaints received. The representative will inform the Contractor, and will identify shortcomings that need to be addressed.

3.3 Providing support services for unforeseen events

Unforeseen events are unanticipated problems that require unplanned action. Unforeseen events can be divided into two categories: those that occur during the hours that the Contractor must ensure that staff are on the premises and those that occur outside of those hours. The Contractor shall provide service in response to unforeseen events using the staff specified in the contract during the hours that they must be present. Unless the problem requires the use of additional resources not stipulated in Section 3.1, or the Contractor can show that the action it has taken has caused a significant delay in its normal planned work, the Contractor shall receive no additional payment for action taken to deal with an unforeseen event during the hours that the Contractor must have staff on the premises.

The Contractor must at all times provide a service call answering service and must be able to respond rapidly if CSA asks it to take action outside of the hours that it normally has staff present. If CSA asks for steps to be taken to deal with an unforeseen emergency outside the hours that it normally has staff present, the Contractor may bill CSA for the hourly rates of the staff assigned to deal with the event. The hourly rate paid by CSA shall correspond to the one submitted by the Contractor in the bidding process.

An additional amount may be paid to the Contractor for cleaning zones adjacent to a construction site. In such a case, the Contractor must demonstrate that the activities of the construction site increase its workload and submit to the CSA representative a proposal to cover compensation for the inconvenience. The proposal must specify the number of additional people required and the additional work time multiplied by the hourly rate in the Contractor's initial bid. The CSA reserves the right to check the times that the additional staffs sign in and out to make sure that they correspond to the Contractor's claims. Should there be a discrepancy between the hours submitted by the Contractor and the actual hours, the lesser amount will apply.

3.3.1 Contractor's responsibility as concerns handling unforeseen events

- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility as concerns handling unforeseen events.
- During the period in which the Contractor must have staff on CSA premises (Section 3.1.1), the Contractor's employees shall carry and keep in good working order a two-way radio supplied by CSA in order to be able to respond quickly to unforeseen events.
- The Contractor and its employees must be available at all times, even when the Contractor is not required to have staff on CSA premises. This availability means that CSA will be able, as needed, to communicate with an authorized employee in order to request a call back to work, and that the authorized employee designated by the Contractor must always be reachable by pager.
- The availability may also be ensured by means of a centralized emergency call answering service. The authorized employee designated by the Contractor must be able to communicate with the Contractor's other employees in order to take action expeditiously and effectively in case of major need. In such circumstances, it is acceptable for action to be taken by a pool of resources other than those normally assigned to the Space Centre contract.
- Whether the unforeseen event occurs during the hours that the Contractor must have staff present at CSA or outside those hours, the Contractor's authorized representative or his/her staff shall report as soon as possible to the CSA representative concerning the measures taken to deal with the unforeseen events.

3.3.2 CSA's responsibility as concerns handling unforeseen events

- All the clauses of sections 3.1.2.1 to 3.1.2.8 are part of CSA's responsibility as concerns handling unforeseen events.
- The Canadian Space Agency shall duly notify the Contractor's authorized employees when an unforeseen event occurs in order to allow them to take effective action.
- The CSA representative shall provide as much information as possible to enable the Contractor to assign the proper resources and use the appropriate equipment and products.
- When unforeseen events occur outside the hours when the Contractor must have staff at CSA, the CSA representative shall provide a work order as soon as possible in order to allow the Contractor to bill for the services.

3.4 Reporting breakages and deficiencies

- In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. They are therefore in the best position to notice some types of breakage and to report them to the CSA representative, who will have corrective measures taken.
- As part of its duties, the Contractor must therefore report any breakage noticed.

3.4.1 Contractor's responsibility as concerns reporting breakages and deficiencies

- The Contractor shall set up a system to enable its staff to report any breakage that they notice in the course of their duties. The system shall consist in a written breakage and deficiency report filled in by the Contractor's staff at the end of each shift.
- The Contractor shall submit the staff report to the CSA representative the day following the shift, whether or not any breakage or deficiency has been noted.

3.4.2 CSA's responsibility as concerns reporting breakages and deficiencies

The CSA representative undertakes to correct as soon as possible any deficiencies reported by members of the cleaning crew.

3.5 Lighting maintenance

In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. They are therefore in the best position to notice defective lights, to change light tubes and bulbs, and to notify the CSA representative if the lights still do not work after the tubes or bulbs have been replaced.

3.5.1 Contractor's responsibility as concerns lighting maintenance

3.5.1.1 Lights less than 4 m above the ground

- Note defective lights.
- Change tubes and bulbs of defective lights.
- Place the tube or bulb in a box provided for this purpose, take the boxes to the recycling room and place them on the pallets so that CSA staff can dispose of them.
- Notify the CSA representative of any lights that still do not work after the tubes or bulbs have been replaced.
- Notify the CSA representative if there is less than a week's supply of light bulbs or tubes in stock.
- Replace tubes and bulbs in defective lights within 12 hours of noticing them.

3.5.1.2 Lights more than 4 m above the ground

- Note defective lights.
- Notify the CSA representative of the location of defective lights. The lights will be replaced by a CSA electrician.

3.5.1.3 Cleaning lighting fixtures

All of CSA's lighting fixtures shall be cleaned once a year according to the methodology described in the cleaning profile and based on a schedule agreed upon by the Contractor and the project officer.

3.5.2 CSA's responsibility as concerns defective lights

- Supply tubes and bulbs of the required models in sufficient quantities to enable the Contractor to change defective tubes and bulbs.
- Keep sufficient stocks to enable the Contractor to perform this task.
- Repair lights the Contractor has identified as defective.
- Train the Contractor's employees in methods of changing light tubes and bulbs.
- Replace lights located more than 4 metres above the ground.
- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility with respect to changing lights.

3.6 Patrolling washrooms

- Do the rounds twice a day (once during the daytime and once in the evening) of all washrooms and individual washrooms in the Space Centre in order to perform the tasks listed in the washroom cleaning profile.
- These tasks include, but are not limited to, cleaning toilet bowls, mirrors, urinals, sinks, counters and dispensers, and restocking paper towels, toilet paper, sanitary napkins and hand soap.
- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility for patrolling washrooms.

3.7 Taking part in the CSA recycling program

- On a continuous basis, separate waste items into four categories:
 - Recyclable material
 - Compostable material
 - Items to be disposed
 - Batteries, CDs and ink cartridges
- Supply transparent bags for items to be recycled and coloured bags for items to be disposed of.
- Use bags supplied by CSA for compostable material.

- Place items in the respective containers provided by CSA for this purpose. Keep the three categories separate at all times. Never mix up items from different categories.
- Dispose of containers and waste resulting from maintenance activities in accordance with CSA's recycling policies.

3.7.1 Recycling program

- CSA has a waste management program, which involves separating waste into four categories:
 - Paper and cardboard
 - Metal, glass and plastic containers
 - Perishables
 - Batteries, CDs and ink cartridges
- CSA is fully committed to its recycling program. It is important that the Contractor and its employees comply with the program's requirements. A failure on the part of the Contractor to separate perishables from recyclable items would result in a considerable increase in the cost of waste disposal. If it is determined that the Contractor or its employees have neglected to separate waste, an advise will be send by csa representative.

3.8 Carpet, chair and armchair cleaning

- As requested in the bid chart, the costs associated with cleaning carpets, chairs and armchairs should be submitted separately.
- CSA reserves the right to decide whether or not to have this optional work carried out.

3.8.1 Scope of work

Clean the entire carpeted area of the building (14,672 m²), as well as approximately 1,000 chairs and 30 armchairs every year.

3.8.2 Description of work

The work shall include, but not be limited to, performance of the following actions in the order given.

Carpet cleaning

- Move objects on the floor that could interfere with cleaning.
- Vacuum all surfaces thoroughly, including tight spots, before beginning to clean.
- Spray heavy traffic lanes with a cleaning product and remove any gum or stubborn stains.
- Clean the carpet using the mechanical removal method:
 1. Double scrubbing of carpet
 2. Immediate removal of water (make sure your carpet cleaner has a high-powered motor and is able to remove almost all the water)
- Use environmentally safe EcoLogo-certified cleaning solutions.
- Once the cleaning is finished, replace any items that may have been moved, if possible.

Cleaning of chairs and armchairs

- Clean chair and armchair fabric using a mechanical extraction method, with hand brushing if required, immediately removing 95% of the water.
- Clean the feet and arms of the chairs so that the chairs are completely clean.

3.8.3 Work schedule

- Carpet cleaning must be carried out during the evenings or on weekends. The Contractor is responsible for submitting a schedule at least one week before the work is scheduled to begin.
- The work must be carried out over a maximum period of three months.

3.8.4 Contractor's responsibility

- The Contractor shall perform the work safely, using methods that will not damage the building's carpeting.
- The Contractor shall provide competent personnel, including a foreman to direct the teams.

- Carefully handle any equipment that has to be moved.
- Advise the Agency representative if a room cannot be cleaned because of specific circumstances.
- Perform all the cleaning within a period of no more than two months.

3.8.5 Service provided by the Agency

The Agency representative will put up a notice, one week in advance of the work, asking users to put away any objects that could interfere with carpet cleaning.

3.8.6 Approval of work

The requested services shall be rendered in compliance with the specifications herein, and approved by the Head of Operations, Architecture and Grounds. If the work is not compliant, a written notice to that effect will be sent to the Contractor, who shall take the necessary measures to correct the problem within 24 working hours.

3.9 Winter maintenance activities

- Supply the necessary additional resources to meet the added requirements of winter maintenance activities.
- Entranceways must be kept completely free of snow and ice for a distance of 2 m from the doors of the building.
- Shovel snow and apply abrasives as soon as there is an accumulation of snow on the ground in the following areas:
 - Entrances to the small and large rotundas
 - Pedestrian access through the central garden, including access to the emergency exit
 - Daycare exit
 - Access to the flags on the building's facade
- Make sure the five areas mentioned above are cleared by 6:30 am from Monday to Friday and by 9:00 am on Saturdays, Sundays and statutory holidays.

- Spread biodegradable salt provided by CSA over an area extending 2 m from the building access doors; make sure that these surfaces are free of ice at all times.
- Check that all sidewalks leading to the parking lot are free of ice and safe. Apply biodegradable abrasive in areas where it may be needed. Inspections should be carried out three times a day (at 6:30 am, 11:30 am and 3:00 pm). Notify the project officer when the situation warrants more extensive spreading of abrasives.

4. Additional work

- Submit an hourly rate per person for each year of the contract for any work requested in addition to the requirements in these specifications. Such requests will be authorized in writing solely by the project officer or his or her supervisor. The work will be billed on a monthly basis.
- CSA reserves the right to decide whether or not to carry out this optional work.

CLEANING SPECIFICATIONS

Description of cleaning tasks and sectors to be cleaned

DESCRIPTION OF CLEANING TASKS

- ⇒ **Vacuum air vent grates and diffusers:** Remove dust and dirt from air vent grates and diffusers using a vacuum. Nearby tiles or ceilings must be free of dust after cleaning.
- ⇒ **Vacuum and brush grooves (grates, scraper mats, door sills) to remove sand and rocks, etc:** Remove dirt lodged in grooves of entrance doors, scraper mats, door sills, grates and elevator doors.
- ⇒ **Vacuum chairs:** Remove dust and dirt from chairs using a vacuum.

- ⇒ **Vacuum wooden wall panelling:** Use a vacuum to remove dust from wood partitions and around edges of wood panelling.

- ⇒ **Vacuum carpets:** Use a vacuum that has a carpet beater to remove dirt from surface and from inside pile of carpet.

- ⇒ **Sweep stairs:** Remove all sand and dust, checking each step and landing.

- ⇒ **Sweep floors:** Remove all sand and dust from floors.

- ⇒ **Brush floors:** Brush floor coverings having visible joints (ceramic) and concrete floors using a polisher equipped with a brush.

- ⇒ **Strip floors:** Remove all dirt, stains, coats of floor finish and wood filler from surface and apply a new finish.
- ⇒ **Dust surfaces to height of 4 m:** Remove dust from all horizontal surfaces up to a height of 4 m using a vacuum and remove stains with a cleaning solution.
- ⇒ **Dust to full height:** Remove dust from all horizontal surfaces, regardless of height, using a vacuum and remove stains using a cleaning solution.
- ⇒ **Dust and clean exhibits:** Remove dust and any other material from exhibits. These tasks must be performed using a duster or vacuum. If necessary, clean with a cleaning solution that will not damage the finish on the objects.
- ⇒ **Dust mechanical rooms:** Remove dust and any other material from wall piping and horizontal surfaces using a duster or vacuum. If necessary, clean with a cleaning solution.
- ⇒ **Dust computer monitors and housings:** Remove dust and any other material from computer monitors and housings using a duster.
- ⇒ **Dust walls and partitions (fabric):** Remove dust and dirt from walls using a duster or vacuum.
- ⇒ **Dust glass ceilings:** Remove dust and any other material from glass ceilings using a duster or vacuum.
- ⇒ **Vacuum the underside of raised floors:** Remove dust and any other material from underneath raised floors using a vacuum.
- ⇒ **Dust venetian blinds:** Remove dust and dirt from blinds using a duster or vacuum.
- ⇒ **Dust horizontal surfaces:** Remove dust and any other material from horizontal surfaces using a duster or vacuum (tops of woodwork, window sills, shelves, hutches, tops of picture frames).
- ⇒ **Dust television sets and clean screens:** Remove dust and any other material from television sets using a duster. Clean screens using a cloth dampened with a cleaning solution.

- ⇒ **Disinfect telephones:** Clean and disinfect handsets and the fixed part of the equipment using a cloth dampened with a disinfecting solution.
- ⇒ **Remove stains from walls, doors, door frames, etc:** Remove only stains and other marks from walls, furniture, doors, door handles, light switches and tables using a product that will not damage surfaces.
- ⇒ **Remove stains from floors:** Remove stains and other marks from floors using a suitable product that will not damage surfaces.
- ⇒ **Remove stains from carpeting:** Remove stains and other marks from carpeting using suitable products, equipment and work methods.
- ⇒ **Remove stains from glass panes and partitions:** Remove only stains and other marks.
- ⇒ **Remove all debris from around the daycare play area, as well as entrances, exits and access ramps:** Pick up all debris, including any dead birds.
- ⇒ **Remove posters from walls, windows, doors and columns:** Remove any stickers or posters.
- ⇒ **Remove stains from anti-static floor finishes:** Take a flat mop, dip it in a solution with a pH level of about 9 or 10, wring it out and mop the floor. A FloPack brush can also be used, or a mop with a pivoting head to which can be attached a rectangular green pad, manufactured by the same company that make the polisher pads.
- ⇒ **Clean anti-static floor finishes:** Use a BR Vario machine (for small surfaces) or a Karcher BR 400 (for larger surfaces). These machines brush and clean with a minimum amount of water. A pile lifter can also be used to clean the carpets.
- ⇒ **Service deodorizing devices:** Clean equipment and replace batteries and the deodorizing cartridge, as required.
- ⇒ **Pour water down drains:** Pour 1 L of water down floor drains.

- ⇒ **Inspect and clean whiteboards:** Clean boards using appropriate methods and techniques and a product suitable for the type of finish (the product used must be approved by the CSA representative).

- ⇒ **Wash floors:** Slightly wet the whole floor area with the proper concentration of a cleaning solution containing either a neutral detergent, a grease-removing agent or a neutralizing agent, as required. This operation can be performed either manually or with an auto-scrubber, except for granite floors, which are to be washed only with an auto-scrubber. (Use a disinfectant to wash the floor of the gymnasium, washrooms, showers and daycare.)

- ⇒ **Shampoo carpets thoroughly:** Shampoo carpeting using an extractor and special cleaning fluid. Heavy-traffic areas must be cleaned prior to using the extractor, and an anti-static, anti-stain agent must be applied after the carpeting has been cleaned using the extractor.

- ⇒ **Clean and disinfect dispensers:** Clean dispensers using a cloth dampened with a cleaning and disinfecting solution.

- ⇒ **Clean and disinfect showers (floors and walls):** Clean showers very thoroughly using a brush and a cleaning and disinfecting solution.

- ⇒ **Clean and disinfect sinks, taps, mirrors and vanities:** Use a cloth dampened with a cleaning and disinfecting solution, as required.

- ⇒ **Clean and disinfect door handles:** Clean door handles using a disinfecting solution.

- ⇒ **Clean and disinfect waste bins and recycling containers:** Clean containers using a cleaning and disinfecting solution.

- ⇒ **Clean and disinfect toilets, urinals, piping and flushing mechanisms:** Clean toilets, urinals, piping and flushing mechanisms of all toilets using a disinfectant.

- ⇒ **Wash ceilings:** Wash ceilings using specialized equipment or appropriate technique, but do not touch acoustic tiles.

- ⇒ **Clean suspended lighted ceilings:** Remove plastic covers of light fixtures and clean both sides as well as the interior of the fixture and its outside edges.
- ⇒ **Clean glass balustrades:** Clean both sides of glass balustrades, making sure to clean both the structure and the glass.
- ⇒ **Wash concrete footings:** Slightly wet the whole floor area with the proper concentration of a cleaning solution containing either a neutral detergent or a grease-removing agent, as required.
- ⇒ **Clean counters and furniture:** Clean counters and furniture using a cloth dampened with a cleaning solution.
- ⇒ **Wash stairs:** Wash steps, risers and landings using a wet mop.
- ⇒ **Wash shower walls:** Wash shower walls from bottom to top using specialized equipment and suitable cleaning products (disinfectant, etc.).
- ⇒ **Wash walls:** Wash walls from bottom to top using specialized equipment and a mild soap that will not damage paint.
- ⇒ **Wash fireproof glass:** Wash both sides of fireproof glass.
- ⇒ **Wash baseboards:** Wash rubber baseboards and remove all marks and built-up dirt.
- ⇒ **Wash doors:** Wash all metal or wood doors to remove built-up dirt on surfaces and handles using a suitable cleaning product. Change water regularly so as not to leave any traces of dirt.
- ⇒ **Wash glass doors:** Remove all dirt from glass doors and their frames (metal or wood) by washing with a window mop and a squeegee.
- ⇒ **Wash windows and frames:** Wash using a window mop and a squeegee.
- ⇒ **Wash glass walls and partitions:** Wash all glass surfaces using a window mop and a squeegee.

- ⇒ **Clean to height of 4 m:** Clean all horizontal and vertical surfaces from floor level to a height of 4 m using a cloth dampened with a cleaning solution that will not damage surfaces.
- ⇒ **Clean and disinfect water fountains:** Clean and disinfect water fountains using a disinfecting detergent.
- ⇒ **Clean and disinfect equipment cushions:** Use a cloth dampened with a cleaning and disinfecting solution to clean all cushions on equipment and on the floor.
- ⇒ **Clean and polish stainless steel:** Clean with a detergent-dampened cloth and then use a polish-dampened cloth to add a thin layer of polish (for water fountains, elevator doors, metal trim, aluminum panelling, etc.).
- ⇒ **Clean and polish woodwork and wood doors:** Clean wood surfaces with a suitable cleaner and then polish.
- ⇒ **Clean and polish furniture:** Dust wood furniture, clean with a suitable cleaner and then polish using furniture polish.
- ⇒ **Clean kitchenette:** Clean all horizontal and vertical surfaces (counters, doors and tops of cabinets), sinks and microwave ovens and the outside of appliances.
- ⇒ **Clean the rotating door carpets:** Vacuum and mop the rotating door carpets to remove any accumulated residue.
- ⇒ **Clean kitchenette thoroughly:** Clean all horizontal and vertical surfaces (counters, doors and tops of cabinets), empty cabinets and clean all surfaces, clean refrigerators (inside and outside), clean the oven thoroughly (inside and outside using a special oven cleaner), pull the oven out from the wall and wash the walls and floor, and clean the ventilation hood. The kitchenette must be perfectly clean.
- ⇒ **Clean structure under steps:** Wash the structure under the steps.
- ⇒ **Clean furniture:** Clean with a cloth dampened in a cleaning solution and remove all dirt and shoe marks.

- ⇒ **Clean exterior of ventilation hoods:** Clean the outside of ventilation hoods with a detergent-dampened cloth.
- ⇒ **Clean exterior of food vending machines:** Wash the outside of food vending machines in order to keep this area clean.
- ⇒ **Clean desk tops and work surfaces:** Clean with a detergent-dampened cloth.
- ⇒ **Clean microwave ovens:** Clean inside and outside of microwave ovens using a sanitizing detergent.
- ⇒ **Wash receiving dock:** Wash outside walls and floor of receiving dock using a high-pressure washer. Brush the floor and use a cloth to remove stubborn dirt from the walls.
- ⇒ **Clean refrigerator:** Clean inside and outside of refrigerators using a sanitizing detergent.
- ⇒ **Clean lockers:** Clean the inside of lockers with a sanitizing grease-removing detergent and remove all marks, stains and graffiti.
- ⇒ **Clean ashtrays:** Clean and disinfect ashtrays using a disinfecting detergent.
- ⇒ **Clean chairs:** Clean armrests, backs, supports, legs and any leather cushions using a cloth dampened with a cleaning solution.
- ⇒ **Clean partitions:** Clean partitions with a detergent-dampened cloth.
- ⇒ **Clean drains:** Clean drain grids and pour cleaning solution or disinfectant down the drain.
- ⇒ **Clean patios and main entranceways (outdoor):** Clean all walls, including ceilings and glass walls, to a height of 4 m using a high-pressure washer, a brush and a suitable detergent, and then clean the windows. Three patios: cafeteria, exhibit, library and the two rotundas (the entire exterior of the two rotundas, up to a height of 4 m).

- ⇒ **Clean office areas:** Dust off television sets and clean screens. Dust horizontal surfaces (tops of filing cabinets and hutches to a height of 2 m). Clean desk tops and other work surfaces (including removing shoe marks and any other marks from furniture). Remove marks from photocopying machines. Disinfect telephones. Vacuum and clean chairs. Vacuum partitions (fabric). Clean woodwork and wood doors, etc. Inspect and clean whiteboards using a solution that will not damage the surface.
- ⇒ **Clean sinks:** Clean sinks using a cloth dampened with a cleaning, sanitizing solution.
- ⇒ **Clean scraper mats:** Empty salt, sand, gravel and other material from bottom, and brush and wash.
- ⇒ **Clean fluorescent light fixtures:** Clean inside fluorescent light fixtures using a detergent-dampened cloth. Clean square fluorescent light diffusers (gloves are required to handle the diffusers).
- ⇒ **Clean handrails:** Clean handrails using a cloth dampened with a disinfecting solution.
- ⇒ **Clean mirrors and vanities:** Clean surfaces using a cleaning, disinfecting solution.
- ⇒ **Clean wall ornaments and signs:** Clean wall ornaments and signs using a detergent-dampened cloth.
- ⇒ **Clean partitions:** Clean and disinfect tops and sides of toilet cubicle and shower stall partitions using a disinfectant.
- ⇒ **Clean glass ceilings:** Wash using a window mop and a squeegee (both sides).
- ⇒ **Clean the loading dock:** Wash the walls and floor using a high-pressure washer, brush the floor and use a window mop to clean the walls.
- ⇒ **Clean and disinfect horizontal surfaces:** Check for and remove dust and marks from all objects in the room (furniture, tables, examination tables, frames, radiators, Plexiglas demonstration cubes, wall lights, door handles, etc). The use of feather dusters, hand mops or other tools that tend to spread dust around is forbidden. Then clean with a cloth dampened in a cleaning solution.

- ⇒ **Clean vertical surfaces:** Clean vertical surfaces (fronts of counters, cabinets, refrigerators and any other vertical surfaces) using a cleaning and disinfecting product.
- ⇒ **Clean metal structures:** Wash metal structures of balustrades using a suitable detergent.
- ⇒ **Clean and disinfect tables:** Clean using a cloth dampened with a disinfecting detergent.
- ⇒ **Clean to full height:** Clean all horizontal and vertical surfaces from floor to ceiling using a cloth dampened with a cleaning solution that will not damage surfaces.
- ⇒ **Clean under stairs, landings and the structure:** Clean under stairs, landings and the structure using a detergent-dampened cloth.
- ⇒ **Polish floors:** Remove marks from floor and either spray polish or burnish to restore the shine.
- ⇒ **Scrub floors and apply coats of finish:** Spread a detergent solution on the floor and scrub with a polisher and an appropriate pad to remove the film of dirt. Then apply the number of coats indicated in the cleaning profile.
- ⇒ **Stock dispensers:** Open dispensers and stock with soap, hand towels, sanitary napkins, tampons, toilet paper, special cleansing cloths, antibacterial gel, etc, as needed. All dispensers must be at least half full. Shower soap dispensers should be filled with special soap for sensitive skin.
- ⇒ **Put furniture back in place:** Put chairs and armchairs back in their proper positions in conference rooms (does not apply to the conference centre).
- ⇒ **Clean coffee areas:** Clean the microwave, fill dispensers, empty garbage cans and recycling bins, clean vertical and horizontal surfaces, clean and disinfect garbage cans and recycling bins, clean the outside of food machines, empty recipients for catching liquids and clean furniture.
- ⇒ **Lift raised-floor tiles and vacuum subfloors:** Vacuum to pick up dirt and dust underneath raised floors.
- ⇒ **Empty ashtrays:** Empty ashtrays into fireproof containers.

⇒ **Empty recycling and waste bins:** Empty all recycling bins (including containers for recycling specific objects such as ink cartridges, CDs, batteries, etc) and waste bins. Only change garbage bags that are dirty.

SCHEDULING CODES

3 x D	Three times a day
2 x D	Twice a day
D	Once a day
3 x W	Three times a week
2 x W	Twice a week
W	Once a week
M	Once a month
6 x YR	Six times a year
4 x YR	Four times a year
3 x YR	Three times a year
2 x YR	Twice a year
YR	Once a year
2 YRS	Every two years
AR	As required
OR	On request

Winter period: November 1 to April 15th

KEY TO ZONES

1. Archives, library
2. Elevators (6x)
3. Carpentry workshop (including 2nd floor)
4. Prototype workshop
5. Antenna building / water-tank enclosure (bulkhead)
6. "Closed/open" offices, meeting rooms, training rooms, photocopy rooms
7. Cafeteria

8. Power and heating plant (mechanical rooms, generator)
9. Corridors
10. Computer room
11. Entrances (main and secondary), reception area
12. Secondary staircases
13. Gate house
14. Gymnasium
15. High bays (levels 1 and 2) corridor 2NS and 2NS-206.A
16. Laboratories
17. Exterior cleaning (gardens, cafeteria patio, entrances and exits, walkways, bus shelter, antenna and water-tank enclosure)
18. Shipping/receiving, computer warehouse, hazardous materials room
19. Sheds (storage and sanitary maintenance)
20. Compactor room
21. Electrical rooms, telephone system rooms
22. Executive area
23. Conference room area (including 7A-100, ticket desk and 2C-200)
24. Control/security/nursing/Radarsat areas
25. Washrooms

CLOSED/OPEN OFFICES, MEETING ROOMS, TRAINING ROOMS, PHOTOCOPY ROOMS**Zone 6**

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Remove stains from glass panes and partitions	1xD
Put furniture back in place***	1xD
Clean office areas	1xW
Wash glass doors	1xW
Remove posters from walls, windows, doors and columns	1xW
Clean and disinfect waste bins and recycling containers	1xM
Wash glass walls and partitions	1xM
Wash doors	1xM
Clean wall ornaments and signs	1xM
Clean microwave ovens and refrigerator	1xM
Clean and polish woodwork and wood doors	4xYR
Dust and clean exhibits	4xYR
Dust surfaces to height of 4 m	4xYR
Vacuum air vent grates and diffusers	4xYR
Dust walls and partitions (fabric)	4xYR
Dust venetian blinds	2xYR
Clean furniture	1xYR
Dust to full height	1xYR
FLOORS	
Sweep floors (tile)	1xW
Vacuum carpets	1xW
Wash floors (tile)	1xW
Remove stains from carpeting/floors	3xW
Polish or scrub floors, as required, (tile) and apply two coats of finish	3xYR
Strip floors (tile)	1xYR
NOTES	
***Meeting and training rooms	

CAFETERIA Zone 7	
TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean and disinfect waste bins and recycling containers	1xD
Remove stains from glass panes and partitions	1xD
Wash glass doors	1xD
Clean and disinfect tables	1xD
Clean horizontal surfaces	1xD
Clean sinks	2xD
Replace furniture	1xD
Wash glass walls and partitions	1xD
Remove posters from walls, windows, doors and columns	1xW
Vacuum wooden wall panelling	1xM
Clean and polish furniture	1xM
Wash doors	1xW
Clean and polish stainless steel	1xM
Clean partitions	4xYR
Dust surfaces to height of 4 m	6xYR
Clean to height of 4 m	4xYR
Vacuum air vent grates and diffusers	4xYR
Wash walls (behind service counter)	4xYR
Clean suspended lighted ceilings	1xYR
Wash ceiling (service counter)	1xYR
Clean and polish woodwork and wood doors	4xM
Wash receiving dock	1xM
FLOORS	
Sweep and wash floors	2xD **3xD
Vacuum carpets	1xD
Remove stains from carpeting	1xD

POWER AND HEATING PLANT (MECHANICAL ROOMS, GENERATOR) Zone 8

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xW
Clean and disinfect waste bins and recycling containers	1xM
Wash doors	1xM
Dust mechanical rooms	1xYR
Dust walls	1xYR

CORRIDORS Zone 9

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from glass panes and partitions (balustrade)	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean handrails	1xD
Remove posters from walls, windows, doors and columns	1xD
Clean the five coffee areas	1xD
Clean and disinfect garbage cans and recycling bins	1xD
Clean furniture	1xW
Vacuum chairs	1xW
Clean exterior of food vending machines	1xW
Clean wall ornaments and signs	1xW
Wash glass doors	1xW
Wash glass partitions	1xM
Wash doors	1xS
Wash baseboards	1xM
Dust surfaces to height of 4 m	4xYR
Dust to full height	4xYR
Vacuum air vent grates and diffusers	4xYR
Clean and polish woodwork and wood doors	4xYR
Dust and clean exhibits	2xYR
Clean glass balustrades (both sides)	2xYR
Wash fireproof glass	1xYR
Clean metal structures (balustrade)	4xYR
Wash walls (behind the service counter)	4xYR
FLOORS	
Vacuum carpets	2xW
Remove stains from floors and carpeting	1xD
Sweep floors	1xD
Clean rotating door carpets	2xD
Wash floors with polisher (granite and tile)	1xD, **2xD
Vacuum winter carpets (spine corridor, Level 1)**	1xD
Polish floors (tile)	1xW
Shampoo winter carpets thoroughly	1XW
Scrub floors (tile)	4xYR
Strip floors (tile)	1xYR

NOTES ** Winter period

ENTRANCES (main and secondary) Zone 11	
TASKS	FREQUENCY
Remove stains from glass panes and partitions	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean handrails	1xD
Wash glass doors	1xD
Disinfect telephones	1xD
Empty waste bins and recycling containers	1xD
Put furniture back in place	1xD
Wash stairs	1xD **2xD
Sweep stairs	1xD **3xD
Clean horizontal surfaces	1xW
Clean office areas	1xW
Clean glass balustrades	1xW
Dust walls (including columns and frames)	1xW
Clean and polish stainless steel	1xD
Clean scraper mats	1xM**
Wash doors	1xM
Wash baseboards	1xM
Clean and disinfect waste bins and recycling containers	1xW
Clean wall ornaments and signs	1xW
Dust and clean exhibits	1xW
Wash chair upholstery thoroughly	2xYR
Dust to full height	4xYR
Clean and polish woodwork and wood doors	4xYR
Vacuum air vent grates and diffusers	4xYR
Clean structure under steps	2xYR
FLOORS	
Remove stains from carpeting	1xD
Vacuum winter carpets	**1xD
Sweep and wash floors	2xD, **3xD
Shampoo winter carpets thoroughly (including stairs)	1xW
Vacuum winter carpets on stairs	2xW, **3xW
NOTES	
** Winter period	

SECONDARY STAIRCASES Zone 12

TASKS	FREQUENCY
Remove stains from walls, doors, door frames, etc.	1xD
Clean handrails	1xD
Remove stains from glass panes and partitions	1xD
Remove stains from floors	1xD
Sweep stairs	1xD, **2xD
Clean wall ornaments and signs	1xW
Wash stairs (including risers)	1xW
Wash glass doors	1xW
Wash doors	1xM
Wash baseboards	1xM
Dust to full height	4xYR
Wash walls	4xYR
Vacuum air vent grates and diffusers	2xYR
FLOORS	
Sweep floors (stairs and landings)	1xD
Remove stains from floors (stairs and landings)	1xD
Wash floors (stairs and landings)	1xW
Brush floors (stairs and landings)	4xYR
NOTES	
** Winter period	

GATE HOUSE Zone 13

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from glass panes and partitions	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean and disinfect toilets, urinals, piping and flushing mechanisms	2xD
Clean and disinfect sinks, taps, mirrors and vanities	2xD
Clean office areas	1xW
Clean and disinfect garbage cans and recycling bins	1xW
Clean furniture	1xW
Vacuum chairs	1xW
Vacuum and brush grooves (grates, scraper mats, door sills) to remove sand and rocks	1xW
Wash glass doors	1xW
Wash glass partitions	1xW
Wash doors	1xW
Wash baseboards	1xM
Wash walls	1xM
Clean kitchenette thoroughly	1xM
Pour water down drains	1xM
Dust surfaces to height of 4 m	4xYR
Dust mechanical rooms	4xYR
Vacuum air vent grates and diffusers	4xYR
FLOORS	
Wash floors	2xD
Clean scraper mats	1xW
Shampoo winter carpets thoroughly	1XW
NOTES ** Winter period	

GYMNASIUM Zone 14	
TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean and disinfect equipment cushions	1xD
Fill distributors	1xD
Clean horizontal surfaces	1xW
Remove stains from squash court walls	1xM
Clean and disinfect waste bins	1xW
Wash doors	1xW
Vacuum air vent grates and diffusers (around shower stalls)	4xYR
Dust surfaces to height of 4 m	4xYR
Dust to full height	1xYR
Locker rooms and showers	
Clean mirror and vanity (including counter)	1xD
Clean and disinfect dispensers	1xD
Stock dispensers (including hygiene products)	1xD
Clean and disinfect showers (floors and walls)	1xD
Clean and disinfect toilets, piping and flushing mechanisms	1xD
Clean and disinfect sinks and taps	1xD
Clean partitions and lockers	1xW
Pour water down drains	1xM
Dust surfaces to height of 4 m	4xYR
Wash glass walls and partitions	1xYR
Wash ceramic tile walls	4xYR
FLOORS	
Wash floors with a microfibre mop	1xD
Wash and disinfect floors	1xD
Scrub floors***	4xYR
NOTES	
***Rubber floor (TVC) only General cleaning from 9:30 am to 10:30 am 2 patrols per day, at 10 am and 2 pm	

HIGH BAYS, Levels 1 and 2, corridors 2NS and 2NS-206.A. Zone 15

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from glass panes and partitions	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Wash glass walls and partitions	1xW
Clean office areas and work surfaces***	1xW
Clean and disinfect waste bins and recycling containers	1xM
Wash doors	1xM
Dust and clean exhibits and display cases	1xM
Dust and clean exhibits from height of 4 m and up	1xYR
Dust surfaces to height of 4 m	4xYR
Vacuum air vent grates and diffusers	4xYR
Dust to full height	1xYR
Dust walls	1xYR
Clean glass ceilings (both sides)	1xYR
Dust glass ceilings	6xYR
FLOORS	
Vacuum carpets	2xW
Sweep floors (tile and concrete)	2xW
Wash floors (tile and concrete)	1xW
Polish floors (tile)	1XM
Scrub floors and apply two coats of finish (tile)	2xYR
Strip and re wax floors (tile)	Every 3 years

NOTES

*** For these work zones, the work of the occupants must at no time be moved. The Contractor must consult the CSA representative in case of doubt. Periodic work must be scheduled with the CSA representative.

LABORATORIES Zone 16	
TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from glass panes and partitions	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean office areas	1xW
Clean exterior of ventilation hoods	1xM
Wash doors	1xM
Clean and disinfect waste bins and recycling containers	1xM
Dust to full height	1xYR
Dust surfaces to height of 4 m	4xYR
Dust venetian blinds	4xYR
Vacuum air vent grates and diffusers	4xYR
FLOORS	
Sweep floors	5xW
Wash floors	1xW
Remove stains from anti-static floors	1xW
Clean anti-static floors	1XM
Scrub floors and apply two coats of finish	1xYR
Lift raised-floor tiles and vacuum subfloors	1xYR
Strip and re wax floors	Every 3 years
NOTES	
<p>** Winter period</p> <p>Some labs are not accessible at all times; these rooms must be cleaned on request, when the users are available. Cleaning must never at any time displace or affect work in progress. In case of doubt, the CSA representative must be contacted before cleaning is started.</p>	

EXTERIOR CLEANING Zone 17

TASKS	FREQUENCY
Empty and clean ashtrays	2xD
Take down posters from walls, windows, doors and columns	1xD
Clean and polish stainless steel	1xD
Wash glass doors (both sides)	1xD
Clean furniture on patios and in courtyards*	1xD
Patrol entrances, exits, sidewalks around the building and pick up all debris and foreign objects	1xD
Empty waste bins	1xD
Remove all debris from around daycare play area, entrances, exits and access ramps, shipping and receiving, antenna and water-tank enclosure (bulkhead)	1xD
Remove dust and spider webs from entrances, exits, stairways and platforms*	1xD
Close parasols and put back patio chairs and tables* (EVENING)	1xD
Remove snow from five locations, as specified in Annex C, section 3.9 "Winter maintenance"	As required**
Empty waste bin and ashtray in bus shelter	1xD
Shovel around the bus shelter	AR**
Sweep patios and main entrances*	1xW
Clean and disinfect waste bins and ashtrays	4xYR
Remove graffiti from windows, doors, walls and columns*	AR
Wash bus shelter walls and glass partitions	6xYR
Clean patios and main entrances (outside)*	3xYR
NOTES	

*** Spring, summer and fall; ** Winter**

SHIPPING/RECEIVING Zone 18

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Clean office areas	1xW
Remove stains from walls, doors, door frames, etc.	1xW
Wash walls of corridor of receiving area	1xM
Wash doors	1xM
Clean and disinfect waste bins and recycling containers	1xM
Dust surfaces to height of 4 m	4xYR
Wash walls of receiving dock to a height of 3 m	1xYR
Dust horizontal surfaces	1xYR
Wash walls of hazardous materials rooms	1xYR
Clean to full height	1xYR
Vacuum air vent grates and diffusers	1xYR
Dust walls	1xYR
FLOORS	
Sweep floors (including stairs)	1xD
Wash floors (including stairs)	1xW, **1xD
Vacuum carpet at delivery entrance and wash floor	1xW
Brush floors	2xYR
NOTES	
** Winter period	

ELECTRICAL ROOMS, TELEPHONE SYSTEM ROOMS Zone 21

TASKS	FREQUENCY
Remove stains from walls, doors, door frames, door handles and light switches	4xYR
Wash doors	4xYR
Dust walls	1xYR
Dust horizontal surfaces	1xYR
FLOORS	
Sweep floors	4xYR
Wash floors	4xYR
Strip floors	Every 2 years
NOTES	
Work must be performed during the daytime, under the supervision of an electrician.	

EXECUTIVE AREA Zone 22

TASKS	FREQUENCY
Empty waste bins and recycling containers	1xD
Remove stains from glass panes and partitions	1xD
Clean desk tops and work surfaces	1xD
Remove stains from walls, doors, door frames, partitions (fabric), etc.	1xD
Clean office areas	1xD
Clean and disinfect waste bins and recycling containers	1xW
Clean kitchenette	1xW
Clean and polish furniture	1xM
Clean wall ornaments and exhibits	1xM
Clean vertical surfaces	1xM
Clean and polish woodwork and wood doors	6xYR
Dust surfaces to height of 4 m	6xYR
Vacuum air vent grates and diffusers	4xYR
Clean kitchenette thoroughly	2xYR
Clean venetian blinds	4xYR
Washroom	
Clean mirrors and vanities	1xD
Clean and disinfect toilets	1xD
Wash walls	1xM
Pour water down drains	1xM
FLOORS	
*Sweep and wash floors	1xD
Remove stains from carpets	1xD
Vacuum carpets	2xW
NOTES	
* Washroom section Guard must be present in this zone.	

CONFERENCE ROOM AREA (including 7A-100, corridor, wicket and 2C-200)**Zone 23**

TASKS	FREQUENCY
Empty waste bins and recycling containers (including console office)	1xD
Remove stains from walls, doors, door frames, door handles, light switches	1xD
Remove stains from glass panes and partitions	1xD
Inspect and clean whiteboards (movable boards)	1xD
Clean tables	1xD
Clean office areas (including control rooms)	1xW
Dust television sets and clean screens	1xW
Wash doors	1xW
Clean and disinfect waste bins and recycling containers	1xM
Clean wall ornaments and signs	1xM
Dust horizontal surfaces	1xM
Vacuum chairs	6xYR
Clean chairs	6xYR
Dust surfaces to height of 4 m	4xYR
Clean and polish woodwork and wood doors	2xYR
Clean glass of observation and console rooms (both sides)	6xYR
Clean chair upholstery with an approved method	1xYR
Dust to full height	1xYR
Vacuum air vent grates and diffusers	1xYR
Vacuum the underside of raised floors	1xYR
Wash baseboards	1xYR
Dust walls and partitions (fabric)	1xYR
FLOORS	
Remove stains from carpeting	AR
Vacuum carpets	1xD
Sweep floor (control room in 2C-200)	1xW
Wash floor (control room in 2C-200)	1xM
Scrub or strip floor (control room in 2C-200)	1xYR
Shampoo carpets thoroughly	1xYR

WASHROOMS Zone 25	
TASKS (Regular Service)	FREQUENCY
Empty waste bins	1xD
Clean and disinfect sinks, taps, mirrors and vanity	1xD
Clean and disinfect toilets, urinals, piping and flushing mechanisms	1xD
Remove stains from walls, doors, door frames, etc.	1xD
Clean and disinfect dispensers	1xD
Clean and disinfect water fountains	1xD
Stock dispensers	1xD
Clean and disinfect waste bins	1xW
Clean partitions	1xW
Pour water down drains	1xM
Wash doors	1xM
Service deodorizing devices	4xYR
Dust surfaces to height of 4 m	4xYR
Vacuum air vent grates and diffusers	4xYR
Wash walls	4xYR
PATROL SERVICE (daytime)	10:00 am to 2:00 pm
Empty waste bins	1x
Clean and disinfect dispensers	1x
Stock all dispensers	1x
Clean and disinfect sinks, taps, mirrors and vanities	1x
Clean and disinfect toilets, urinals, piping and flushing mechanisms	1x
Clean and disinfect water fountains	1x
FLOORS	
Sweep floors	1xD
Wash floors	1xD
Brush floors	4xYR
NOTES	
Dispensers must be at least 60% full at all times.	

Quality control

The Contractor shall supply all the equipment, materials and labour needed to carry out the cleaning profiles, and shall ensure that all the tasks listed in previous section – *cleaning specifications Tasks* are performed at the required frequency in each zone indicated in the plans, on an ongoing basis for the duration of the contract. For each tab, which groups together various types of rooms, the average monthly cleanliness indicator target per inspection is 85%.

1. Inspections

The section – *Cleaning specification Tasks* provides detailed explanations of the work to be carried out, as well as the frequency at which the work is to be performed, and work schedules. The Contractor must strictly comply with the standards set forth in this section. The project officer and/or the external inspector will base their evaluations of the work performed on this document. The Contractor must respect the monthly work schedule and must also inform CSA as soon as the work has been completed so that the work can be inspected immediately and corrective measures can be taken, if necessary. The Contractor itself must have first inspected the completed work before notifying CSA.

A tool has been developed by a specialized firm to evaluate the Contractor's work. Random inspections will be carried out throughout the year, and an audit will be conducted once a year to verify the Contractor's compliance with the specifications. See Section 4 – *Quality Standards*.

When a cleaning inspection results in a rate lower than 85% for all and/or part of the building, satisfactory corrective measures must be taken immediately.

CSA reserves the right to request the services of a specialized firm to perform quality control inspections of the services rendered.

2. Correcting deficiencies

Deficiencies identified by the project officer must be corrected within the allotted time. If corrective measures are not successfully applied within the prescribed timeframe, the project office may initiate a recourse process.

3. INSPECTION GRID

For the period from (month) _____ to (month) _____ inclusive

Section to be completed by the CANADIAN SPACE AGENCY

Legend: 3 = Very good 2 = Good 1 = Unsatisfactory 0 = Unacceptable

STAFF		MONITORING		RISK MANAGEMENT		EQUIPMENT	
	Rating		Rating		Rating		Rating
Resumption of work		Information about the progress of the work		Breakages (finish, furniture, decorations, equipment)		Cleanliness of equipment	
Attendance		Thorough responses to requests		Waste storage/disposal		Cleanliness of storage cupboards	
Politeness/courtesy		Co-operation with CSA		WHMIS (material safety data sheets, protective equipment, labels); falls and slips			
Subtotal		Subtotal		Subtotal		Subtotal	

CSA'S comments and observations

Service provider's comments and observations

ACTION TO BE TAKEN

SERVICE PROVIDER		CANADIAN SPACE AGENCY	
ACTION	TIMELINE	ACTION	TIMELINE

Date:

4. QUALITY STANDARDS

INSTRUCTIONS

- Quality standards are grouped together under four headings, which correspond to the categories on the weekly inspection form.

- A SURFACES
- B FLOORS
- C OTHER ITEMS
- D PERIODIC WORK

- For each parameter to be evaluated, there are three criteria.
- The rating corresponds to the number of criteria observed by the inspector.

- 3: *Very good* The three criteria were observed
- 2: *Good* Two of the criteria were observed
- 1: *Unacceptable* Only one criterion was observed
- 0: *Not done* Was not cleaned

- The rating should be entered on the inspection grid in the box corresponding to the room and the aspect being inspected. Each inspection will include an evaluation of the criteria below for 64 rooms selected from among the various zones provided for in the contract. When rating the level of compliance, inspectors must take into consideration the frequency established in the cleaning profile.
- Once all the ratings have been entered on the worksheet (inspection grid), the averages are automatically calculated in order to obtain the average cleanliness indicator for a given tab (expressed as a %).

CLEANING QUALITY STANDARDS

A – SURFACES	
1	<i>Walls, moulding and vertical surfaces</i>
<input type="checkbox"/>	No spider webs
<input type="checkbox"/>	No dirt or marks
<input type="checkbox"/>	No grey or black dust
2	<i>Glass doors, dividers and partitions, and baseboards</i>
<input type="checkbox"/>	No dirt or marks

<input type="checkbox"/>	Frames are clean
<input type="checkbox"/>	No traces of water around the edges

B – FLOORS	
3	<i>Floor covering (solid or carpets)</i>
<input type="checkbox"/>	No dust or foam on the floors
<input type="checkbox"/>	Floors are clean and have no marks on them
<input type="checkbox"/>	No garbage, dirt or mop marks in corners, on baseboards or under furniture

C – OTHER ITEMS	
4	<i>Furniture and accessories</i>
<input type="checkbox"/>	Waste paper baskets are clean and bags have been replaced when necessary
<input type="checkbox"/>	Telephones are clean and disinfected
<input type="checkbox"/>	No dust or stains on furniture
5	<i>Drinking fountain</i>
<input type="checkbox"/>	Inside is clean
<input type="checkbox"/>	No spots or rust, calcium or lime deposits on the metal mouthpiece
<input type="checkbox"/>	Exterior is clean and free of water spots
6	<i>Horizontal surfaces</i>
<input type="checkbox"/>	No grey or black dust on surfaces or objects
<input type="checkbox"/>	No marks or dirt on surfaces or objects
<input type="checkbox"/>	No water spots on surfaces or objects
7	<i>Washroom accessories</i>
<input type="checkbox"/>	No marks or dirt on toilet seats or stands
<input type="checkbox"/>	Toilet bowls, urinals and sinks are clean
<input type="checkbox"/>	Mirrors are clean
8	<i>Dispensers and sanitary bins</i>
<input type="checkbox"/>	All dispensers have been refilled and are clean on the outside
<input type="checkbox"/>	All waste bin and sanitary napkin disposal bin liners have been changed
<input type="checkbox"/>	All bins are odour- and dirt-free
9	<i>Appliances</i>
<input type="checkbox"/>	Interior is free of stains, marks or dust
<input type="checkbox"/>	No dust on the exterior surface
<input type="checkbox"/>	No crumbs on the surface around the appliance

D – PERIODIC TASKS	
10	<i>Cupboards and storage areas</i>
<input type="checkbox"/>	Floors are clean
<input type="checkbox"/>	Equipment is clean and properly stored
<input type="checkbox"/>	Rooms are free of garbage and odours
11	<i>Brushing/scrubbing/stripping</i>
<input type="checkbox"/>	No water spots, marks or evidence of spills on the walls, baseboards or other surfaces
<input type="checkbox"/>	Floor is free of stripping debris
<input type="checkbox"/>	Furniture was moved and put back in place
12	<i>Walls</i>
<input type="checkbox"/>	No dust on the walls
<input type="checkbox"/>	No greasy film or dirt on the walls
<input type="checkbox"/>	Streak-free
13	<i>Dispensers and ventilation ducts</i>
<input type="checkbox"/>	Dust-free
<input type="checkbox"/>	Frame around the ducts has been properly wiped
<input type="checkbox"/>	No dust or dirt on the surface around the dispensers and ducts
14	<i>Floor waxing/polishing; carpet cleaning by extraction</i>
<input type="checkbox"/>	No encrusted dirt on the floor
<input type="checkbox"/>	No marks on the floor
<input type="checkbox"/>	Floor is shiny / carpet has been properly cleaned

Procedure working at height



Policy on Working at Height

1. PURPOSE.....	2
2. SCOPE.....	2
3. DEFINITIONS.....	2
4. ROLES AND RESPONSIBILITIES.....	3
a) Operations manager / CSA project officer	3
b) Contractor’s project officer	4
c) CSA contractor and sub-contractor	4
d) Co-ordinating Officer, Occupational Health and Safety	4
5. GENERAL INSTRUCTIONS FOR WORK.....	5
a) Compliance.....	4
b) Moving at height.....	5
c) Security perimeter.....	5
d) Transporting tools	5
e) Fall protection	5
f) Protection from falling objects.....	6
g) Work on roofs.....	6
6. SPECIFIC INSTRUCTIONS FOR WORK.....	6
a) Elevating devices.....	6
b) Scaffolding.....	7

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Policy on Working at Height

c) Portable ladders and stepladders.....8

7. TRAINING.....9

8. REVIEW.....9

9. REFERENCES.....9

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Policy on Working at Height

1) PURPOSE

The purpose of this policy is to establish the safety instructions to protect workers who must work at height from falling hazards. The policy is also intended to protect workers who are working near the area where work at height is going on from falling objects.

2) SCOPE

This policy comprises all Canadian Space Agency John H. Chapman Space Centre (JHCSC) facilities and applies to all persons working therein, including employees of the Agency and employees of contractors and other service providers.

This policy applies to any work to maintain, repair, construct, assemble, dismantle, install or adjust structures or equipment or any other task that must be done at more than 2.4 m above the ground or the nearest permanent safe level.

3) DEFINITIONS

Agency: Refers to the Canadian Space Agency.

Elevating devices: Any device designed and used to elevate workers, as described in Part IV of the *Canada Occupational Health and Safety Regulations*.

Work at height: Any work having to be done more than 2.4 m above the ground or the nearest permanent safe level.

4) ROLES AND RESPONSIBILITIES

a) Operations manager / CSA project officer

Responsible for applying the working-at-height program with respect to activities under the jurisdiction of John H. Chapman Space Centre property management

- Plans and controls work to be done at height;
- Ensures that the staff of various units have the training or information needed to apply this policy;
- Ensures that all safety conditions are optimal before authorizing work at height;

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Policy on Working at Height

- Ensures that any permanent restraint mechanisms are approved and inspected (architecture operations manager);
- Ensures that persons working at height know how to use their equipment safely (including their personal protective equipment) and are familiar with emergency procedures;
- Notifies Agency sector heads when work at height will encroach on work areas where regular operations are going on;
- Makes regular visits to sites where work at height is going on and requires that improvements be made to optimize work safety if necessary.

b) Contractor's project officer

Supervisor of firm mandated by CSA property management to perform the work, who must inform those carrying out the contract of the CSA policy on working at height.

- Knows and follows the Agency's policy on working at height;
- Ensures that the staff of various units have the training or information needed to apply this policy;
- Informs employees and subcontractors of the said policy and ensures that they apply it.
- Is responsible for planned shutdowns and major work;
- Assumes the same responsibilities as an operations manager; ensures that contractors, their employees and their subcontractors know and follow the policy on working at height when the work is not being done by Agency employees;
- Appoints a worker to enforce the policy on working at height on the work site.

c) CSA contractor and sub-contractor

Person working at height

- Adheres strictly to the safety instructions in this policy;
- Inspects and handles equipment used to perform the work safely;
- Halts work immediately in case of danger or if an unsafe working condition is observed;
- Immediately complies with any instruction given by the direct superior, operations manager, project officer or Co-ordinating Officer, Occupational Health and Safety.

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Policy on Working at Height

d) Co-ordinating Officer, Occupational Health and Safety

Officer in charge of co-ordinating occupational health and safety at the JHCSC.

- Provides support for various stakeholders.

5) GENERAL INSTRUCTIONS FOR WORK

a) Compliance

All work to which this policy applies must be conducted in accordance with the set of specific instructions described below. Furthermore, the work must also be performed in accordance with any other policy prescribed by the Agency.

Failure to comply with this policy will result in work being halted immediately. Operations managers, CSA project officers, the occupational health and safety co-ordinating officer and the contractor's project officer have the authority to enforce this measure.

Nothing in this policy contradicts or is intended to limit the legal provisions of *Part II of the Canada Labour Code* or the *Canada Occupational Health and Safety Regulations under Part II of the Canada Labour Code*.

b) Moving at height

When there is a risk of falling while working at height, any movement requiring a change of anchorage point requires the use of two lanyards. One of the two lanyards shall be attached to an anchorage point at all times.

c) Safety perimeter

A safety perimeter must be established and indicated on the ground (with safety pilons, ropes, tape or any other mechanism) in any sector where work is being performed at height. Perimeter boundary markings must not, however, impede access to firefighting equipment, emergency exits, first aid or first response equipment, service stairwells or electrical panels.

d) Transporting tools

Tools needed for use on a ladder, stepladder, or scaffolding to be hoisted from the ground to equipment or installations at height shall be placed in a bag or container attached to the worker's belt. The tools shall be hoisted or lowered by means of a rope.

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Policy on Working at Height

e) Protection from falling

- i) The Agency, or if required, the contractor hired by the Agency, shall fully equip workers to protect them against falls;
- ii) All equipment items shall be compatible with one another and meet the following Canadian Standards Association standards:
 - (1) Z259.1-1976 *"Fall-Arresting Safety Belts and Lanyards for the Construction and Mining. Industries"*;
 - (2) Z259.2-M1979 *"Fall-Arresting Devices, Personnel Lowering Devices, and Life Lines"*;
- iii) The anchor of a fall-protection system shall be capable of withstanding a force of 17.8 kN;
- iv) A fall-protection system that is used to arrest the fall of a person shall prevent that person from falling freely for more than 1.2 m.

f) Protection from falling objects

Where there is a hazard that tools or other objects may fall onto a person from any raised installation, the Agency or, where appropriate, the contractor hired by the Agency, shall install:

- i) a toe board that extends above the horizontal plane to a height of not less than 125 mm;
- ii) if the tools or other objects are piled to such a height that a toe board would not prevent the tools or other objects from falling, a solid or mesh panel shall be installed from the horizontal plane to a height of not less than 450 mm.

g) Work on roofs

When work must be carried out on roofs, the Agency shall ensure that:

- i) all existing anchor points, and such new anchor points as it may install, are capable of withstanding a force of 17.8 kN;
- ii) all anchor points have been determined, designed, installed and tested before use by a duly qualified engineer. The Agency shall keep a file of compliance certifications delivered by the engineer;
- iii) all work that it intends to perform or have a contractor perform is subject to a work procedure specific to the work, providing, at a minimum, the following information:
 - (1) number and location of anchor points to be used;
 - (2) number, length, location, arrangement and fastening of lifelines and lanyards required to do the work;

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Policy on Working at Height

- (3) number and specifics of any other component of the fall protection system with which workers must be equipped.
- (4) Number of workers required to perform the work.

6) SPECIFIC INSTRUCTIONS FOR WORK

a) Elevating devices

- i) All devices used to elevate workers off the ground or the nearest permanent safe level shall meet one of the Canadian Standards Association standards below, as appropriate:
 - (1) CSA C225-00 “*Vehicle-Mounted Aerial Devices*”;
 - (2) CSA B354.2-01 “*Self-Propelled Elevating Work Platforms*”
 - (3) CSA B354.4-02 “*Self-Propelled Boom-Supported Elevating Work Platforms*”;
 - (4) B311-M1979 “*Safety Code for Manlifts*”
- ii) Only trained and qualified workers may operate the elevating devices required to carry out work at height, whether provided by the Agency or by the contractor.
- iii) Before a contractor begins to work at height, the Agency will require proof of the necessary qualifications and will keep a copy on file for the duration of the work;
- iv) When an elevating device must be used more than 2.4 m above the ground or the nearest safe level, workers on the device shall be protected from falls as described in section 5 of this policy.

b) Scaffolding

- i) The erection, use, dismantling and removal of a scaffold must be carried out by or under the supervision of a qualified person;
- ii) The footings and supports shall be capable of carrying, without dangerous settling, all loads that are likely to be imposed on them;
- iii) Every scaffold must be capable of supporting at least four times the load that is likely to be imposed on it;
- iv) The platform must be at least 480 mm wide and securely fastened in place;
- v) Ladders must be used to access scaffolds higher than 3 m;

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Policy on Working at Height

- vi) Solid floors and guard rails shall be placed at the positions where work is to be performed. If this is not possible, workers must be protected from falls as described in section 5 of this policy;
- vii) Work must not be performed on different levels simultaneously, unless protection is provided for those working at lower levels to ensure that tools and other objects do not fall from above.
- viii) When portable scaffolding 0.7 m in width is used, stabilizers shall always be used when work must be performed more than 2 m above the ground.

c) Portable ladders and stepladders

- i) Ladders and stepladders used in Agency facilities must comply with Canadian Standards Association standard CAN3-Z11-M81 *Portable Ladders* and must be Type 1 (fibreglass);
- ii) When in use, portable ladders shall:
 - (1) rest on a firm base;
 - (2) have the upper part propped on both siderails;
 - (3) be firmly held in place or attached at the base if their length is equal to or more than nine metres;
 - (4) be so inclined that the horizontal distance between the base of the ladder and the vertical plane of its top support is approximately between a quarter and a third of the length of the ladder;
 - (5) extend three rungs beyond the top storey and be firmly held in place, when used as a means of access;
- iii) It is prohibited for workers to stand on any of the top three rungs of a straight ladder;
- iv) Under no circumstances shall side rails of ladders and stepladders be painted;
- v) Ladders that have fallen to the ground or suffered an impact shall be inspected carefully before they are used again;
- vi) Workers shall only climb ladders one at a time;
- vii) When in use, stepladders shall:
 - (1) have all four feet securely planted;
 - (2) have all four legs fully spread;
 - (3) not be used as straight ladders;

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Policy on Working at Height

viii) The top and the pail shelf of a stepladder shall never be used as a step.

7) TRAINING

Agency employees concerned by this policy must have taken training on working at height given by the Agency or an outside firm mandated by the Agency to provide training.

Contractors' and sub-contractors' employees shall know, apply and follow all of the instructions included in the Agency's policy on working at height.

8) REVIEW

This policy shall be reviewed and updated if need be one year after its effective date, and at two-year intervals thereafter.

9) REFERENCES

Part II of the Canada Labour Code

Canada Occupational Health and Safety Regulations under Part II of the Canada Labour Code

Z259.1-1976 "Fall-Arresting Safety Belts and Lanyards for the Construction and Mining Industries"

Z259.2-M1979 "Fall-Arresting Devices, Personnel Lowering Devices, and Life Lines"

CSA C225-00 "Vehicle-Mounted Aerial Devices"

CSA B354.2-01 "Self-Propelled Elevating Work Platforms"

CSA B354.4-02 "Self-Propelled Boom-Supported Elevating Work Platforms"

B311-M1979 "Safety Code for Manlifts"

CSA CAN3-Z11-M81 "Portable Ladders"

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 Agence spatiale canadienne Canadian Space Agency	Effective date 04/06/2012	
		Page 10 of 10
	Policy on Working at Height	

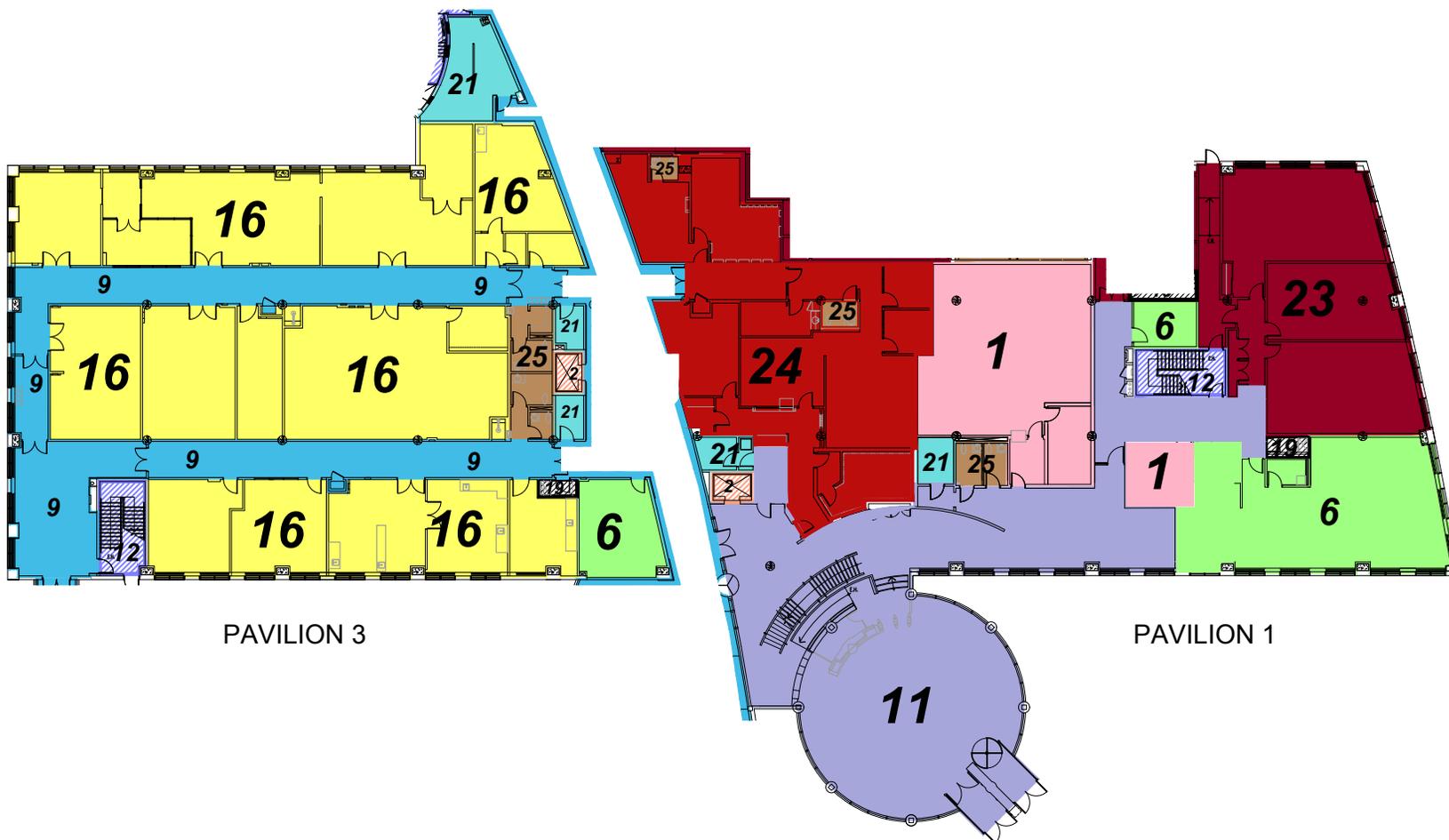
CLEANING PROFILE

ASC



A.S.C.	AREA
LEVEL 1	13 238 m ²
LEVEL 2	7 668 m ²
LEVEL 3	5 922 m ²
LEVEL 4	1 560 m ²
TOTAL	28 388 m ²

A.S.C.	EXTERIOR	AREA
	EXTERIOR CLEANING	1 657 m ²
	ANTENNA, WATER-TANK ENCLOSURE, ESF AND GATE HOUSE	235 m ²
	TOTAL	1 892 m ²



ZONE	AREA
01 ARCHIVES, LIBRARY	160 m ²
02 ELEVATORS	10 m ²
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	186 m ²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	
09 CORRIDORS	231 m ²
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	437 m ²
12 SECONDARY STAIRCASES	36 m ²
13 GATE HOUSE	
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	703 m ²
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	12 m ²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	52 m ²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	216 m ²
24 CONTROL/ SECURITY	287 m ²
25 WASHROOMS	40 m ²
TOTAL AREA	2 370 m²

PAVILION 3

PAVILION 1

11



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A.S.C. LEVEL 1

projet/project

CLEANING PROFILE

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B. HACHÉ

date

MAI 2013

échelle

No pièce/room nr

PAVILIONS 1 AND 3, LEVEL 1

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1/12

ZONE	AREA
01 ARCHIVES, LIBRARY	180 m ²
02 ELEVATORS	9 m ²
03 CARPENTRY WORKSHOP	78 m ²
04 PROTOTYPE WORKSHOP	452 m ²
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	1 214 m ²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	2 m ²
09 CORRIDORS	601 m ²
10 COMPUTER ROOM	339 m ²
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	26 m ²
13 GATE HOUSE	
14 GYMNASIUM	
15 HIGH BAYS	326 m ²
16 LABORATORIES	677 m ²
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	1126 m ²
19 SHEDS	62 m ²
20 COMPACTOR ROOM	49 m ²
21 ELECTRICAL ROOMS	41 m ²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	55 m ²
TOTAL AREA	5 237 m ²




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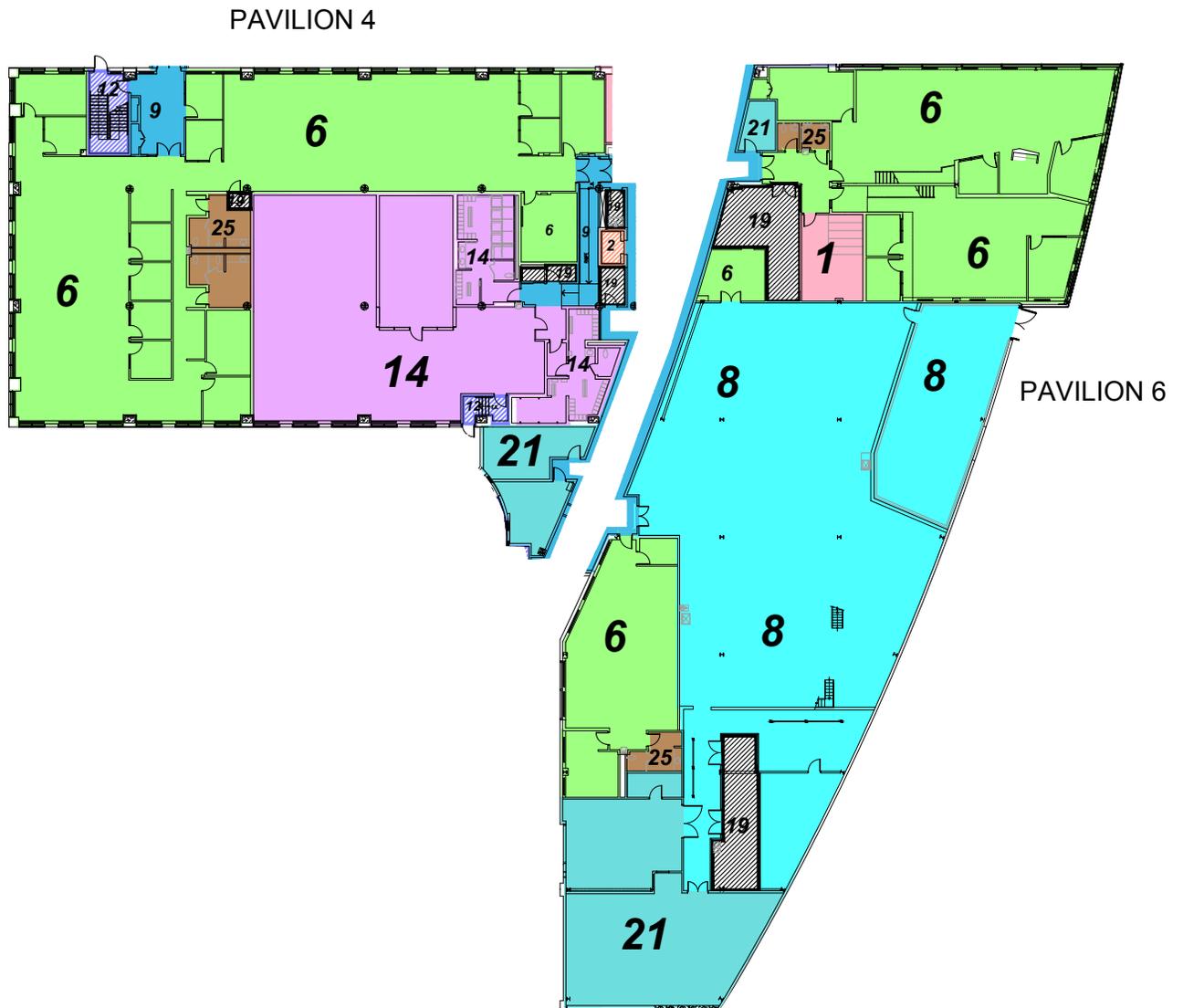
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A.S.C. LEVEL 1

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CLEANING PROFILE
 No pièce/room nr
 PAVILIONS 2 AND 8 LEVEL 1

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2/12	

ZONE	AREA
01 ARCHIVES, LIBRARY	31 m²
02 ELEVATORS	5 m²
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	1 177 m²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	805 m²
09 CORRIDORS	49 m²
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	24 m²
13 GATE HOUSE	
14 GYMNASIUM	395 m²
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	91 m²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	254 m²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	51 m²
TOTAL AREA	2 882 m²




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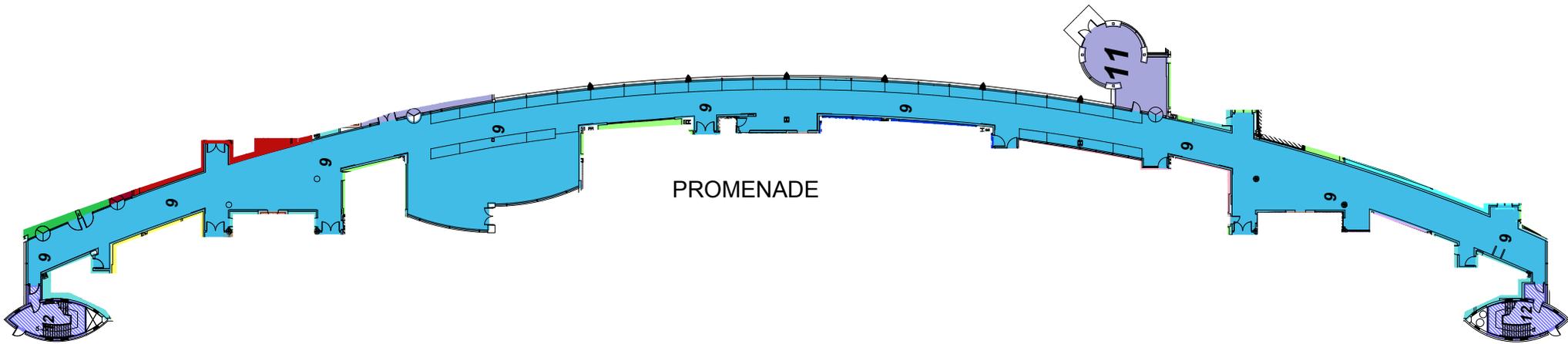
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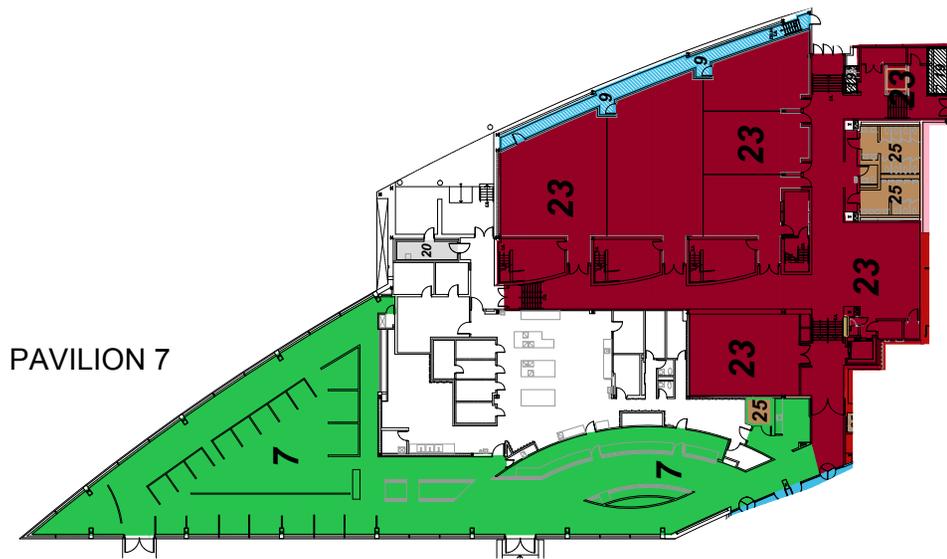
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CLEANING PROFILE
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3 / 12



PROMENADE



PAVILION 7

PAVILION 5

ZONE	AREA	ZONE	AREA
01 ARCHIVES, LIBRARY		14 GYMNASIUM	
02 ELEVATORS		15 HIGH BAYS	
03 CARPENTRY WORKSHOP		16 LABORATORIES	
04 PROTOTYPE WORKSHOP		17 EXTERIOR CLEANING	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF		18 SHIPPING/ RECEIVING	
06 OFFICES		19 SHEDS	11 m ²
07 CAFETERIA	718 m ²	20 COMPACTOR ROOM	10 m ²
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)		21 ELECTRICAL ROOMS	
09 CORRIDORS	877 m ²	22 EXECUTIVE AREA	
10 COMPUTER ROOM		23 CONFERENCE ROOM AREA	974 m ²
11 ENTRANCES/ RECEPTION AREA	52 m ²	24 CONTROL/ SECURITY	
12 SECONDARY STAIRCASES	53 m ²	25 WASHROOMS	54 m ²
13 GATE HOUSE		TOTAL AREA	2 749 m²



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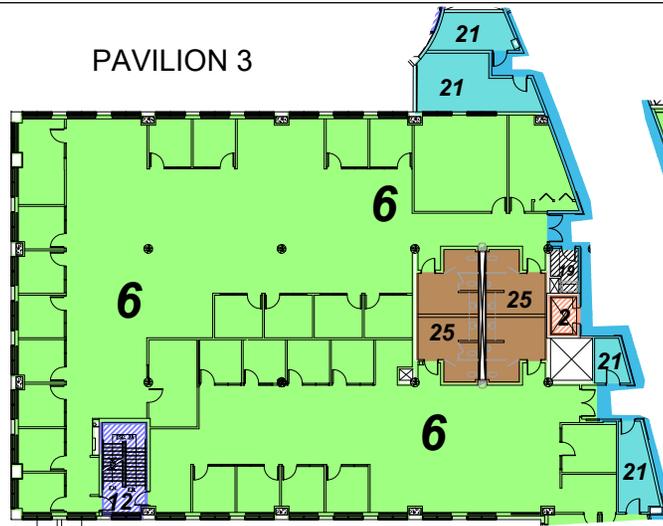
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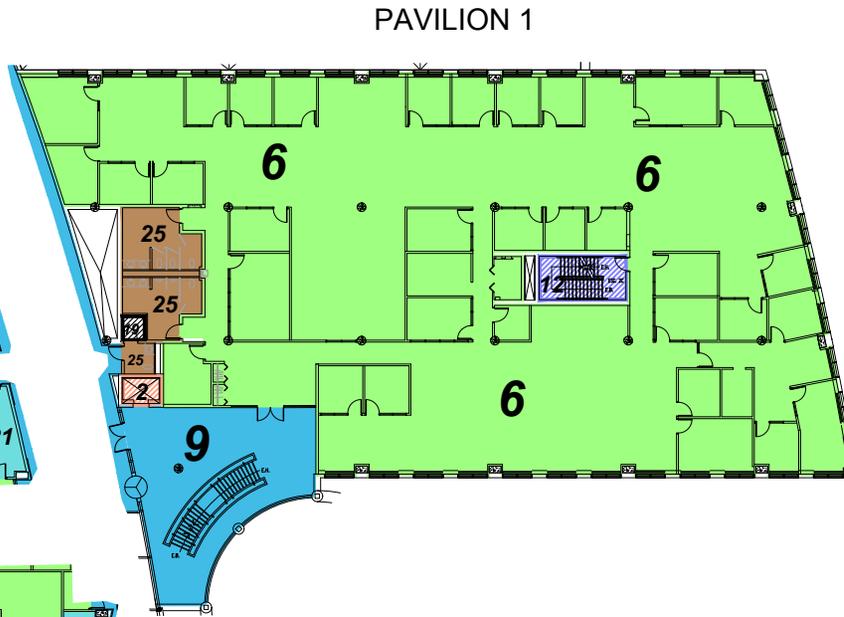
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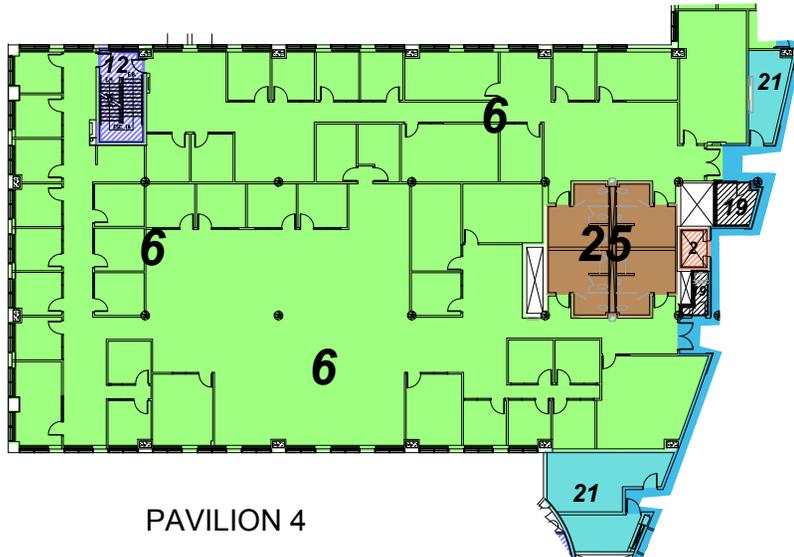
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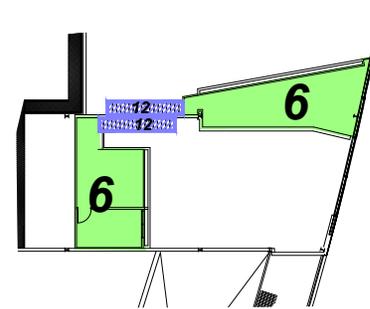
PAVILION 3



PAVILION 1



PAVILION 4



PAVILION 6

ZONES	AREA
01 ARCHIVES, LIBRARY	
02 ELEVATORS	15 m ²
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	3 266 m ²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	
09 CORRIDORS	113 m ²
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	63 m ²
13 GATE HOUSE	
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	21 m ²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	114 m ²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	162 m ²
TOTAL AREA	3 754 m²



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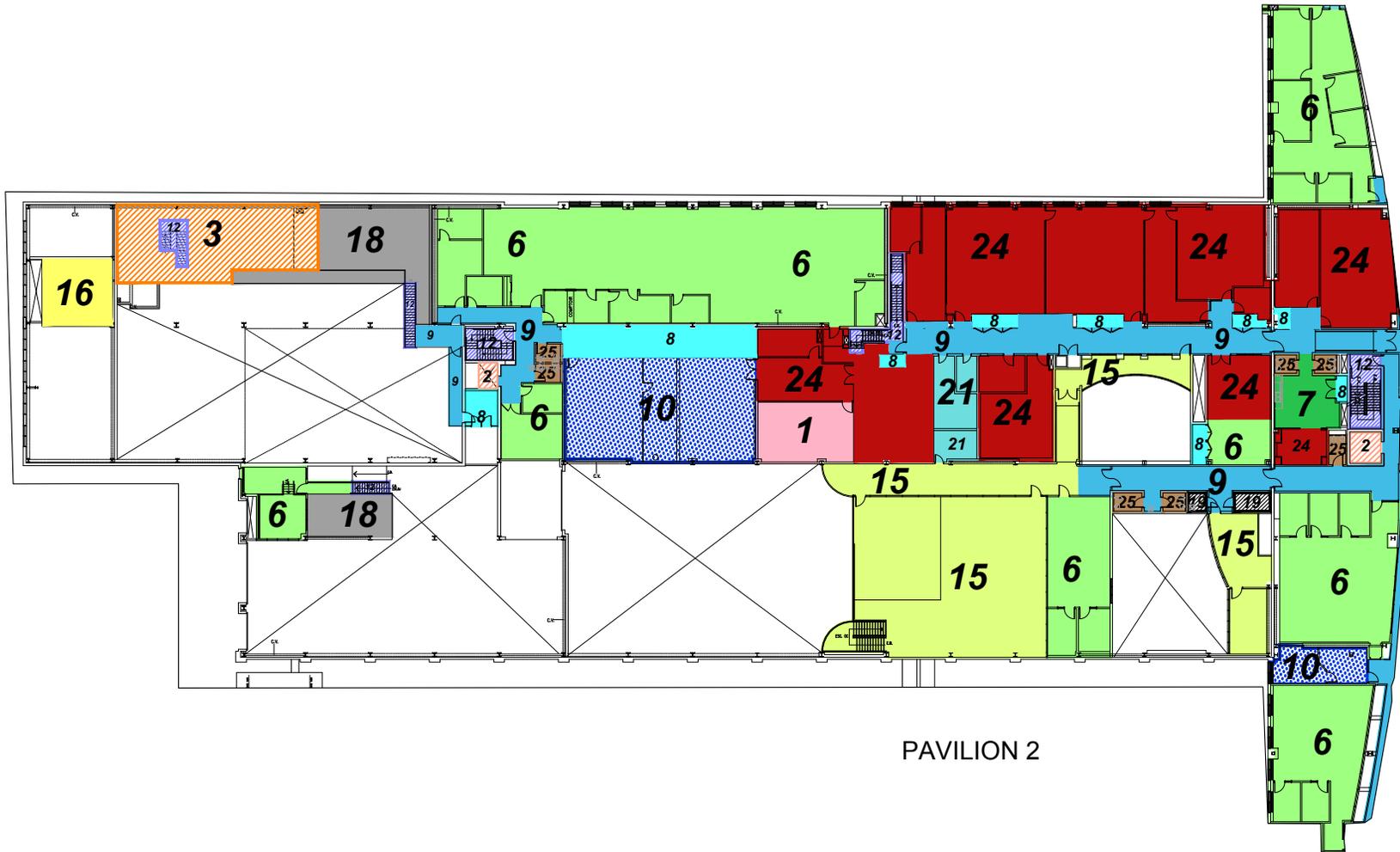
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ZONES	AREA
01 ARCHIVES, LIBRARY	50 m²
02 ELEVATORS	
03 CARPENTRY WORKSHOP	117 m²
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	880 m²
07 CAFETERIA	30 m²
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	93 m²
09 CORRIDORS	241 m²
10 COMPUTER ROOM	208 m²
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	97 m²
13 GATE HOUSE	
14 GYMNASIUM	
15 HIGH BAYS	431 m²
16 LABORATORIES	37 m²
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	116 m²
19 SHEDS	9 m²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	27 m²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	137 m²
24 CONTROL/ SECURITY	705 m²
25 WASHROOMS	28 m²
TOTAL AREA	3 206 m²



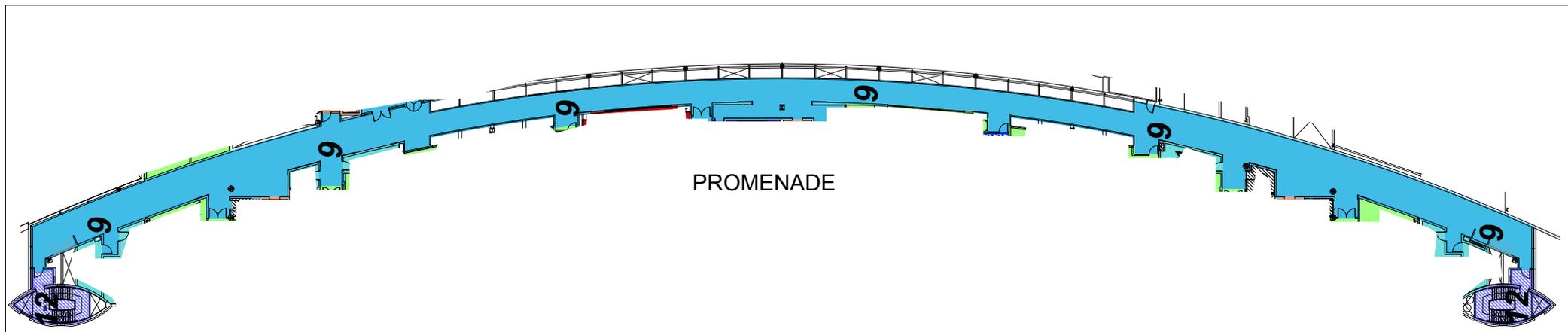

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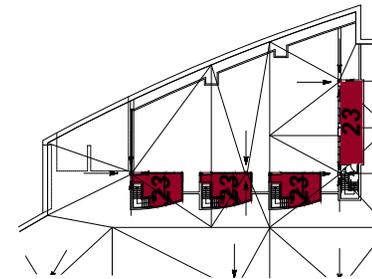
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PROMENADE

ZONES	AREA	ZONES	AREA
01 ARCHIVES, LIBRARY		14 GYMNASIUM	
02 ELEVATORS		15 HIGH BAYS	
03 CARPENTRY WORKSHOP		16 LABORATORIES	
04 PROTOTYPE WORKSHOP		17 EXTERIOR CLEANING	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF		18 SHIPPING/ RECEIVING	
06 OFFICES		19 SHEDS	
07 CAFETERIA		20 COMPACTOR ROOM	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)		21 ELECTRICAL ROOMS	
09 CORRIDORS	564 m ²	22 EXECUTIVE AREA	
10 COMPUTER ROOM		23 CONFERENCE ROOM AREA	97 m ²
11 ENTRANCES/ RECEPTION AREA		24 CONTROL/ SECURITY	
12 SECONDARY STAIRCASES	47 m ²	25 WASHROOMS	
13 GATE HOUSE		TOTAL AREA	708 m ²



PAVILION 5


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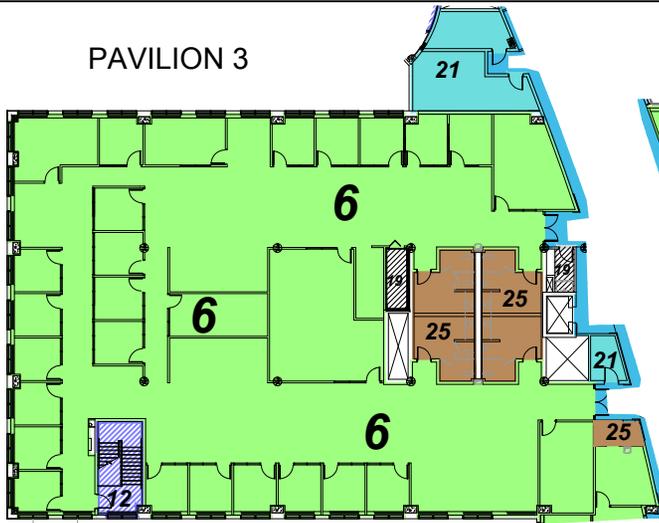
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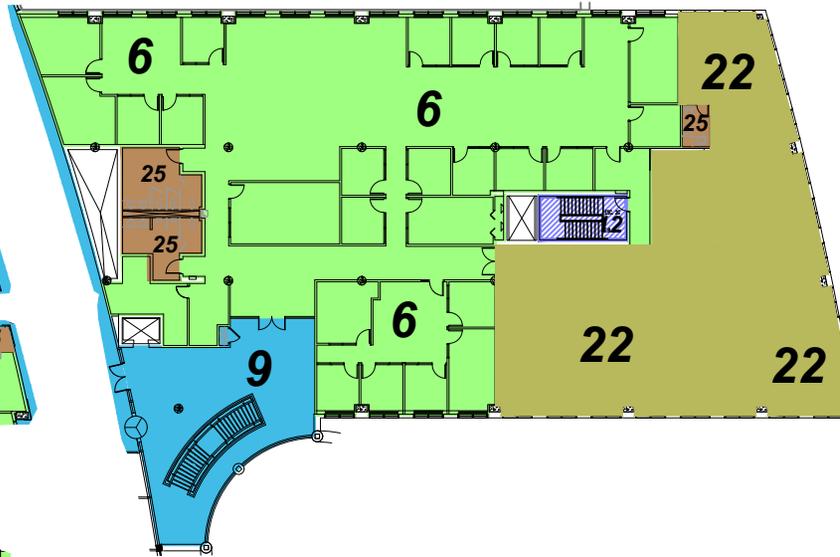
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CLEANING PROFILE
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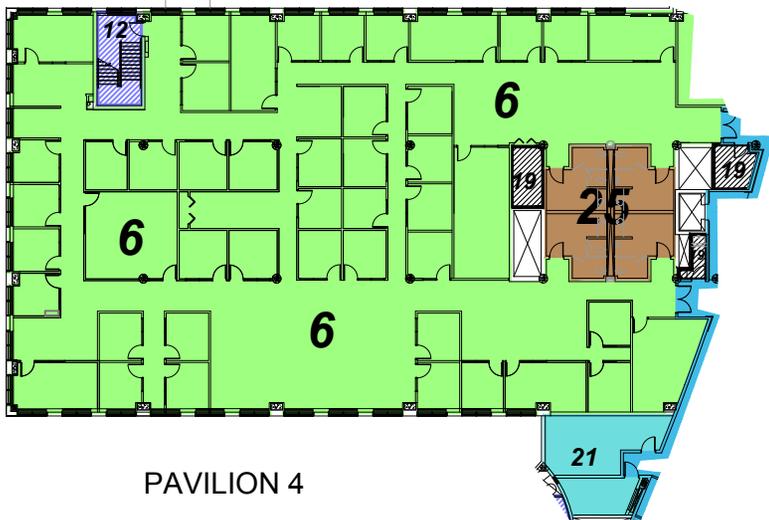
PAVILION 3



PAVILION 1



PAVILION 4



ZONES	AREA
01 ARCHIVES, LIBRARY	
02 ELEVATORS	
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA BUILDING/ WATER-TANK ENCLOSURE	
06 OFFICES	2 699 m ²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	
09 CORRIDORS	107 m ²
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	53 m ²
13 GATE HOUSE	
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	30 m ²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	86 m ²
22 EXECUTIVE AREA	380 m ²
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	155 m ²
TOTAL AREA	3 568 m²



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PAVILIONS 1, 3 , AND 4 LEVEL 3

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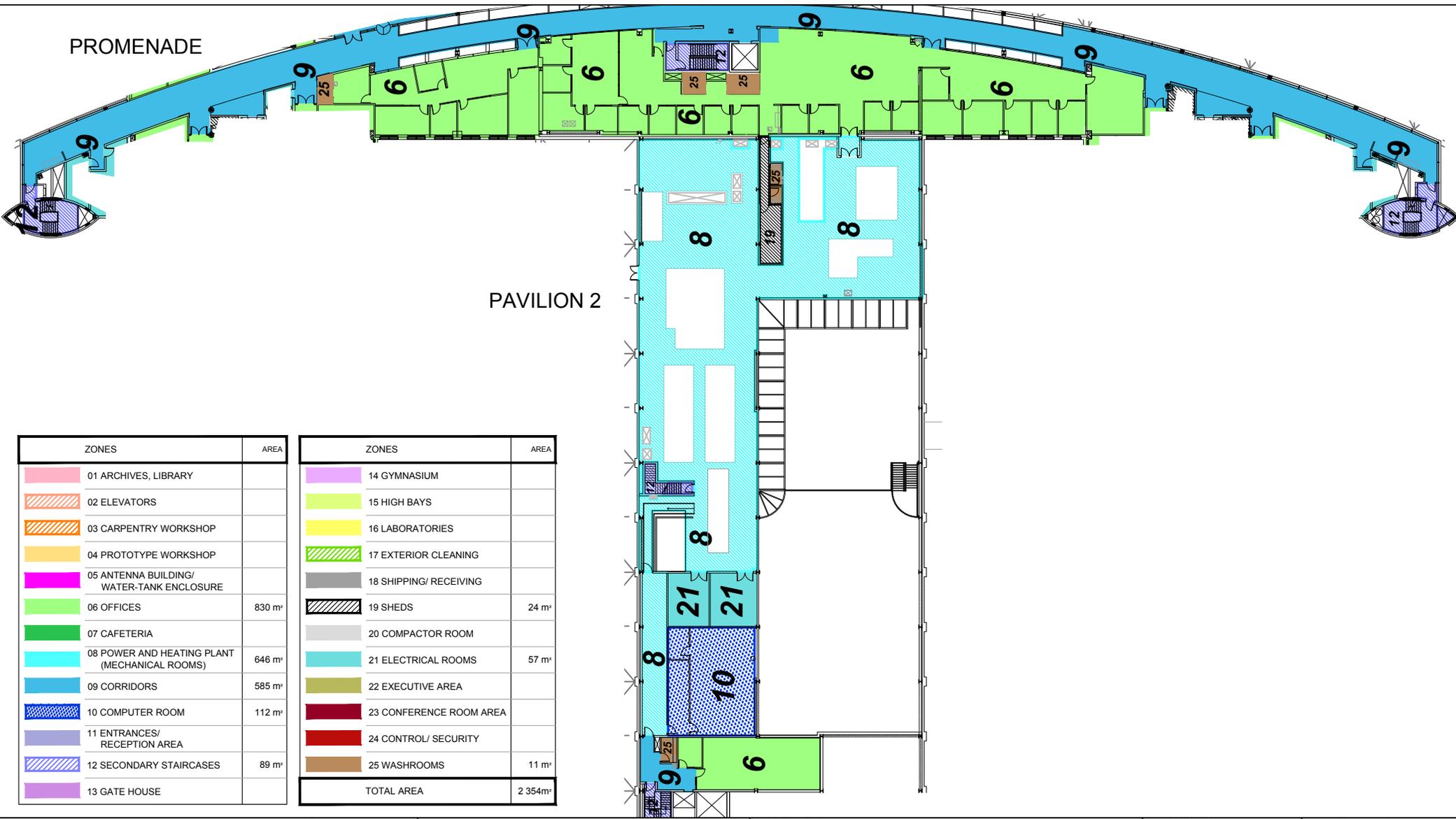
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ZONES	AREA
01 ARCHIVES, LIBRARY	
02 ELEVATORS	
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA BUILDING/ WATER-TANK ENCLOSURE	
06 OFFICES	830 m²
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	646 m²
09 CORRIDORS	585 m²
10 COMPUTER ROOM	112 m²
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	89 m²
13 GATE HOUSE	

ZONES	AREA
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	24 m²
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	57 m²
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	11 m²
TOTAL AREA	2 354m²

PAVILION 2

PROMENADE


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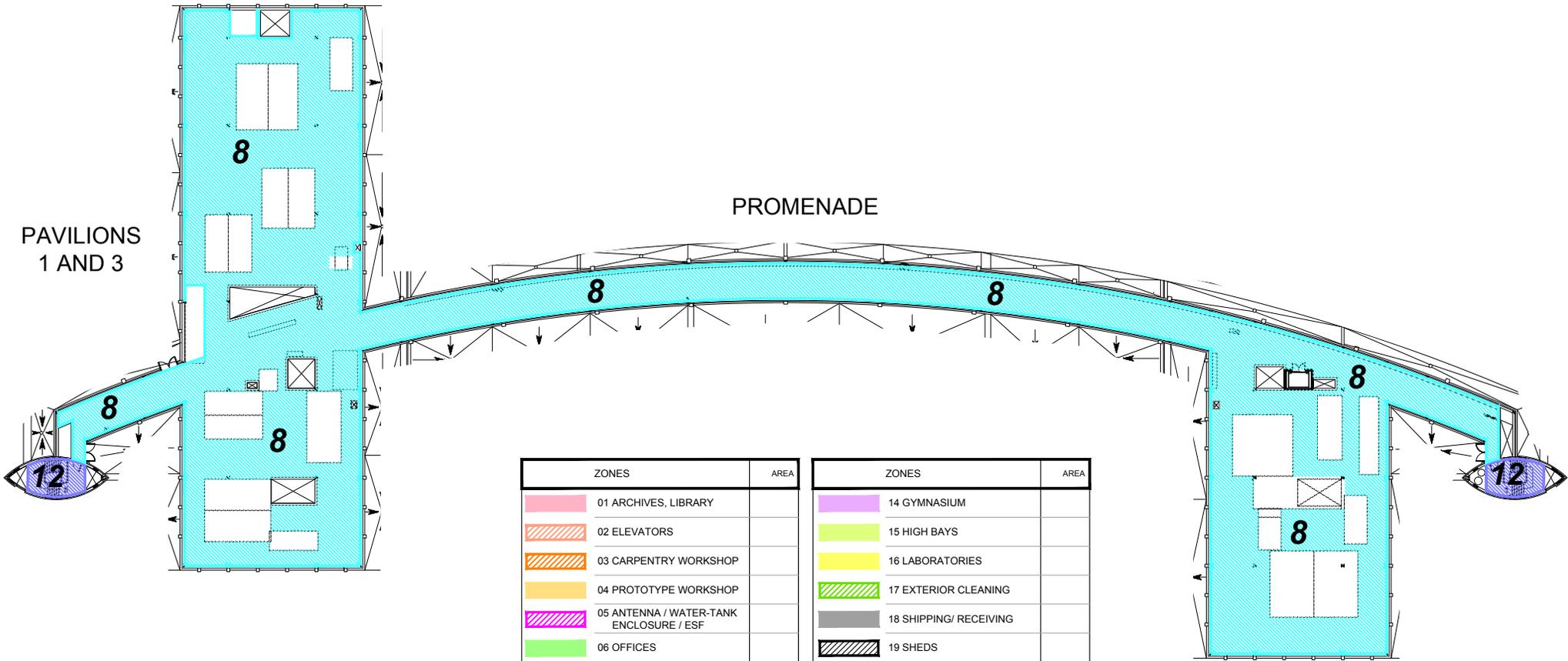
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PAV. 2 AND PROMENADE LEVEL 3

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PAVILIONS
1 AND 3



ZONES	AREA
01 ARCHIVES, LIBRARY	
02 ELEVATORS	
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	
06 OFFICES	
07 CAFETERIA	
08 POWER AND HEATING PLANT	1 521 m²
09 CORRIDORS	
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	39 m²
13 GATE HOUSE	

ZONES	AREA
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	
TOTAL AREA	1 560 m²

PAVILION 4



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A.S.C. LEVEL 4

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CLEANING PROFILE

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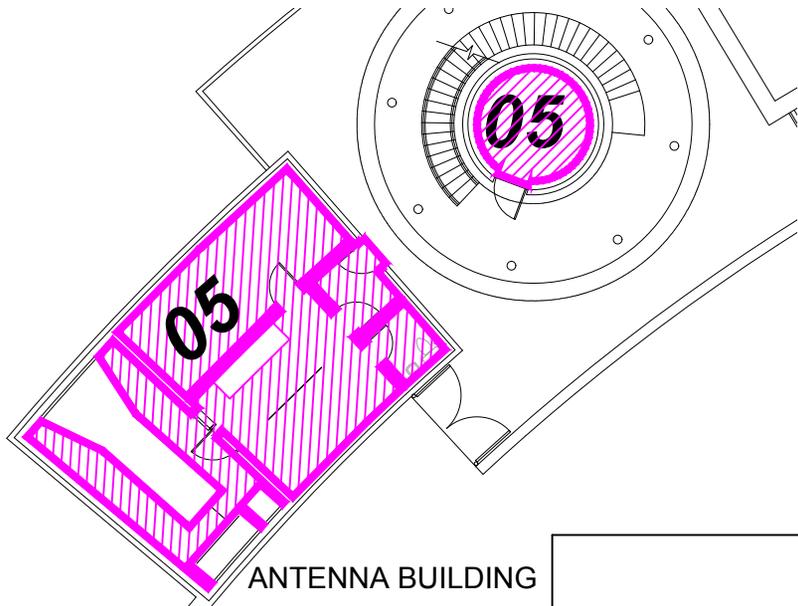
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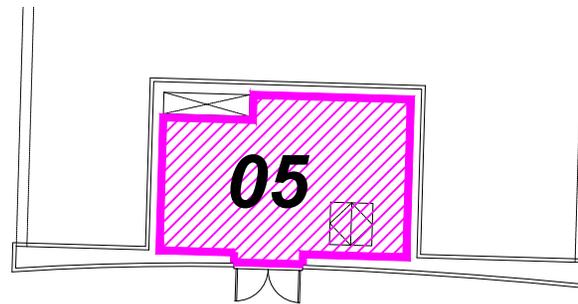
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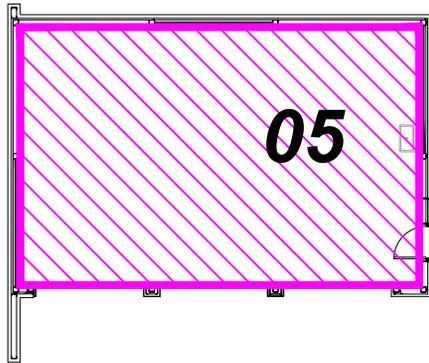
10/12



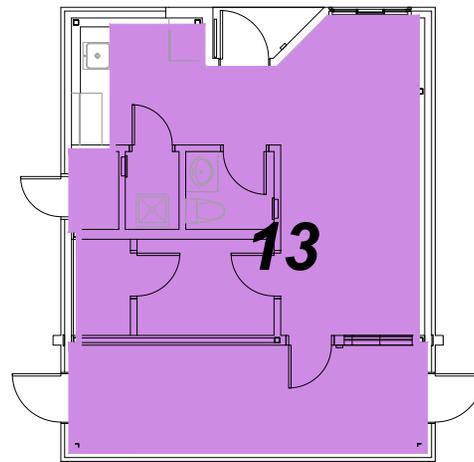
ANTENNA BUILDING



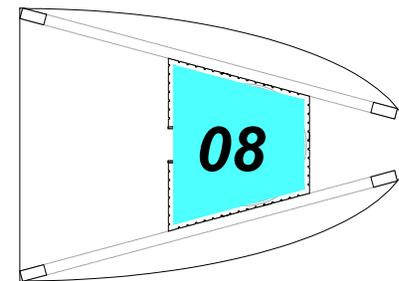
WATER-TANK ENCLOSURE



ESF



GATE HOUSE



RADÔME

ZONE	AREA
01 ARCHIVES, LIBRARY	
02 ELEVATORS	
03 CARPENTRY WORKSHOP	
04 PROTOTYPE WORKSHOP	
05 ANTENNA / WATER-TANK ENCLOSURE / ESF	174 m ²
06 OFFICES	
07 CAFETERIA	
08 POWER AND HEATING PLANT (MECHANICAL ROOMS)	12 m ²
09 CORRIDORS	
10 COMPUTER ROOM	
11 ENTRANCES/ RECEPTION AREA	
12 SECONDARY STAIRCASES	
13 GATE HOUSE	49 m ²
14 GYMNASIUM	
15 HIGH BAYS	
16 LABORATORIES	
17 EXTERIOR CLEANING	
18 SHIPPING/ RECEIVING	
19 SHEDS	
20 COMPACTOR ROOM	
21 ELECTRICAL ROOMS	
22 EXECUTIVE AREA	
23 CONFERENCE ROOM AREA	
24 CONTROL/ SECURITY	
25 WASHROOMS	
TOTAL AREA	235 m²

**ANTENNA, WATER-TANK ECLOSURE
ESF AND GATE HOUSE**

projet/project

CLEANING PROFILE

conçu/designed

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date

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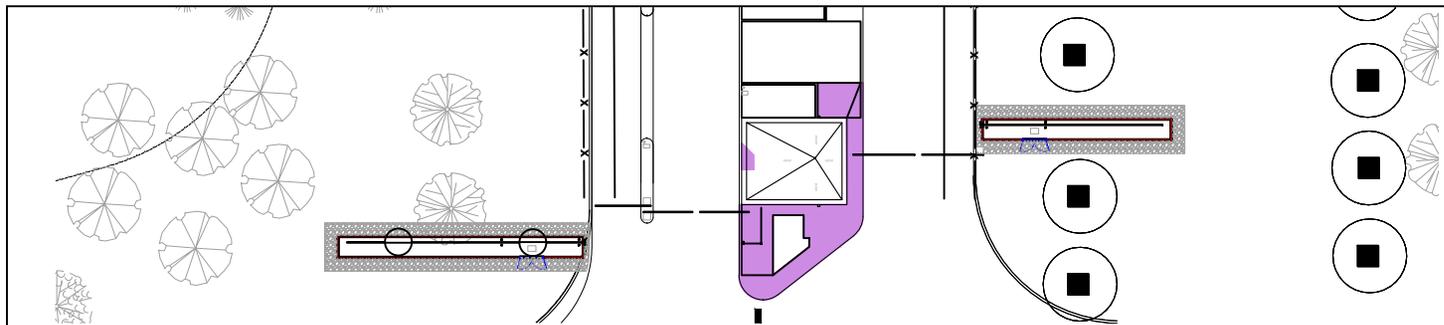
11/12

No pièce/room nr

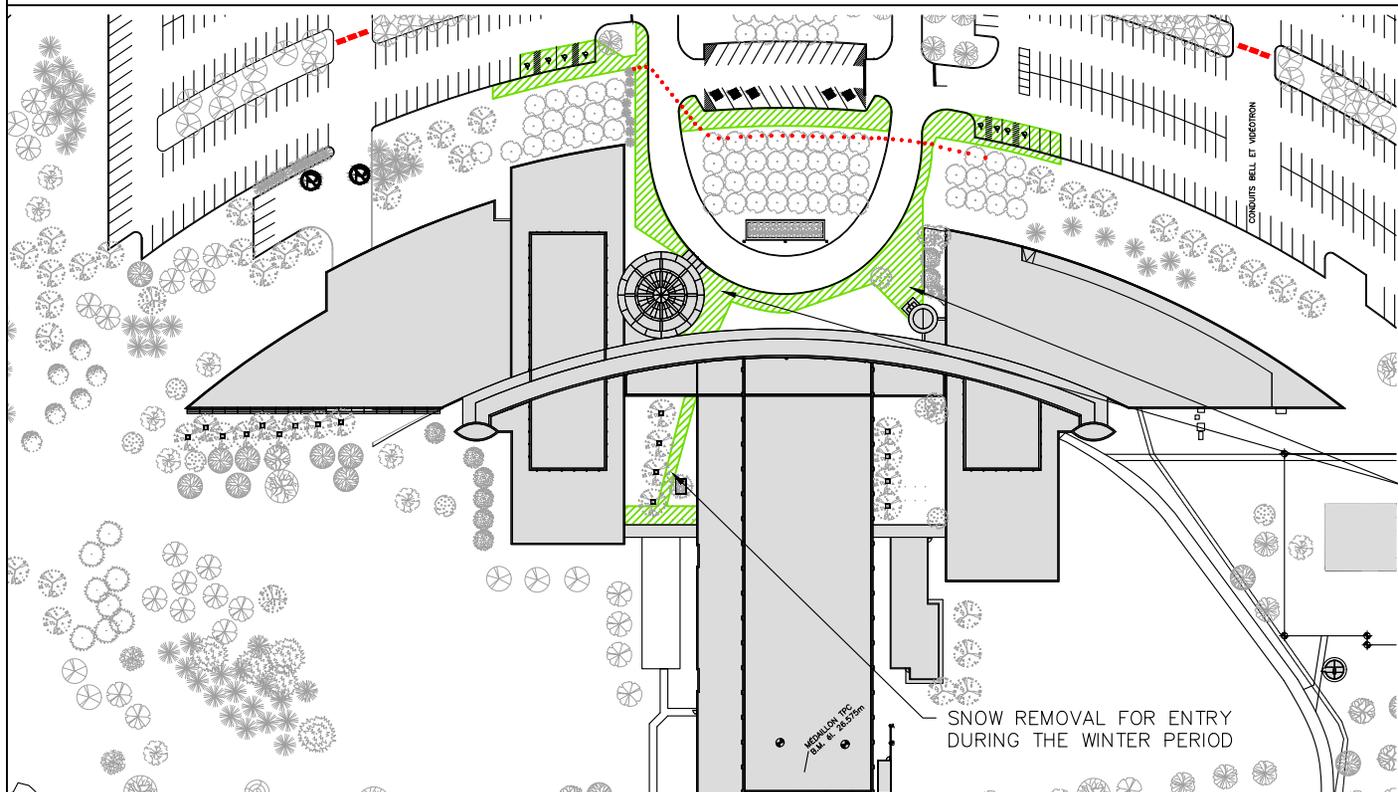


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GATE HOUSE



SNOW REMOVAL FOR ENTRY DURING THE WINTER PERIOD

SNOW REMOVAL FOR ENTRY DURING THE WINTER PERIOD

ZONES	AREA
	67 m ²
	1 586 m ²
TOTAL AREA	1 657 m²

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	A.S.C. EXTERIOR	

projet/project
CLEANING PROFILE
 No pièce/room nr
SECTION 3.9 EXTERIOR CLEANING

conçu/designed	M. THÉROUX	approuvé/approved	B. HACHÉ
date	MAY 2013	échelle	
dernière révision/last updated		NOVEMBER 2017	

			12/12

FLOOR TYPE LEVELS 1 @ 4

LEGEND	AREA
 CARPET	14 215 m ²
 TILE	2 706 m ²
 GRANITE	1 487 m ²
 ACCESS. FL. CARPET	1 215 m ²
 ACCESS. FL. TILE	945 m ²
 CERAMIC	1 239 m ²
 CONCRETE	6 117 m ²
 WOOD	55 m ²
 RUBBER	365 m ²
 MARMOLEUM	533 m ²
TOTAL AREA C.S.A.	28 877 m ²

AREA LEVEL 1	13 736 m ²
AREA LEVEL 2	7 659 m ²
AREA LEVEL 3	5 922 m ²
AREA LEVEL 4	1 560 m ²
TOTAL AREA C.S.A.	28 877 m ²



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LEVELS 1 À 4

projet/project

FLOOR TYPE

No pièce/room nr

LEVEL 1 À 4

conçu/designed

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FLOOR TYPE LEVEL 1

LEGEND	AREA
 CARPET	4 575 m ²
 TILE	1 961 m ²
 GRANITE	1 462 m ²
 ACCESS. FL. CARPET	575 m ²
 ACCESS. FL. TILE	595 m ²
 CERAMIC	493 m ²
 CONCRETE	3 392 m ²
 WOOD	55 m ²
 RUBBER	261 m ²
 MARMOLEUM	367 m ²
TOTAL AREA	13 736 m²

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LEVEL 1

projet/project

FLOOR TYPE

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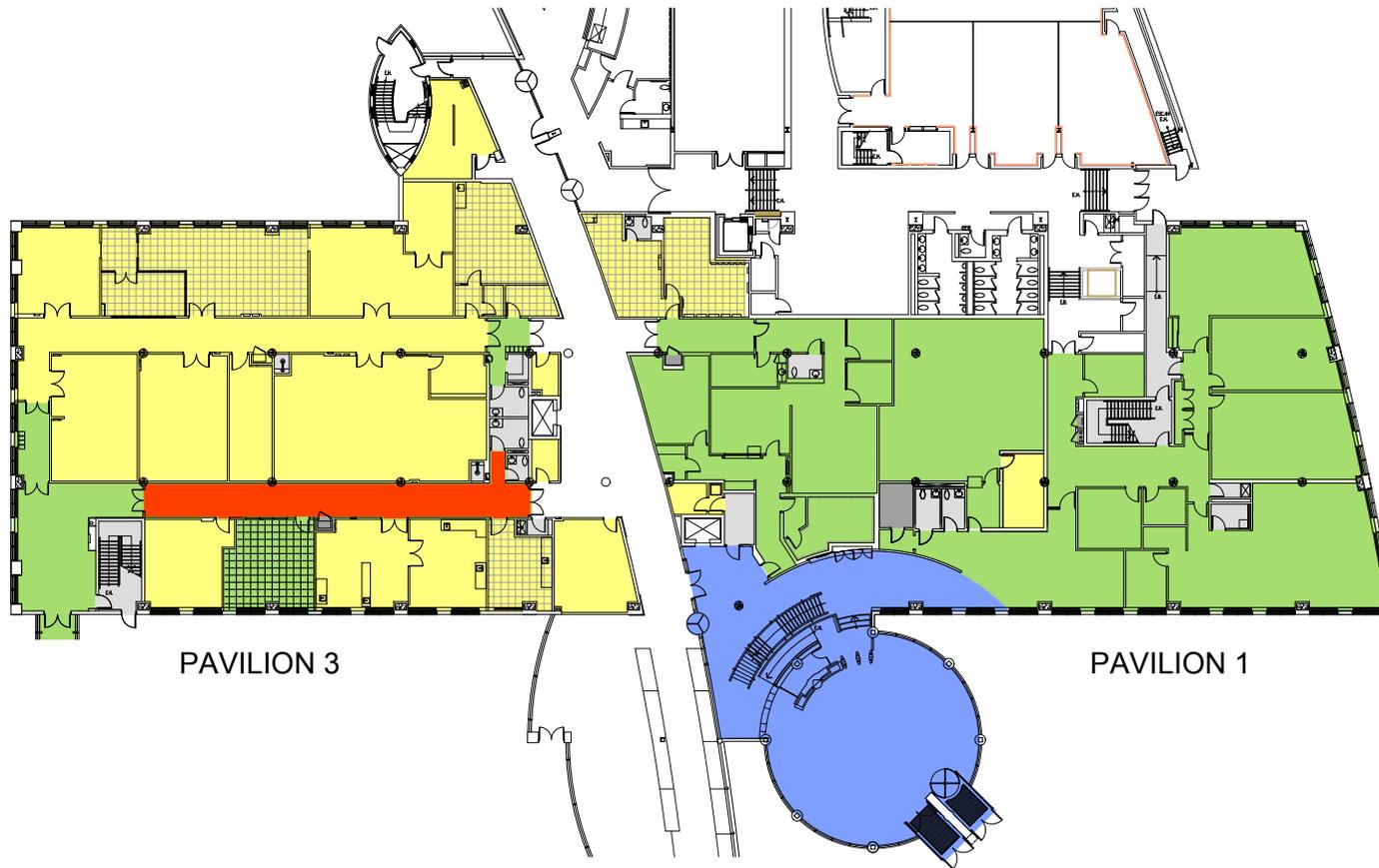
échelle

No pièce/room nr

LEVEL 1

dernière révision/last updated

NOVEMBER 2017



PAVILION 3

PAVILION 1

LEGEND	AREA
CARPET	831 m ²
TILE	23 m ²
GRANITE	317 m ²
ACCESS. FL. CARPET	
ACCESS. FL. TILE	59 m ²
CERAMIC	69 m ²
CONCRETE	8 m ²
WOOD	
RUBBER	
MARMOLEUM	
TOTAL AREA PAVILION 1	1 307 m²

LEGEND	AREA
CARPET	80 m ²
TILE	655 m ²
GRANITE	
ACCESS. FL. CARPET	38 m ²
ACCESS. FL. TILE	167 m ²
CERAMIC	42 m ²
CONCRETE	1 m ²
WOOD	
RUBBER	
MARMOLEUM	68 m ²
TOTAL AREA PAVILION 3	1 051 m²

LEVEL 1

projet/project

FLOOR TYPE

conçu/designed

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PAVILIONS 1 AND 3 LEVEL 1

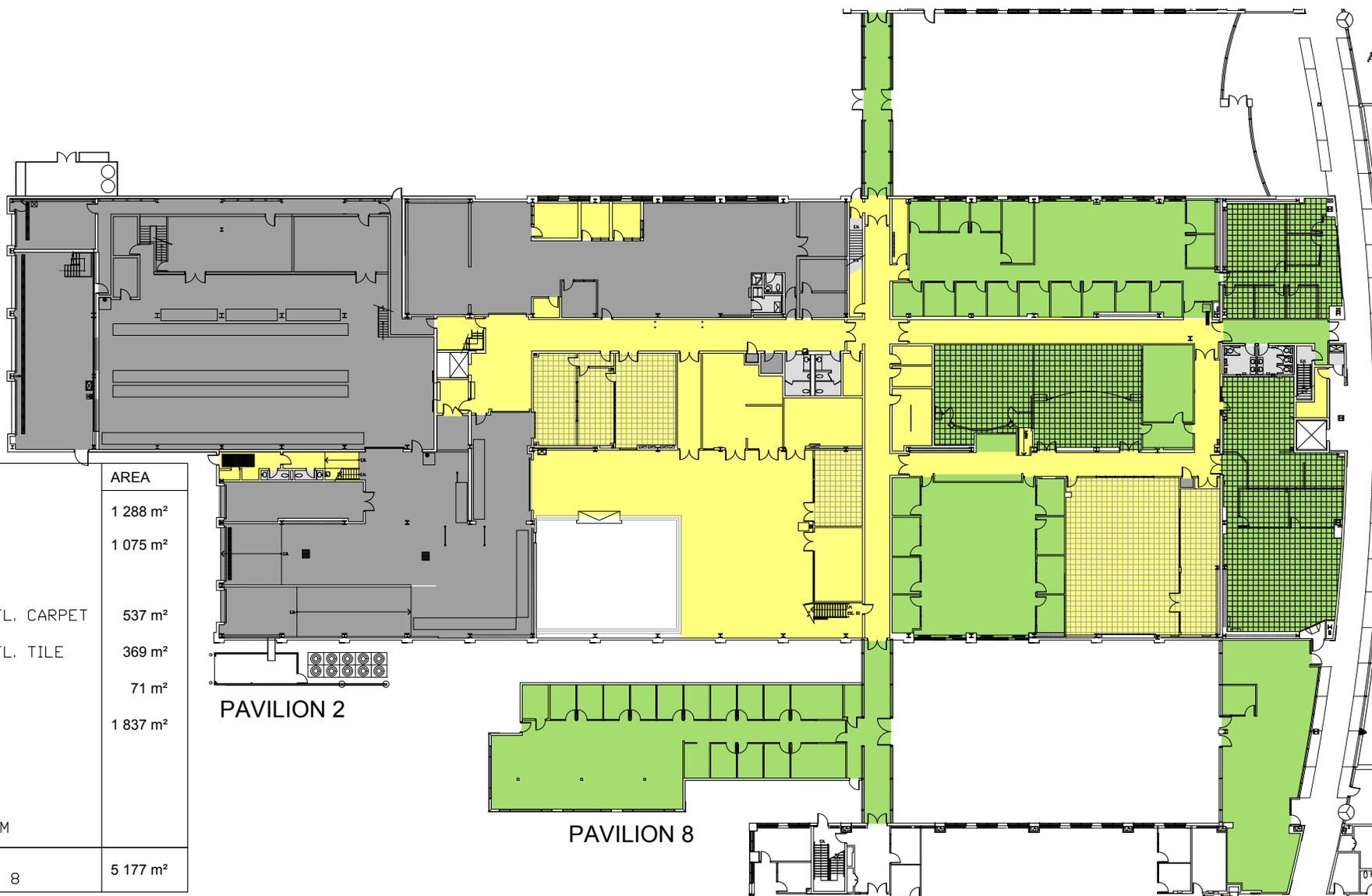
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LEGEND	AREA
CARPET	1 288 m ²
TILE	1 075 m ²
GRANITE	
ACCESS. FL. CARPET	537 m ²
ACCESS. FL. TILE	369 m ²
CERAMIC	71 m ²
CONCRETE	1 837 m ²
WOOD	
RUBBER	
MARMOLEUM	
TOTAL AREA PAVILIONS 2 AND 8	5 177 m²

PAVILION 2

PAVILION 8

LEVEL 1

projet/project	FLOOR TYPE		conçu/designed M. THÉROUX	approuvé/approved B. HACHÉ
	No pièce/room nr		date MAY 2013	échelle
	PAVILIONS 2, 8 LEVEL 1		dernière révision/last updated NOVEMBER 2017	2 / 14


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LEGEND	AREA
CARPET	689 m ²
TILE	82 m ²
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	136 m ²
CONCRETE	
WOOD	55 m ²
RUBBER	261 m ²
MARMOLEUM	
TOTAL AREA PAVILION 4	1 223 m ²

LEGEND	AREA
CARPET	500 m ²
TILE	40 m ²
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	57 m ²
CONCRETE	1 035 m ²
WOOD	
RUBBER	
MARMOLEUM	25 m ²
TOTAL AREA PAVILION 6	1 657 m ²



PAVILION 4

PAVILION 6

LEVEL 1

projet/project

FLOOR TYPE

No pièce/room nr

PAVILIONS 4 AND 6 LEVEL 1

conçu/designed

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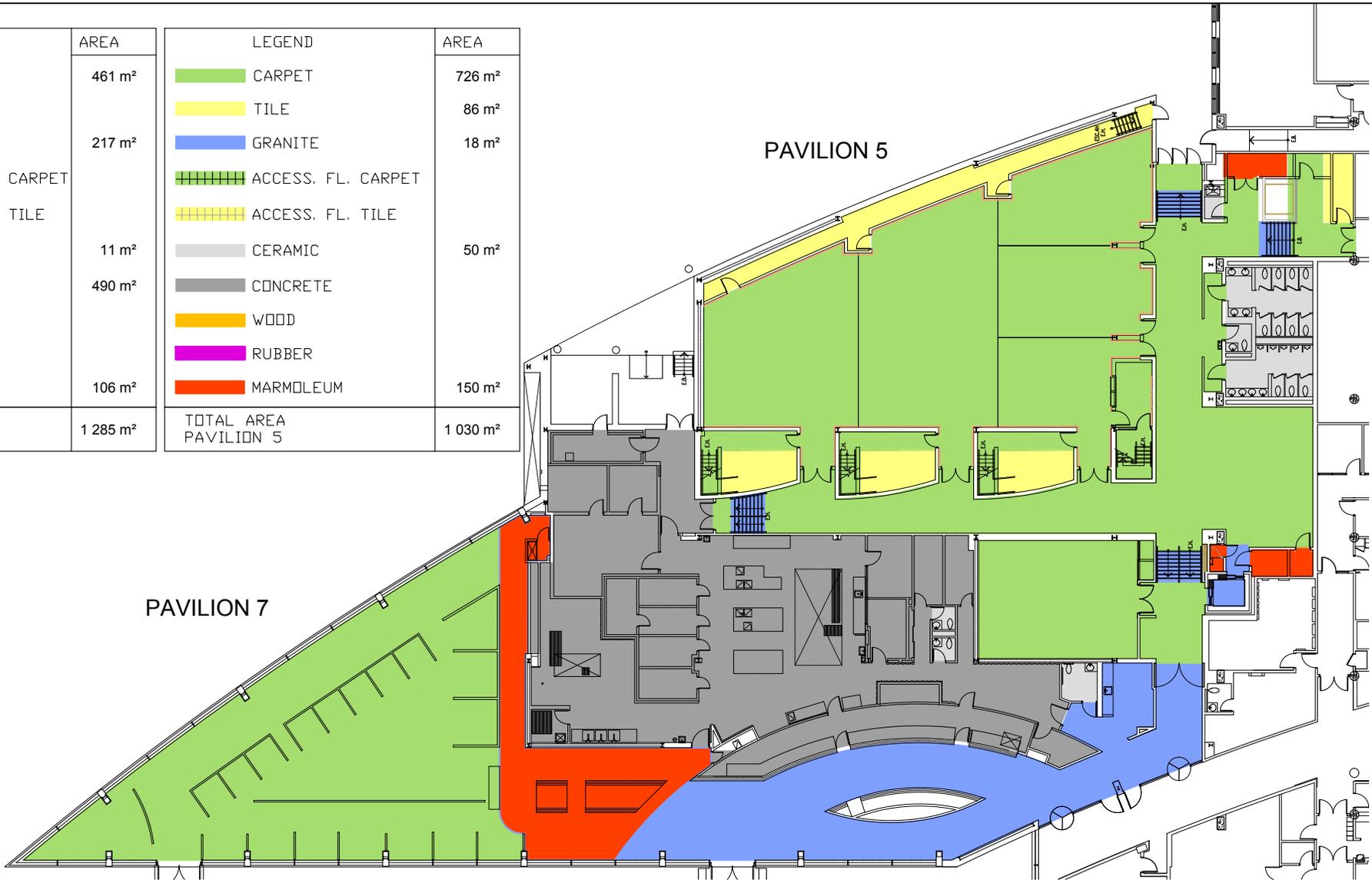


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LEGEND	AREA
CARPET	461 m ²
TILE	
GRANITE	217 m ²
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	11 m ²
CONCRETE	490 m ²
WOOD	
RUBBER	
MARMOLEUM	106 m ²
TOTAL AREA PAVILION 7	1 285 m²

LEGEND	AREA
CARPET	726 m ²
TILE	86 m ²
GRANITE	18 m ²
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	50 m ²
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	150 m ²
TOTAL AREA PAVILION 5	1 030 m²



PAVILION 7

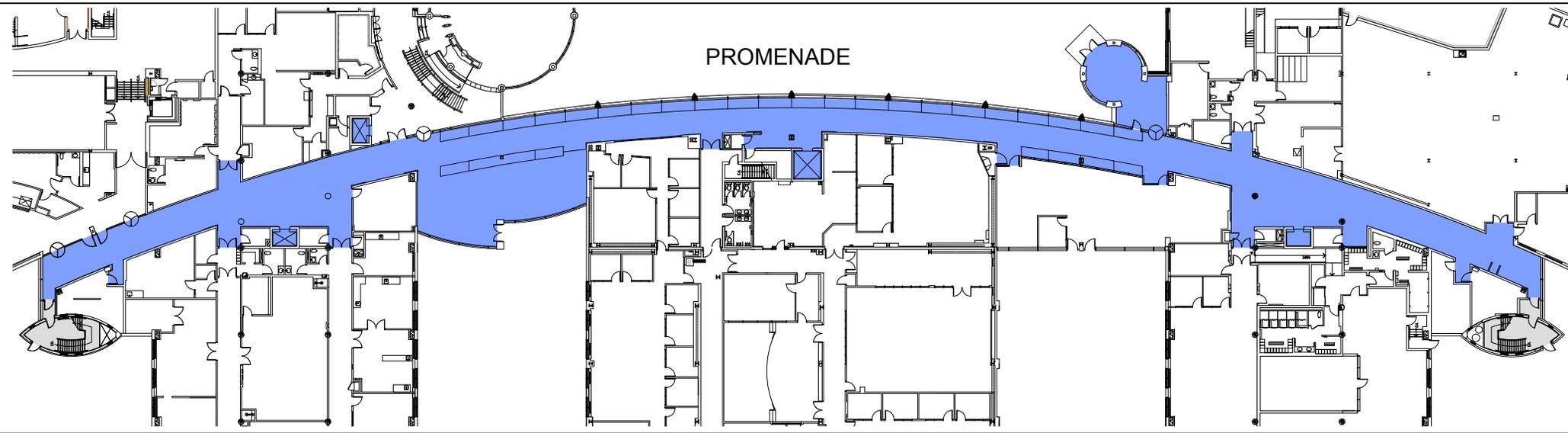
PAVILION 5

LEVEL 1

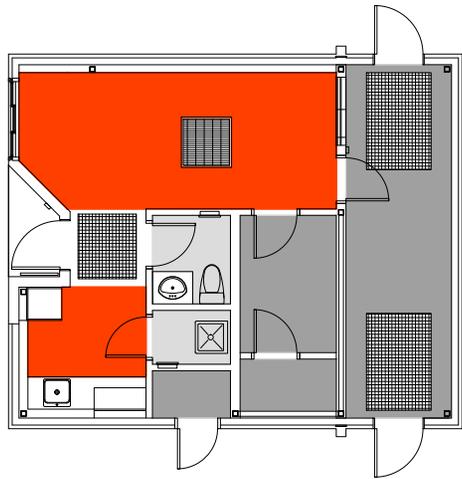
projet/project	FLOOR TYPE		conçu/designed M. THÉROUX	approuvé/approved B. HACHÉ
No pièce/room nr	PAVILIONS 5 AND 7 LEVEL 1		date MAY 2013	échelle
			dernière révision/last updated NOVEMBER 2017	4 / 14


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LEGEND	AREA
CARPET	
TILE	
GRANITE	910 m ²
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	57 m ²
CONCRETE	21 m ²
WOOD	
RUBBER	
MARMOLEUM	18 m ²
TOTAL AREA	1 006 m²

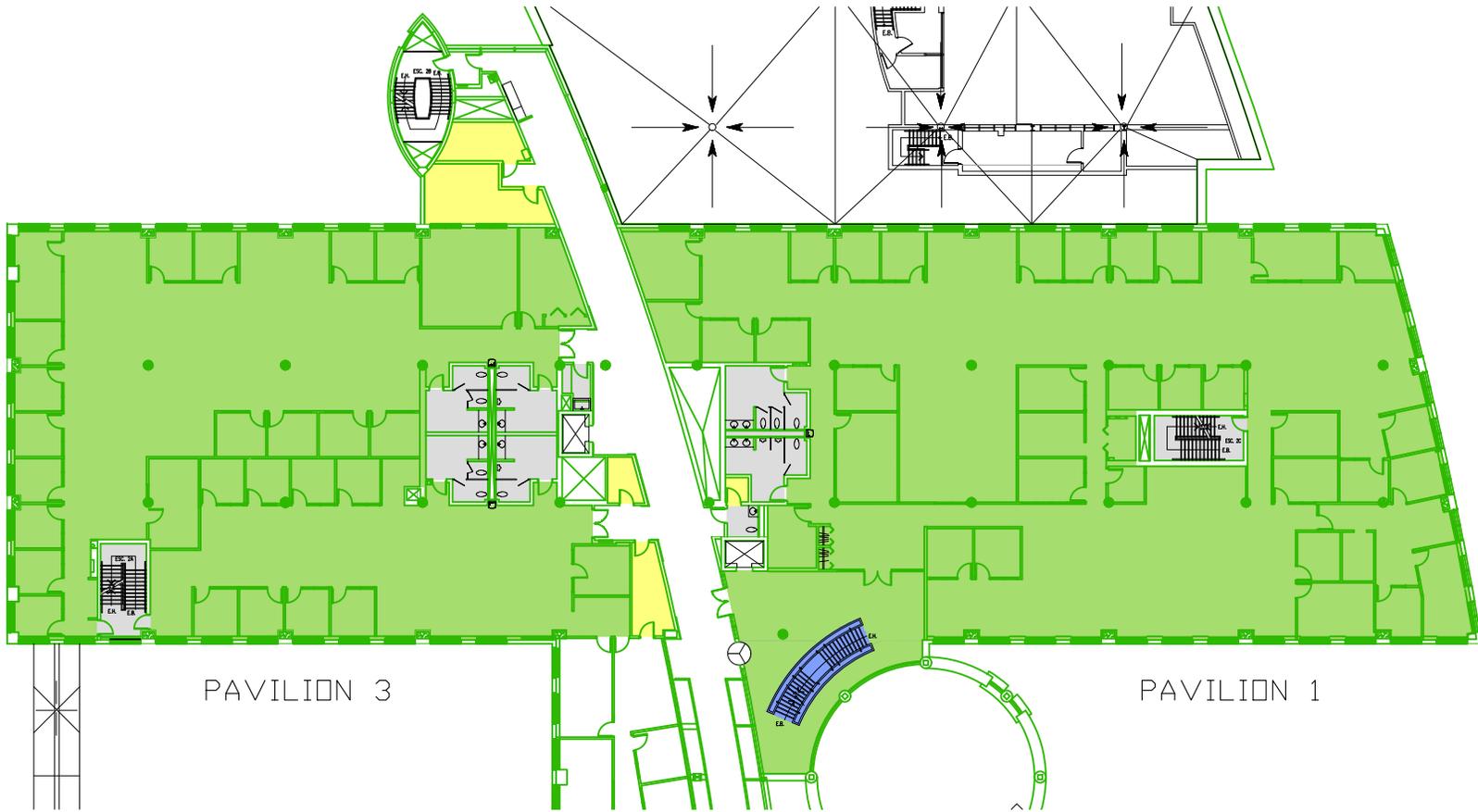


GUÉRITE

LEVEL 1

FLOOR TYPE	projet/project	conçu/designed	M. THÉROUX	approuvé/approved	B. HACHÉ
	No pièce/room nr	date	MAY 2013	échelle	
	PROMENADE—LEVEL 1 & GATE HOUSE	dernière révision/last updated	NOVEMBER 2017		5 / 14

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LEGEND	AREA
CARPET	1 235 m ²
TILE	3 m ²
GRANITE	18 m ²
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	59 m ²
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	
TOTAL AREA PAVILION 1	1 315 m²

LEGEND	AREA
CARPET	907 m ²
TILE	61 m ²
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	85 m ²
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	
TOTAL AREA PAVILION 3	1 053 m²


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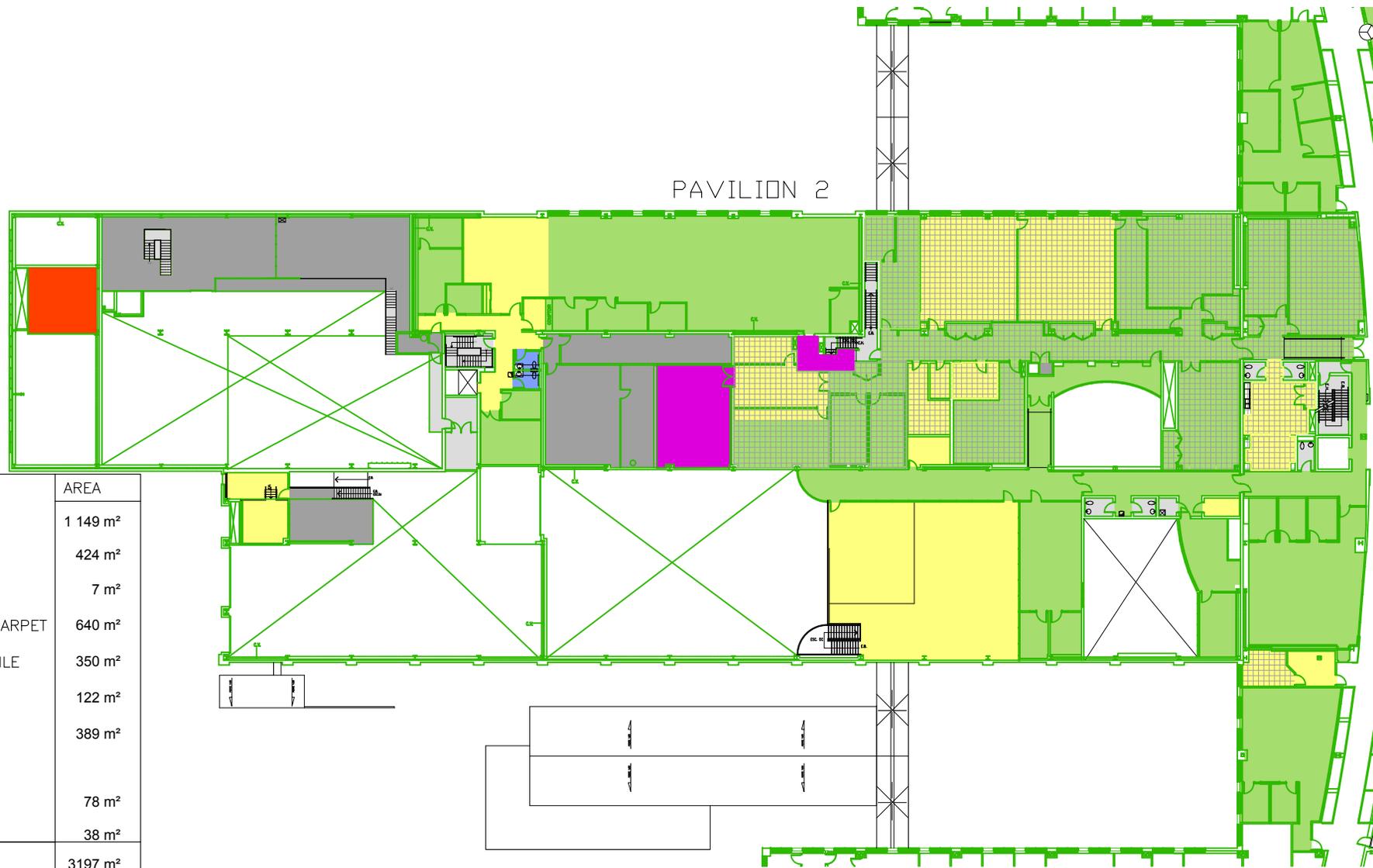
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LEVEL 2

projet/project
FLOOR TYPE
 No pièce/room nr
PAVILIONS 1 AND 3 LEVEL 2

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dernière révision/last updated NOVEMBER 2017	

6 / 14



LEGEND	AREA
 CARPET	1 149 m ²
 TILE	424 m ²
 GRANITE	7 m ²
 ACCESS. FL. CARPET	640 m ²
 ACCESS. FL. TILE	350 m ²
 CERAMIC	122 m ²
 CONCRETE	389 m ²
 WOOD	
 RUBBER	78 m ²
 MARMOLEUM	38 m ²
TOTAL AREA	3197 m²

LEVEL 2

projet/project

FLOOR TYPE

No pièce/room nr

PAVILION 2 LEVEL 2

conçu/designed

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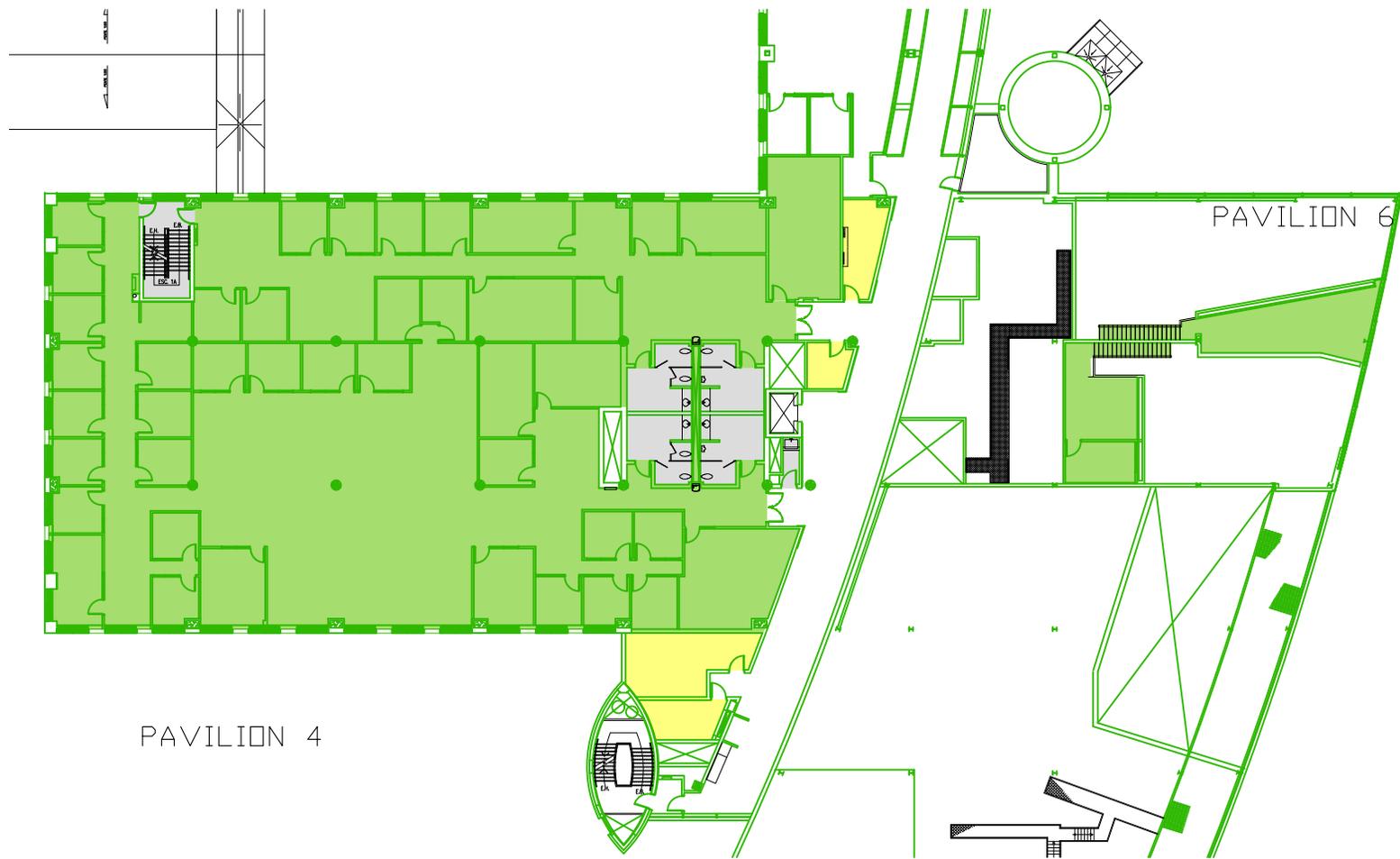
7 / 14

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LEGEND	SURFACE
 CARPET	1 165 m ²
 TILE	61 m ²
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	81 m ²
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
SURFACE TOTALE PAVILLON 4	1 307 m²

LEGEND	SURFACE
 CARPET	79 m ²
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
SURFACE TOTALE PAVILLON 6	79 m²



PAVILLON 4

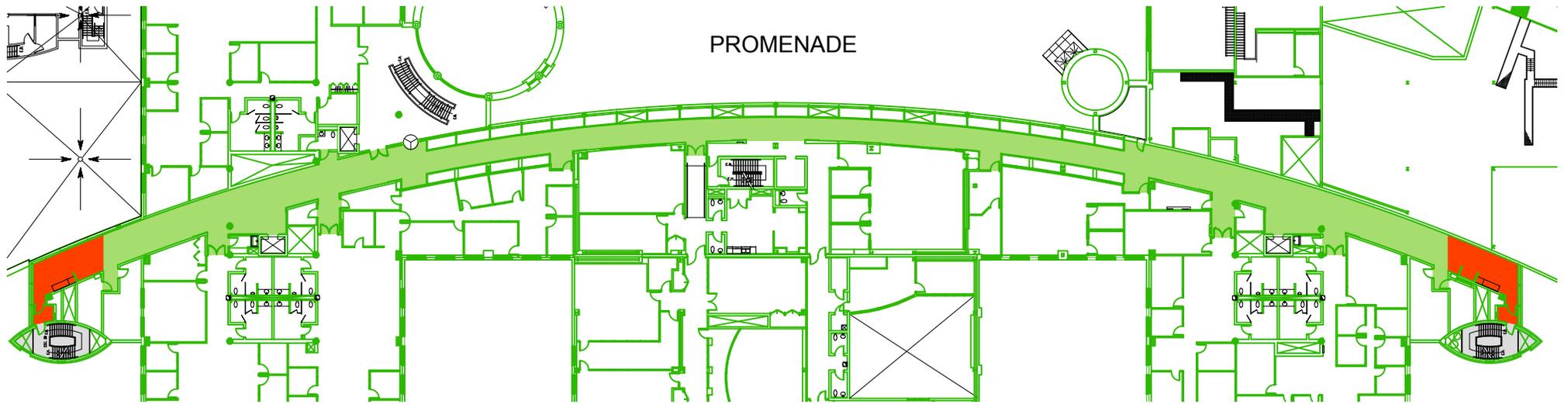
PAVILLON 6

LEVEL 2

projet/project	FLOOR TYPE		conçu/designed M. THÉROUX	approuvé/approved B. HACHÉ
	No pièce/room nr PAVILIONS 4 AND 6 LEVEL 2		date MAY 2013	échelle
			dernière révision/last updated NOVEMBER 2017	8 / 14

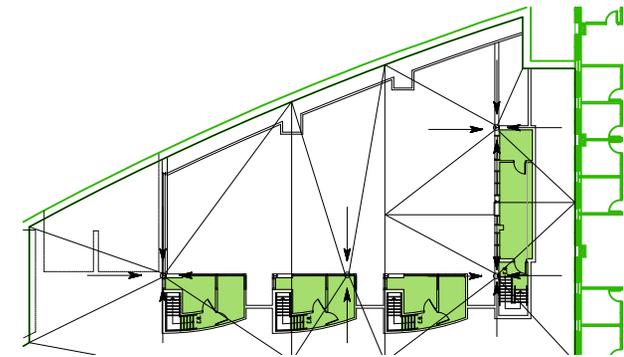

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LEGEND	AREA
CARPET	500 m ²
TILE	
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	47 m ²
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	64 m ²
TOTAL AREA PROMENADE	611 m²

LEGEND	AREA
CARPET	97 m ²
TILE	
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	
TOTAL AREA PAVILION 5	97 m²



PAVILION 5

LEVEL 2

projet/project

FLOOR TYPE

No pièce/room nr

PAV. 5 AND PROMENADE LEVEL 2

conçu/designed

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FLOOR TYPE LEVEL 2

LEGEND	AREA
CARPET	5 132 m ²
TILE	549 m ²
GRANITE	25 m ²
ACCESS. FL. CARPET	640 m ²
ACCESS. FL. TILE	350 m ²
CERAMIC	394 m ²
CONCRETE	389 m ²
WOOD	
RUBBER	78 m ²
MARMOLEUM	102 m ²
TOTAL AREA	7 659 m²



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FLOOR TYPE

No pièce/room nr

TOTAL AREA LEVEL 2

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FLOOR TYPE LEVEL 3

LEGEND	AREA
 CARPET	4 501m ²
 TILE	196 m ²
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	320 m ²
 CONCRETE	815 m ²
 WOOD	
 RUBBER	26 m ²
 MARMOLEUM	64 m ²
TOTAL AREA	5 922 m ²



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LEVEL 3

projet/project

FLOOR TYPE

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No pièce/room nr

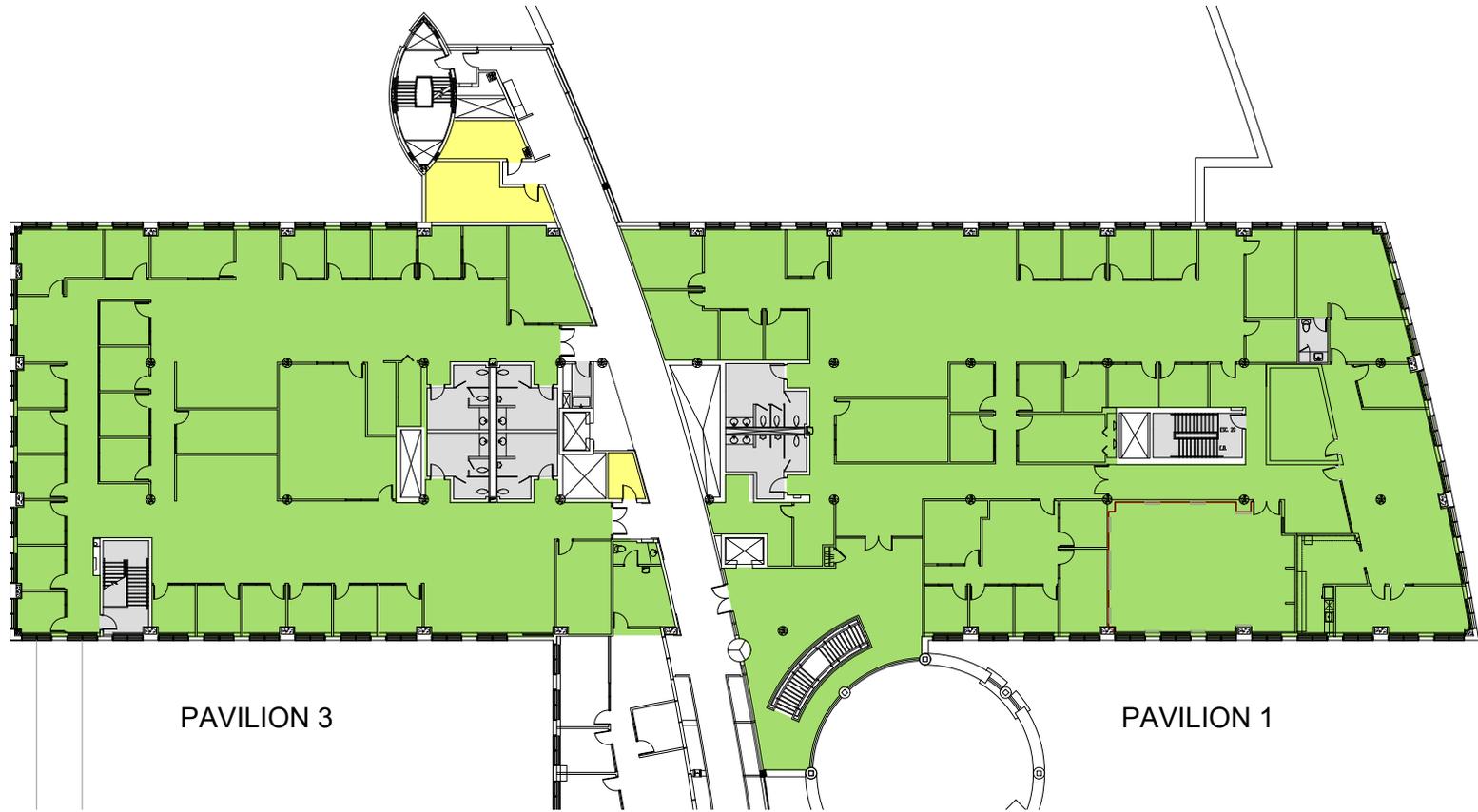
TOTAL AREA LEVEL 3

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LEGEND	AREA
 CARPET	1 227 m ²
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	62 m ²
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
TOTAL AREA PAVILION 1	1 289 m²

LEGEND	AREA
 CARPET	915 m ²
 TILE	46 m ²
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	82 m ²
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
TOTAL AREA PAVILION 3	1 043 m²



PAVILION 3

PAVILION 1

LEVEL 3

projet/project

FLOOR TYPE

conçu/designed

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No pièce/room nr

PAVILIONS 1 AND 3 LEVEL 3

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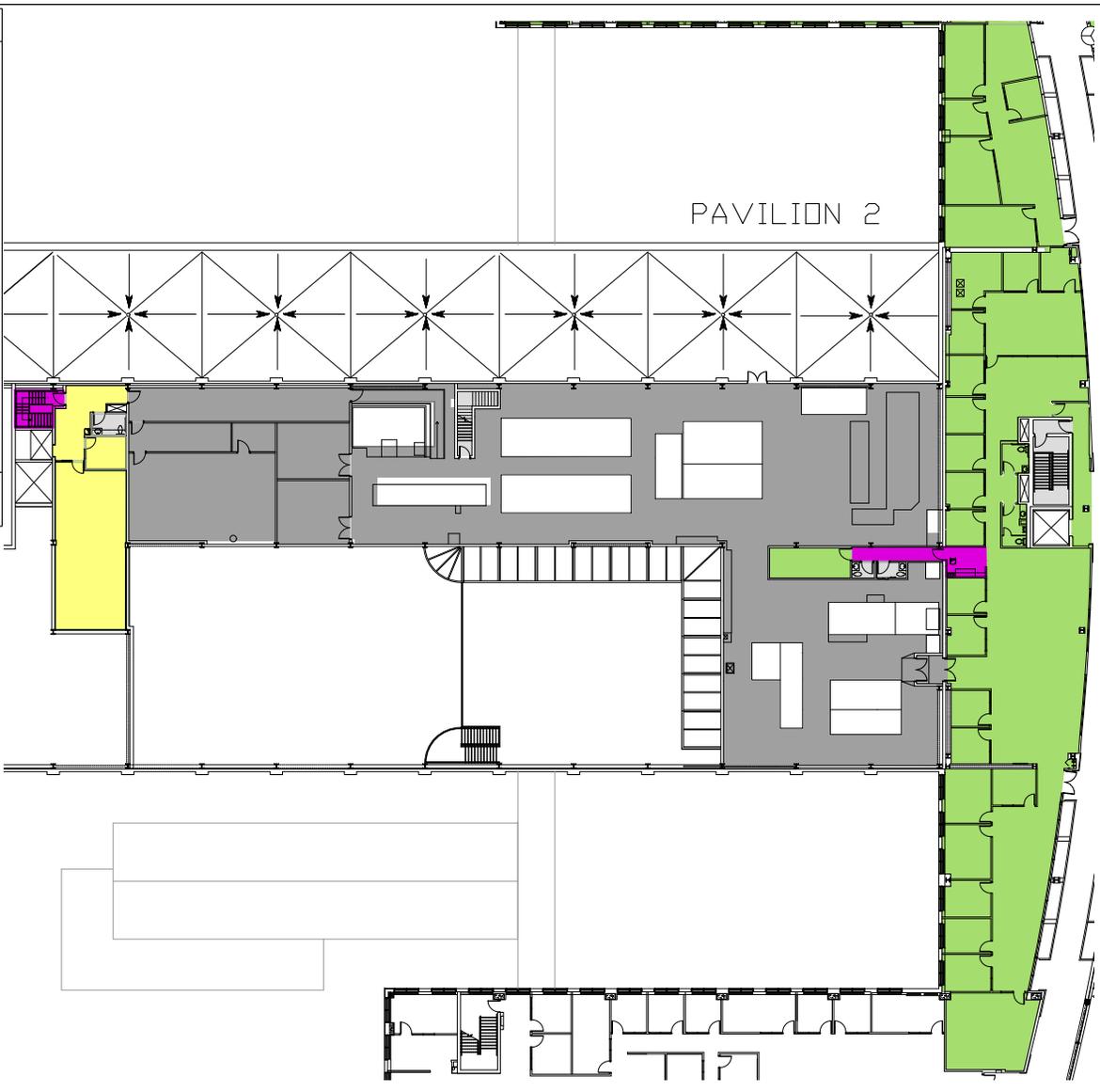
10 / 14



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LEGEND	SURFACE	LEGEND	SURFACE
CARPET	755 m ²	CARPET	1 110 m ²
TILE	103m ²	TILE	47 m ²
GRANITE		GRANITE	
ACCESS. FL. CARPET		ACCESS. FL. CARPET	
ACCESS. FL. TILE		ACCESS. FL. TILE	
CERAMIC	41 m ²	CERAMIC	79 m ²
CONCRETE	815 m ²	CONCRETE	
WOOD		WOOD	
RUBBER	26 m ²	RUBBER	
MARMOLEUM		MARMOLEUM	
TOTAL AREA PAVILION 2	1 740 m²	TOTAL AREA PAVILION 4	1 236 m²



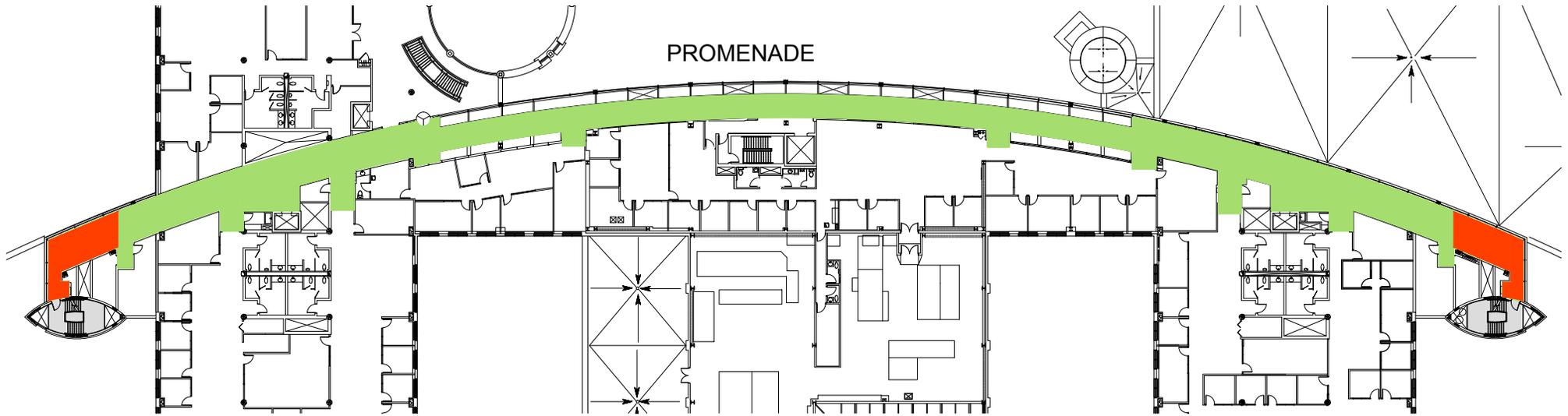
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LEVEL 3

projet/project	FLOOR TYPE
No pièce/room nr	PAVILIONS 2 AND 4 LEVEL 3

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date	MAY 2013	échelle	
dernière révision/last updated	NOVEMBER 2017		11 / 14



LEGEND	AREA
CARPET	501 m ²
TILE	
GRANITE	
ACCESS. FL. CARPET	
ACCESS. FL. TILE	
CERAMIC	49 m ²
CONCRETE	
WOOD	
RUBBER	
MARMOLEUM	64 m ²
TOTAL AREA	614 m²

LEVEL 3

projet/project

FLOOR TYPE

No pièce/room nr

PROMENADE LEVEL 3

conçu/designed

M. THÉROUX

date

MAY 2013

dernière révision/last updated

NOVEMBER 2017

approuvé/approved

B. HACHÉ

échelle



Agence spatiale
Canadienne

Sécurité et Installations

Centre spatial John H. Chapman
6767 route de l'Aéroport
Saint-Hubert (Québec)
J3Y 8Y9

Canadian Space
Agency

Security and Facilities

John H. Chapman Space Centre
Tel (450) 926-4800
Fax (450) 926-4894

FLOOR TYPE LEVEL 4

LEGEND	SURFACE
 CARPET	
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	39 m ²
 CONCRETE	1 521 m ²
 WOOD	
 RUBBER	
 MARMOLEUM	
SURFACE TOTALE	1 560 m²



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LEVEL 4

projet/project

FLOOR TYPE

conçu/designed

M. THÉROUX

approuvé/approved

B. HACHÉ

date

MAY 2013

échelle

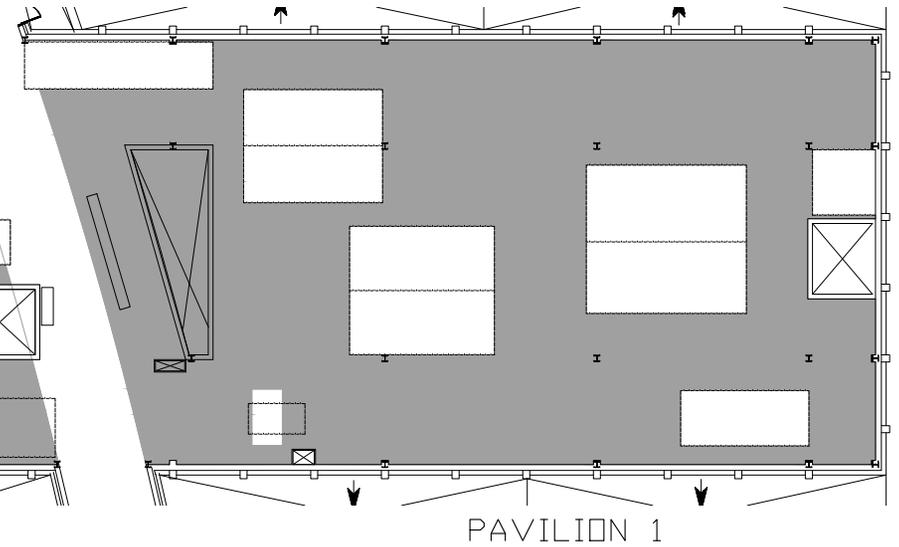
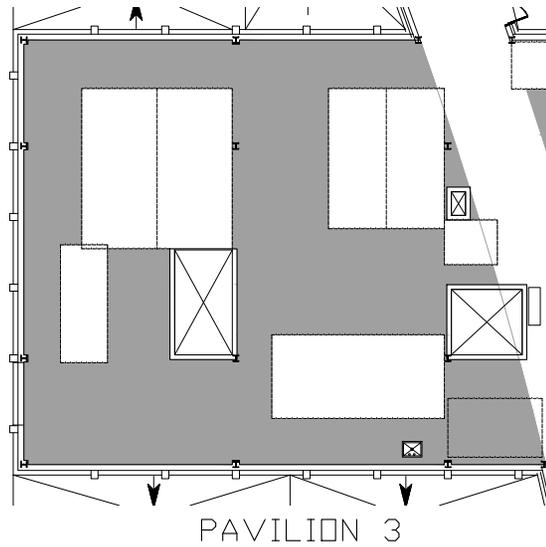
No pièce/room nr

TOTAL AREA LEVEL 4

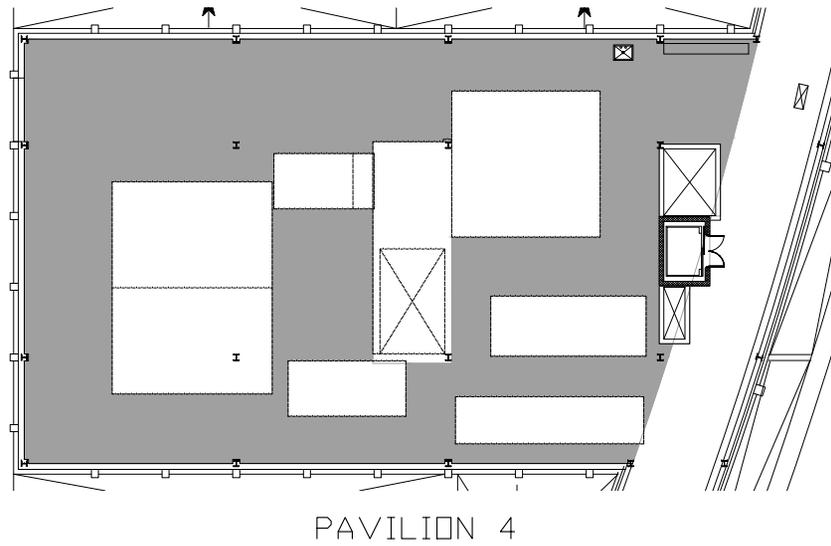
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LEGEND	AREA
 CARPET	667 m ²
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
TOTAL AREA PAVILIONS 1 AND 3	667 m ²



LEGEND	AREA
 CARPET	314 m ²
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	
 CONCRETE	
 WOOD	
 RUBBER	
 MARMOLEUM	
TOTAL AREA PAVILION 4	314 m ²



LEVEL 4

projet/project

FLOOR TYPE

No pièce/room nr

PAVILIONS 1, 3 AND 4 LEVEL 4

conçu/designed

M. THÉROUX

approuvé/approved

B. HACHÉ

date

MAY 2013

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NOVEMBER 2017

13/14



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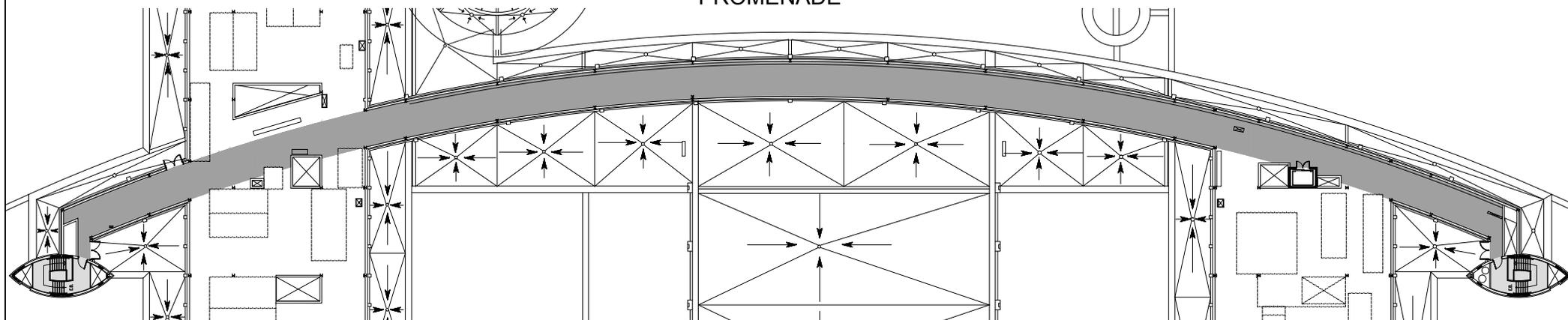
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**Canadian Space
Agency**

Security and Facilities

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PROMENADE



LEGEND	AREA
 CARPET	
 TILE	
 GRANITE	
 ACCESS. FL. CARPET	
 ACCESS. FL. TILE	
 CERAMIC	39 m ²
 CONCRETE	540 m ²
 WOOD	
 RUBBER	
 MARMOLEUM	
TOTAL AREA	579 m ²