

National Research Council Canada
435 Ellice Avenue
Winnipeg, Manitoba
R3B 1Y6

Statement of Work (SOW)

**Interior and Exterior
Cleaning Services**

WPG01 (435 Ellice Ave) & WPG02 (445 Ellice Ave)

1 October 2023 – 30 September 2024

NRC - CNRC



Section 1 - General Requirements

1. NRC Representative
 - .1 The National Research Council's (hereinafter referred to as NRC) representative in conjunction with this work is the Site Operations and Maintenance Manager for WPG01 (435 Ellice Ave) (hereinafter referred to as WPG01) and WPG02 (445 Ellice Ave) (hereinafter referred to as WPG02) or his designate.

2. Schedule of Operations
 - .1 The required cleaning work covers the entire Winnipeg NRC Complex, consisting of the WPG01 building (435 Ellice Avenue) and the WPG02 building (445 Ellice Avenue).
 - .2 **Note:** The NRC observes the following Federal Government holidays: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday (Terry Fox Day), Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Day, Boxing Day. No cleaners are required on these days.
 - .3 **Note:** Louis Riel Day in February is not a federal government holiday. The Contractor must provide regular full level services on this day.
 - .4 Within two (2) weeks of award of contract, the Contractor shall submit to NRC's representative for approval a Schedule of Operations which clearly indicates all special and periodic cleaning operations, i.e. those with a frequency of one month or more (i.e. monthly, quarterly, semi-annually, annually).
 - .5 The Schedule of Operations shall also indicate the planned time of execution for each special and periodic cleaning operation. Such operations shall be spaced apart in equal time increments unless otherwise stipulated by the Specification. The schedule shall cover a full one year contract period.
 - .6 Upon approval of the Schedule of Operations, subject to changes requested by NRC's representative to meet the NRC's operational requirements, the Contractor shall abide by this schedule, using it as a check list and entering the date when each periodic operation has been completed. A copy of the updated schedule shall be submitted to the NRC representative at the end of each month.

3. Inspections
 - .1 The Contractor must notify NRC's representative when each major operation listed in the approved Schedule of Operations has been completed. The Contractor's supervisory staff shall continually inspect the work. NRC will perform periodic checks and inspections. If the work does not meet the requirements of this specification, the Contractor's supervisor on site will be informed by NRC's representative and the Contractor shall rectify and deficiencies immediately.

4. Materials & WHMIS

- .1 The Contractor shall, where applicable, use materials of the types Compliance listed on the C.G.S.B. Qualified Products Lists.
- .2 The Contractor shall, on request, provide a complete written statement of the origin, composition and/or manufacturer of any or all materials used in the work. The Contractor may be required to provide samples of materials from his stock for testing purposes.
- .3 The Contractor shall provide NRC's representative with Material Safety Data Sheets (MSDS) in compliance with WHMIS regulations for any material labelled as potentially hazardous which is brought into the building by the Contractor. NRC may refuse entry of such material without provision of appropriate MSDS sheets. MSDS sheets shall be prominently displayed in janitor rooms where the Contractor stores such material.
- .4 It is the intent of NRC that this be a "Green" environmental sensitive and responsible contract, with supplies used being at least 80% Eco-Friendly.

5. Safety

- .1 The Contractor shall comply with all safety measures and regulations respecting personnel and hazards as stipulated by NRC, National and Provincial laws and codes, and prescribed by the Authorities having jurisdiction concerning the equipment, work habits and procedures, including safety training of Contractor's staff.
- .2 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. NRC reserves the right to have equipment judged to be unsafe, not suitable or defective, taken out of service. The Contractor is responsible to provide suitable replacement equipment on the same day.
- .3 The Contractor is hereby made aware that due to the nature of the research work performed at NRC, chemical, physical and biological hazards exist in the building. It is therefore of prime importance that the Contractor's staff is able to communicate fluently with NRC and Security staff, so that related signage, instructions concerning daily operations and announcements in day-to-day and emergency situations will be immediately understood and appropriately responded to.
- .4 NRC will endeavour not expose Contractor staff to direct personal harm; however, the Contractor's staff must exercise extra caution in areas with potential hazards and has to be cognizant of changing conditions. Certain high risk areas will be excluded from the scope of work (see attached floor plans), in other areas cleaning operations will be restricted and are subject to prior scheduling with the cleaning supervisor on site.
- .5 In order to safeguard against risk to life and interfering with extremely sensitive magnetic resonance (MR) equipment the Contractor shall not employ at the facility persons with heart pace makers, artificial metal limbs or prostheses, neuro-implants. In the vicinity of high magnetic fields (within 10 Gauss lines - see attached floor plans),

cleaning staff may not use metallic tools and equipment, unless specifically authorized to do so for each occurrence.

- .6 The Contractor is hereby instructed that the buildings' smoke detectors are extremely dust sensitive. Therefore, extra care shall be exercised by the Contractor's staff not to cause dust when working in such areas. Sweeping must be done carefully, preferably by antistatic mop, or must be substituted by vacuuming, so that no false alarms are caused.
- .7 In the event of ringing fire alarm bells or an appropriate announcement on the PA system, the Contractor's staff shall evacuate the building immediately via designated emergency exit routes. The Contractor's staff shall then proceed to the waiting areas south of the affected building's main entrance to be accounted for by WPG01 emergency personnel and to receive further instructions.

6. Security

- .1 The Contractor must fully comply with security requirements which are in effect in both buildings. This includes the wearing of picture security ID cards at all times, the protection of keys and access cards issued to the cleaning staff, depositing such items with security staff when leaving the building.
- .2 Certain areas of the two buildings are classified as special security areas with limited access even to NRC staff. The Contractor's staff must never grant access to any such area to any other person. Persons with legitimate access will have appropriate means to obtain access on their own. Permanently secured doors must never be propped open.
- .3 The Contractor and his staff must not reveal anything which they become privy to during the performance of their work to any other person in respect of internal NRC operations, unless such information is general public knowledge.
- .4 The Contractor staff working in the buildings is subject to basic security checks and the Contractor shall cooperate with NRC as is necessary to perform such checks. This may involve fingerprinting. NRC reserves the right to deny access to the building to Contractor staff that is deemed not acceptable as a security risk.
- .5 The Contractor shall, at the request of NRC, remove from the work site any employee who, in the opinion of NRC, is incompetent, a security risk, a safety risk or has displayed improper conduct on site. The Contractor shall replace such staff immediately with acceptable substitutes.

7. Conversion of Floor
Covering

- .1 There will be no adjustments made to the contract amount where the existing floor covering is converted to another type during the term of the contract.

8. Assigned Space
- .1 NRC will provide the Contractor with such space as is considered necessary by NRC for the performance of the Contractor's duties without undue inconvenience, typically at least one Janitor Room or Closet per floor.
 - .2 The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building owned by the National Research Council Canada. A telephone may be installed in the main floor Janitor Room at the expense of the Contractor but must be unlisted and must not under any circumstances appear in telephone directories or be advertised as a business telephone.
 - .3 NRC will not be responsible for damage to the Contractors' supplies, materials or equipment stored in the buildings, nor for the Contractor's employees' personal belongings brought into the buildings.
9. Use of Elevators
- .1 The Contractor will be permitted the use of the freight, service and passenger elevators and shall be responsible for their safe operation. Contractor's equipment shall only be transported in the freight or service elevator, unless it is small (e.g. pails). Contractor's equipment and collected waste must not be left unattended in the elevators.
10. Light, Heat, Power and Water
- .1 NRC will supply all heat, light, power, hot water and cold water reasonably required for the work. Cold water taps are installed on the roof of the buildings' two towers and in various locations outside on exterior walls.
11. Access to Building
- .1 Only those employees, whose names appear on the Contractor's payroll will be allowed access to the site of the work (no sub-contracting permitted).
 - .2 All cleaning staff employed by the Contractor, regardless of hours of work must sign IN and OUT, entering the times of arrival and departure on log sheets located at the security control desk.
12. Security Keys
- .1 All keys entrusted to the Contractor for the fulfillment of his contract must be fully protected at all times and must not be taken off the premises at any time. Keys have to be deposited with the Security staff at the end of each work shift and receipt and return will be confirmed by signature in a log.
13. Work Log
- .1 A log must be maintained in each of the two buildings by the Contractor in which he shall record on a daily basis, all of the work performed. The log shall be made available for inspection by NRC on request. Also refer to Section 1, Clause 2.5, for special and periodic cleaning.
14. Quality Standards
- .1 The Quality Standards (see Section 4) where applicable, shall be strictly adhered to. Inspections made by the NRC will be based on these standards.

Appendix "A"

15. Discrepancies
- .1 In the event of any discrepancies between different parts of this Specification with respect to the amount of work and the standards to which it is to be performed, the more stringent interpretation shall govern.
16. Change in Occupancy & Payment Adjustment
- .1 From time to time vacant areas of the two buildings may be occupied or occupied areas may become vacant. NRC will notify the Contractor ten (10) days in advance of any major changes and as soon as feasible of any minor changes. Changes which do not cross the specified occupancy levels are not eligible for contract adjustment.
- .2 Adjustments of monthly payments will be made in accordance to areas occupied and based on the terms of the Contract. No adjustments will be made for changes within an area category (see appendix D and the Financial Proposal and Basis of Payment). Unoccupied rooms shall be cleaned at least once semi-annually in accordance with the requirements of this specification without any adjustment of the Contract price.
Adjustments will only be made for areas being added or deleted to or from the routine daily and weekly cleaning operations.
- .3 NRC has constructed another building adjacent to the existing WPG01 building. Due to the nature of the building, the occupancy varies and turns over as clients change. The interior of the WPG02 building is similar to that of the existing building, except for a significantly reduced amount of stainless steel finish. The cleaning areas and floor finishes are shown in Appendix "E", page 2 of 2. The contractor shall make allowance in the bid for the cleaning of this new building. The occupied areas of the new building shall be covered by this contract. Appropriate adjustments in the contract amount will be made in accordance with the buildings changing occupancy. See appendix D for occupancy details. NRC reserves the right to remove WPG02 from the cleaning contract, if written notice is given by NRC to the Contractor at least ninety days (90) prior to removing WPG02 from Contract.
17. Pre-Tender Site Visit
- .1 A pre-tender site review visit will be held on location at 435 and 445 Ellice Avenue, Winnipeg, Manitoba. Time and date will be indicated on "Invitation to tender". Attendance at the pre-tender meeting is mandatory. Tenders of bidders not attending the pre-tender site meeting will be rejected.

Section 2 - Operations and Frequencies

1. Exterior

.1 Daily

- .1 Remove graffiti and posters from exterior walls, doors, and windows at street level.
- .2 Clean and polish outside aluminium fittings, stainless steel door trim signs, ornamental metal work, metal entrance doors and push bars.
- .3 Clean glass and sashes on both sides of entrance doors.
- .4 Sweep and keep clear of debris all entrances and exits, including loading dock, garbage room and underground parkade overhead door entry and exit areas.
- .5 Pick up litter and debris on grounds, sweep up broken glass.
- .6 Clear snow, slush and ice from all entry and exit doors, emergency exit pathways and area wells, spread de-icing pellets over slippery walking and ramp areas.

.2 Weekly

- .1 Clean glass and sashes on both sides in entrance sidelights and Atrium east wall on main floor level.

.3 Monthly

- .1 Clean air intake and exhaust grills.
- .2 Remove dust, debris and cobwebs from area wells, vent openings and service passages.
- .3 Wash exterior granite retention walls, light bollards and metal doors and frames except during the winter season. Use mild detergent if necessary; avoid damaging any plants.

.4 Semi-Annually

- .1 All exterior free-standing signs shall be cleaned by washing with a mild detergent, rinsed and wiped dry. No abrasive cleaners are to be used.

2. Interior - General

- .1 The operations specified in this section are more particularly defined in Section 4, titled Tasks and Quality Standards.

3. Floors - General

.1 Preliminary Instructions

- .1 Chairs, wastepaper baskets, etc., must not be placed on desks, tables or work benches during cleaning operations.
- .2 Care must be taken not to allow cleaning solutions to seep under furniture legs, filing cabinets, partitions or equipment.

4. Floors - Resilient

.1 General

- .1 Remove gum and other foreign residues daily.

4. Floors - Resilient

.2 Office Areas

- .1 Sweep all floors daily with antistatic mop.
- .2 Damp mop or wipe all floors to remove spills, salt (sodium and calcium chloride) etc., daily.
- .3 Spray buff in front and behind counters, in desk wells and traffic lanes monthly.
- .4 Wet or dry scrub on a full floor basis twice per year.

.3 Corridors

- .1 Sweep all floors daily with antistatic mop.
- .2 Damp mop floors to remove spillage, salt (sodium and calcium chloride) etc., daily.
- .3 Spray buff weekly.
- .4 Machine scrub on a full floor basis annually.

.4 Laboratories

- .1 Sweep daily with antistatic mop.
- .2 Wash floors weekly.
- .2 Spray buff traffic areas monthly.
- .3 Machine scrub and spray buff on a full floor basis semi-annually.

5. Floors - Terrazzo

.1 Atrium, Mailroom, Hallways, Washrooms and Locker Rooms

- .1 Sweep all floors daily.
- .2 Remove gum and other foreign residue daily.
- .3 Damp mop all floors to remove spillage, etc., daily; during winter time damp mop several times daily in the vicinity of the main reception (security) counter to mop up water from melting snow and to remove sand and de-icing compound. Damp mop complete washroom floors daily.
- .4 Wash and buff all floors weekly.
- .5 Strip and reseal all floors twice annually on Saturdays in the month of May and November, unless otherwise scheduled by NRC's representative, repeat operation around main reception counter in between due to high traffic wear. Sealer shall have non-slip characteristics, must be formulated for use on terrazzo floors and shall be applied in accordance with the manufacturer's recommendations.

6. Floors - Concrete

(Sealed, painted or epoxy coated)

.1 General

- .1 Sweep and damp mop floors weekly, if required more frequently.
- .2 Remove gum and other foreign residue daily.
- .3 Wash all floors weekly.
- .4 Machine scrub semi-annually.

.2 Truck Bay and Garbage Room

- .1 Remove spilled garbage and debris daily.
- .2 Sweep up sand, gravel, etc. and scrub weekly, using water hose to rinse.

6. Floors - Concrete

.3 Underground Parkade

- .1 Pick up debris and waste daily.

Note: Parkade power sweeping and floor washing will be done by others as determined by NRC.

.4 Miscellaneous Storage Areas

- .1 Designated basement and second floor storage areas and miscellaneous small non-electrical/mechanical rooms:
Sweep and damp mop twice annually.

7. Carpeting and Rugs

.1 General

- .1 Report to NRC's representative spots on carpeting and rugs that cannot be removed by normal means and any damage to or lifting of carpeting.
.2 Clip loose threads during vacuuming operation.
.3 Dust bases of free standing screens.
.4 Pick up debris daily.

.2 Office

- .1 Vacuum every second day traffic lanes and desk wells in general working areas and private offices.
.2 Vacuum once weekly all carpeting and rugs on a full floor basis.
.3 Where T mats (carpet protectors) are used, remove, vacuum carpet, clean T mat and replace.

.3 Corridors, Lobbies, Reception Areas, Elevators

- .1 Vacuum daily on a full floor basis.

.4 Vestibules and Lobbies - Mats

- .1 Clean by hot water or steam extraction method monthly.

8. Walk-Off Mats

.1 General

- .1 The Contractor must use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tool and of sufficient suction to remove wet or dry sand, water, etc., from the mats.
.2 Vacuum mats before 07:30 hours and again at 14:00 hours daily. During inclement weather, vacuum mats more often if necessary.
.3 Mats shall be in place from November 1 to May 31 inclusive. In case of unusual weather conditions, NRC may shorten or extend the period.

.2 Daily

- .1 Vacuum and remove stains from all mats.

Appendix "A"

8. Walk-Off Mats

Monthly

- .1 Shampoo all mats. Mats are to be removed to a designated location for this operation. Use wet extraction or steam vacuuming. Reinstall mats when dry.

9. Miscellaneous

.1 Daily

- .1 Spot clean stainless steel trim, columns, planters and fixtures.
- .2 Damp wipe public telephone booths and clean glass.
- .3 Dust display cases and spot clean glass.

.2 Weekly

- .1 Damp wipe window sills and draft deflectors.
- .2 Dust open radiators, remove debris from behind and underneath. Damp wipe baseboard radiator enclosures.
- .3 Spot clean and polish all stainless steel columns.

.3 Every Two Weeks

- .1 Clean exterior sash of notice boards and wash glass.
- .2 Wash display case glass.

.4 Monthly

- .1 Clean and polish all aluminium, chrome and stainless steel (full height).

.5 Quarterly

- .1 Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging and wall mounted light fixtures and conduit above floor level.
- .2 Clean all air intake grills, air diffusers and metal surrounds using a detergent solution or solvent.
- .3 Wash all open radiators.
- .4 Clean exposed radiator and convactor covers.

.6 Semi-Annually

- .1 Wash exterior surfaces of exposed air ducts.

10. Entrances and Lobbies

.1 General

- .1 Keep free of debris.
- .2 Clean furniture as stipulated for office furniture.
- .3 Mats are to be removed or rolled up to complete floor cleaning operations.

.2 Daily

- .1 Clean both sides of door glass, including stainless steel trim.
- .2 Clean surface and between bars of foot grills.
- .3 Remove gum and other foreign residue.
- .4 Sweep and wash floors. Provide additional damp mopping of floors during inclement weather.
- .5 Damp clean counters, pedestals and ledges.

Appendix "A"

10. Entrances and Lobbies
- .3 Weekly
 - .1 Sweep, spray buff and re-sweep floors.
 - .2 Clean both sides of all glass windows and metal surrounds.
 - .4 Monthly
 - .1 Remove foot grills and clean out recessed pan and drain.
 - .2 Wash granite walls. Clean glass and stainless steel above doors including transoms.
 - .3 Clean both sides of balustrade glass.
 - .4 Wash glass in spiral staircase.
11. Stairs and Landings
- .1 Daily (from main floor to basement)
 - .1 Sweep stairs and landings.
 - .2 Damp mop stairs and landings.
 - .3 Spot clean glass in spiral staircase.
 - .4 Vacuum spiral stair treads.
 - .2 Weekly (from main floor to 4th floor)
 - .1 Sweep stairs and landings.
 - .2 Remove gum and other foreign residue.
 - .3 Wash stairs and landing.
 - .4 Wash hand rails, vertical grills, baseboards, stringers and ledges.
12. Passenger Elevators & Freight Elevators
- .1 Daily
 - .1 Clean stainless steel.
 - .2 Dust interior of cab and remove finger marks, smudges and stains on doors, door frames, glazing and walls including control panel.
 - .3 Scrape and vacuum clean door sill/track grooves in both the cab and on each landing.
 - .4 Sweep and damp mop floors when mats not in use.
 - .5 Vacuum carpet and mats when in use.
 - .6 Remove gum and other foreign residue from floors.
 - .7 Spot clean glass and mirror surrounds.
 - .2 Weekly
 - .1 Clean glass and mirror surfaces in entirety.
 - .2 Clean and polish stainless steel doors and trim.
13. Washrooms & Locker Rooms
- .1 General
 - .1 Washrooms shall be patrol cleaned and empty dispensers replenished at 0700 and after lunch time.
 - .2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of a plunger. If plumbing work is necessary, notify NRC representative.

13. Washrooms & Locker Rooms

.2 Daily

- .1 Remove gum and other foreign residue.
- .2 Sweep all floors.
- .3 Damp mop with a germicidal solution.
- .4 Damp wipe counters.
- .5 Remove all trash from strainers in base of urinals.
- .6 Wash toilet seats (both sides), bowls, urinals, shower basins, washbasins and underside of washbasins using a germicidal detergent.
- .7 Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles.
- .8 Clean shelves, high ledges, mirrors, window stools and exposed piping.
- .9 Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks.
- .10 Empty sani-cans, wash, disinfect and replace bags.
- .11 Empty all wastepaper receptacles.
- .12 Empty refuse receptacles and insert new plastic bags.
- .13 Replenish soap containers, toilet paper, linen and paper towel dispensers.

.3 Weekly

- .1 Wash on both sides partitions and partition doors and, the ceramic walls enclosed by the partitions using a germicidal detergent.
- .2 De-scale toilet bowls and urinals.
- .3 Urinals - for special instructions see Section 3 Special Requirements, Clause 1.2.

.4 Monthly

- .1 Machine scrub floors and rinse with a germicidal solution.
- .2 Wash and disinfect wastepaper and refuse receptacles including metal containers.
- .3 Wash all walls.
- .4 Place one 24 oz. deodorant block in wall holder where installed.
- .5 Pour a pail of clean water into floor drains.
- .6 Damp wipe locker doors.

.5 Semi-Annually

- .1 Strip and refinish floors.

.6 Annually

- .1 Dust or vacuum ceilings, fixture grilles.
- .2 Clean vents and gratings.

14. Venetian Blinds

.1 Quarterly

- .1 Dust venetian blinds.

Appendix "A"

15. Drapes
- .1 Quarterly
 - .1 Vacuum drapes.
16. Counters, Conference and Meeting Room Table Tops
- .1 Daily
 - .1 Damp wipe and polish as required.
 - .2 Weekly
 - .1 Clean counter facings, metal wickets, partitions and table legs.
17. Interior Glass
- .1 Daily
 - .1 Spot clean all glass doors, glass in fire doors, glass partitions and/or glass panels in partitions.
 - .2 Semi-Annually
 - .1 Wash both sides of glass partition and/or glass panels in partitions and fire doors.
18. Furniture and Fixtures
- .1 Preliminary Instructions
 - .1 Papers, files, equipment and any other items left on furniture shall not be disturbed by the cleaning staff.
 - .2 Daily
 - .1 Dust horizontal surfaces.
 - .2 Dust and damp wipe as required telephone receivers.
 - .3 Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom, conference room, meeting rooms and executive office furniture.
 - .4 Spot clean finger marks and stains from glass topped furniture.
 - .5 Spot clean outside surfaces of lockers, storage and filing cabinets.
 - .6 Spot clean bookcase glass doors.
 - .7 Dust empty stacks and shelves.
 - .8 Dust pictures and wall hangings (excluding paintings and art objects).
 - .9 Spot clean and tidy lobby and waiting area seating and tables.
 - .3 Weekly
 - .1 Dust and remove stains from vertical surfaces.
 - .2 Clean and polish boardroom, conference room, meeting room and executive furniture.
 - .3 Dust tops of lockers and storage cabinets.
 - .4 Clean interior of clothes closets.
 - .5 Wash boot trays and/or boot shelves during inclement weather.
 - .4 Monthly
 - .1 Vacuum upholstered furniture.

18. Furniture and Fixtures
- .2 Remove and clean on both sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates.
 - .5 Semi-Annually
 - .1 Clean and polish both sides of bookcase glass doors.
 - .2 Damp wipe and disinfect telephone receivers.
 - .6 Semi-Annually
 - .1 Clean using an approved product all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms, lobby and waiting areas.
 - .2 Vacuum upholstered free standing screens.
 - .3 Dust ledges inside desk wells.
19. Waste Receptacles
- General
 - .1 Supply and replace, when dirty or torn, plastic bags of correct size in garbage cans and waste receptacles.
 - .2 Every Second Day
 - .1 Empty and damp wipe exterior of wastepaper baskets.
 - .2 Empty garbage cans and waste receptacles.
 - .3 As required, empty recycling bins for glass, aluminium cans into designated holding bags.
 - .3 Weekly
 - .1 Wash and disinfect garbage cans, waste receptacles and can and glass container bins including liners, metal and glass recycling bins.
 - .2 Empty office paper-recycling bins, where required, into designated holding containers, remove bags from large paper recycling bins when full, store in designated area and replace special plastic bag (provided by NRC).
 - .4 Semi-Annually
 - .1 Wash and disinfect wastepaper baskets and paper recycling bins.
20. Cigarette Urns
- .1 General
 - .1 Remove debris during early morning and mid-afternoon inside and outside of main entrance lobby and Loading Dock man door.
 - .2 Daily
 - .1 Remove debris from urns, damp wipe interior, clean and polish chrome parts.
 - .2 Remove debris from interior of urn base.

Appendix "A"

21. Doors, Door Frames, etc.
- .1 Weekly
 - .1 Clean finger marks from doors and door frames.
 - .2 Clean glass inserts.
 - .2 Monthly
 - .1 Clean non-metallic kick and hand plates using a detergent solution.
 - .2 Clean metal push bars, kick and hand plates using the appropriate cleaner.
 - .3 Dust door grills.
 - .3 Semi-Annually
 - .1 Wash door grills.
 - .2 Damp wipe doors and frames.
22. Emergency Fire Equipment
- .1 Semi-Annually
 - .1 Clean interior of hose cabinet
 - .2 Clean and/or polish fire extinguishers.
 - .3 Clean both sides of cabinet door glass.
 - .4 Dust wall hung equipment.
23. Water Fountains
- .1 Daily
 - .1 Wash and disinfect. Odour of disinfectant must not be objectionable. Polish chrome and stainless steel parts.
24. Walls, Partitions and Baseboards
- .1 Daily
 - .1 Remove finger marks, smudges and stains from painted walls and partitions.
 - .2 Spot clean vinyl and plastic laminate covered walls, doors and partitions.
24. Walls, Partitions and Baseboards - continued
- .2 Weekly
 - .1 Dust granite walls, columns and frames.
 - .2 Spot clean fabric and carpeted walls, columns, screens and partitions.
 - .3 Dust baseboards, ledges and moulding.
 - .3 Semi-Annually
 - .1 Vacuum fabric covered partitions, walls and columns.
 - .2 Wash granite clad wall in main entrance vestibule.
 - .4 Annually
 - .1 Wash all vinyl and plastic laminate covered and painted walls, partitions and columns.

25. Janitor Rooms & Closets
- .1 General
 - .1 To be kept free of debris.
 - .2 Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored.
 - .2 Daily
 - .1 Sweep and wash floors.
 - .2 Wash and disinfect sinks.
 - .3 Annually
 - .1 Wash walls, shelves, etc.
26. Freight Receiving Areas, Loading Dock and Freight Elevator
- .1 Daily
 - .1 Remove debris abandoned in areas and place in garbage containers. Sweep floors.
 - .2 Weekly
 - .1 Wash floors.
 - .2 Hose down truck bay.
 - .3 Semi-Annually
 - .1 Machine scrub upper Loading Dock area.
27. Garbage Room
- .1 General
 - .1 Cardboard containers designated for disposal must be flattened before placing into bulk-lift units.
 - .2 Contents of ashtrays must be stored in a separate metal container overnight before emptying into garbage.
 - .3 Garbage stored in plastic bags or garbage cans must be placed at pick-up point prior to scheduled garbage collection.
 - .4 The Contractor must not store equipment in the garbage room.
 - .5 Close bulk-lift unit covers after depositing waste.
 - .2 Daily
 - .1 Empty all garbage and wastepaper designated for disposal into bulk-lift units, plastic bags or garbage cans, depending on system in use in garbage room.
 - .2 Sweep floor after removal of garbage and pick-up any debris dropped between the garbage room and point of loading on truck.
 - .3 Weekly
 - .1 Wash and disinfect floor.
28. Building Operations
- .1 Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the NRC representative.

29. Rest Areas

.1 General

- .1 Patrol clean twice daily and more often if necessary.

.2 Daily

- .1 Wash all furniture, tables, chairs, sinks, etc.
- .2 Sweep and wash floors.
- .3 Vacuum carpets.
- .4 Replenish all soap, paper and/or linen towel in dispensers.
- .5 Empty, wash and disinfect garbage cans and paper receptacles, replace plastic bags.
- .6 Spot clean all walls, doors, partitions and exterior of cupboards.

.3 Weekly

- .1 Spray buff floors.

.4 Semi-Annually

- .1 Strip and refinish floors.

30. Cafeteria

.1 General Instructions

- .1 This area includes the vending machine space and the adjacent (occasionally used) residential type kitchen.

.2 Daily

- .1 Clean up spills (after lunch and coffee breaks).
- .2 Remove gum and other foreign residue from floor.
- .3 Sweep on a full floor basis (0630), damp mop where required; remove tables, chairs and tray carts as necessary.
- .4 Damp wipe table and counter tops, vending machine fronts and tops, and spot clean chairs (0630).
- .5 Damp wipe inside and outside of microwave ovens.

.3 Weekly

- .1 Wash and spray pray buff on a full floor basis, including kitchen.

.4 Monthly

- .1 Wet or dry scrub and refinish on a full floor basis.
- .2 Damp wipe complete tables and chairs including frame and base, including kitchen counter and appliances.

.5 Semi-Annually

- .1 Strip and refinish on a full floor basis.

31. First Aid Room

.1 Daily

- .1 Dust off furniture and window stools.
- .2 Empty and disinfect all receptacles.
- .3 Wash all glazed surfaces and counter.
- .4 Wash and disinfect all accessories including sinks, hand basins, mirrors, dispensers, etc.

Appendix "A"

31. First Aid Room
- .5 Replenish soap containers, toilet paper, linen and/or paper towel dispensers.
 - .6 Sweep total area.
- .2 Weekly
- .1 Wash floor with disinfectant solution.
- .3 Monthly
- .1 Dust all ledges.
 - .2 Vacuum all drapes.
 - .3 Spray buff floors.
4. Semi-Annually
- .1 Wash walls and baseboards.
32. Showers
- .1 Daily
- .1 Remove all pieces of soap and other foreign matter.
 - .2 Wipe down walls using a cleaner disinfectant and rinse with clear water.
 - .3 Scrub floor using a cleaner disinfectant and rinse with clear water.
 - .4 Report any stoppages or leaks.
- .2 Weekly
- .1 Wash down walls using soap less detergent containing "sequestering agents" to remove soap and scum and rinse with clear water.
 - .2 Scrub floor using a soap less detergent containing "sequestering agents" to remove soap scum and rinse with clear water.
 - .3 Polish handles, showerheads and other fixtures.
33. Electronic Data Processing Areas and Similar Areas
- .1 General
- .1 Area includes Computer Rooms, Terminal Rooms, Special Equipment Control Rooms (usually with raised floors).
 - .2 Flooring - plastic laminate tiles. This flooring contains "anti-static" properties and is not to be sealed, waxed or have a floor finish applied to it.
 - .3 The vacuum cleaner used in this area will be of the industrial canister type equipped with a three prong grounded plug and non-metallic floor tools. The filter is to be cleaned after each operation. The vacuum cleaner shall have an exhaust air filter.
 - .4 CAUTION: Malfunctioning equipment is to be immediately removed from the area and replaced so that the extremely sensitive nature of the computer and research equipment is not affected.
 - .5 Damp mopping - use a mop, well wrung out in clear water so that there will be no seepage under the equipment or between the tiles. The water is to be changed frequently during each operation and mops are to be washed and well rinsed on completion of the work.

33. Electronic Data Processing
Areas and Similar Areas
- continued

- .6 Cleaning - a special cleaning agent formulated for computer floor tiles is required to remove scuff marks and spots. NRC will provide this special cleaner. If applied to a larger area, special arrangements have to be made with the NRC representative to ensure venting of the affected area, which may also affect normal room operations.
- .7 Some of these areas may contain special equipment which may be affected by cleaning operations with subsequent disturbances to ongoing research experiments. If the rooms are secured permanently, or appropriate instructions have been issued by NRC, arrangements must be made with NRC's representative to schedule cleaning activities in each case in advance.

.2 Daily

- .1 Vacuum entire floor area paying particular attention to the area around the base of equipment, baseboards and corners.
- .2 Spot clean floor as required.

.3 Weekly

- .1 Wash and disinfect refuse and wastepaper containers weekly.
- .2 Damp mop the entire floor area.
- .3 Vacuum and damp mop ramps.
- .4 Remove dust from furniture and shelving.

.4 Semi-Annually

- .1 Damp wipe air conditioner unit housing.
- .2 Clean air diffusers.
- .3 Thoroughly clean floor tiles with special cleaning agent.
- .4 Wash doors and doorframes.

34. Light Fixtures (Washing)

- .1 Wash interior of building light fixtures including bulbs and tubes once per year (excluded areas: upper atrium, truck bay, radioactive waste and chemical storage rooms, underground parking, electrical and mechanical rooms).
- .2 Luminaire Cleaning (Annually)
Clean all luminaires in building as follows:
 - .1 Carefully remove lenses, louvres and lamps.
 - .2 Make lights shockproof by turning off breakers, or cover sockets with tape.
 - .3 On open fixtures, clean heavy deposits from the tops of luminaire with a vacuum.
 - .4 Wash entire luminaire with soap, clean warm water and a soft lint free cloth or sponge, finish with a clean destaticizing rinse to remove all residual dirt and soap solution (destaticizing compound shall be methanol or approved equal).
 - .5 Wash lenses and louvres in a similar fashion.
 - .6 Reinstall lamps, lenses and louvres; and ensure that none get soiled during installation.

34. Light Fixtures (Washing)
- continued
- .7 Luminaires and all components shall be free of dust, finger marks, streaks, etc.
35. Relamping
- .1 General
- .1 Replace burnt out fluorescent tubes, incandescent bulbs, exit lights and bulbs in table lamps on a daily basis as required with the same type and wattage as existing unless instructed differently by NRC's representative. All lamps will be supplied by the NRC.
- .2 Dry wipe tubes, bulbs and shielding to remove accumulated dust and insects when making replacements; damp wipe and clean lenses with antistatic cleaner; remove finger prints on lens and fixture or surrounding ceiling.
- .3 This applies to all areas of the building including areas that are excluded from general cleaning.
- .4 Supply all equipment necessary for re-lamping of tubes and bulbs.
- .5 The Contractor is not responsible for re-lamping nor the provision of tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus.
- .6 Excluded area: Upper atrium (under skylight), truck bay, radioactive waste and chemical storage rooms, electrical and mechanical rooms, special rooms as may be designated from time to time by NRC's representative.
- .7 It is not expected there will be any significant re-lamping in the WPG02 building during the contract term.
36. Snow Removal
- .1 Clear snow, slush, ice, accumulated sand or gravel from entrances, ramp, exits, steps, sidewalk, area wells and loading areas to ensure safe access of the public and building occupants.
- .2 Spread de-icing pellets or calcium chloride (supplied by NRC), mixed with sand (supplied by NRC) as required over icy and slippery surfaces.
- .3 Snow cleaning/removal is to be completed by 0730 hours daily at main entrance and north side ambulance entrance and at 0800 hours at all other entrances and exits on regular working days. Special attention is to be given to emergency exits including exit paths. If hazardous conditions exist after these deadlines, NRC reserves the right to have the snow cleared/removed by others and all costs incurred will be deducted from the Contractor's monthly payment. Additional snow cleaning/removal is to be performed during the course of regular working hours as required.
- .4 The Contractor will supply all labour and tools needed to fulfill these conditions, and shall, if necessary, make appropriate arrangements for any emergencies.

Note: NRC is contracting out major snow removal operations after more than 5 cm of snowfall or build-up of large snow drifts to a snow removal contractor, however, manual snow clearing of immediate access areas and emergency exit paths shall proceed in accordance with clause 6.1 between major snow clearing operations or when major snow clearing has not commenced by 0730 hours on regular working days.

37. Grounds - General

- .1 Keep all areas, grounds, landscaped areas, paved and unpaved parking including ramp and underground parking, municipal sidewalks, drains and ditches free of debris and litter.
- .2 Grounds cleaning is to be done daily during periods without snow cover and weekly during periods with snow cover, unless inclement weather conditions prevail.
- .3 Cleaning staff is to be provided with all required tools for this work.
Note: Broken glass and syringes may be encountered on the grounds. Such items are to be placed in a suitable container before placing into waste bin in garbage room. The Contractor is responsible for appropriate protection of his staff to avoid direct contact with such items.

Note: NRC is contracting out grounds (landscape) maintenance under a separate contract. Under that contract, grounds cleaning will be done by the landscape contractor weekly. However, this does not relieve the Contractor from grounds cleaning requirements stipulated above on days when this work is not performed by the landscape contractor.

Appendix "A"

Section 3 - Special Requirements & Instructions

1. Supplies
 - .1 The Contractor shall supply all material, tools, and equipment necessary to execute the work satisfactorily, including toilet tissue and paper towels (both of reasonable quality), hand soap compatible with existing soap dispensers (GOJO LTX-12 foam soap) sanitary bags and biodegradable plastic bags, sanitary napkins and tampons for the dispensers, dish soap for cafeteria sink area, etc.
 - .2 The Contractor shall supply natural organic enzyme urinal tablet. To be used as directed by the manufacturer. (The product shall be non-acid and non-caustic).
2. Equipment
 - .1 Cleaning equipment must be in good operating condition at all times. The appearance, cleanliness and suitability for the job, of all equipment shall be subject to approval by NRC's representative or his designate.
 - .2 The Contractor shall supply only new or recently restored to good condition, vacuum cleaners equipped with power brush and standard accessories (various types of nozzles and brushes). Noise level shall not exceed 68 db @ 1.8m, all in sufficient number and suitable to perform the work. Special attention will be given to filter bags and filtering of exhaust to keep dust to an absolute minimum.
 - .3 The Contractor shall supply all other required equipment in new or excellent condition, which is necessary to perform the work, such as wet extraction vacuuming equipment, buffers, etc.
3. Building Security
 - .1 Authorized access to building:
Contractor's staff to enter and exit buildings via main entrances only. All cleaning staff employed by the Contractor, regardless of hours of work, must sign IN and OUT and, enter the times of arrival and departure in registers or on sheets so provided at the security desk.
 - .2 The Contractor is responsible for the maintenance of security in the building to the extent of closing and locking interior doors which the Contractor is unlocking or opening with keys and access cards provided to him by NRC for the purpose of performing the work.
 - .3 Each area shall be locked again immediately after cleaning operation has been completed. Normally secured doors shall be closed and locked immediately after entering or exiting.
 - .4 The Contractor and his staff must not provide access through normally secured doors to any other persons.
 - .5 The Contractor and his staff must never remove any keys or access cards from the building or make copies of keys.

Appendix "A"

.6 Fire doors and normally locked doors shall be kept closed at all times. (Do not prop doors open).

4. Uniforms

- .1 All day cleaning personnel employed in this building shall be uniformed as follows:
- .1 Heavy Duty Cleaners - Industrial type matching shirt and trousers or coveralls. The company name or crest to be affixed to the shirt or coveralls.
 - .2 Light Duty Cleaners - Duster coat (smock) with the company name or crest affixed.
 - .3 Uniforms shall be neat and clean at all times.
 - .4 Special picture security badges provided by NRC must be worn at all times in a visible manner.

5. Building Cleaning Operations

.1 Routine Cleaning Operations

- .1 Deploy the following minimum day time cleaning staff to perform designated duties during the hours of building operations on regular working days (Mondays to Fridays) from 0600 hours to 1530 hours, including 1/2 hour lunch break:

At present the size of WPG01 building area requiring routine cleaning, i.e. occupied rooms, common and storage areas, etc., comprises 76% of potential total cleaning area (refer to attached drawings), for a total of 28 cleaning hours per day:

One (1) cleaner - 0600 hours to 1430 hours.
One (1) cleaner - 0600 hours to 1430 hours.
One (1) cleaner - 0700 hours to 1530 hours.
One (1) cleaner - 0630 hours to 1500 hours. - hours to be divided throughout the day between WPG01 and WPG02 (total of 4 cleaning hours at each building per day).

Above 85% of potential total building area requiring daily cleaning, will require the 0630-1500 shift to increase to 8 hours per day at WPG01, for a total of 32 cleaning hours per day while maintaining 4 cleaning hours per day at WPG02.

Note: The current level of building occupancy at WPG01 is about 60 persons.

- .2 The WPG02 building is to be performed at four (4) cleaning hours per day for 0% - 50% of potential total cleaning area. Above 50% potential total cleaning area the minimum staff level shall be one cleaner (8 cleaning hours per day). At present the size of WPG02 building area requiring routine cleaning comprises 40% of potential cleaning area.

Note: The current level of building occupancy at WPG02 is about 20 persons.

Appendix "A"

5. Building Cleaning Operations
- continued
- .2 The supervisor cleaner located by the Contractor at WPG01 must have the authority to receive and carry out contract relevant instructions given by NRC's representative, whether or not this involves minor changes to the specification.
 - .3 One of the Contractor's full time cleaners at WPG01 shall have a supervisor function, with the ability to communicate effectively in the English language, both orally and in writing. Under normal conditions, NRC's representative or his designate will communicate with the Contractor's site supervisor with respect to the work requirements of this specification.
 - .4 In the event that the NRC representative or his designate is not satisfied with the performance under this contract, the Contractor shall dispatch upon request a representative with the appropriate authority to effect that the requirements of this specifications are met.
 - .5 The Contractor shall supply to NRC's representative or his designate, fifteen (15) days before the first of each month (unless there is no change from one month to another), a list of all his employees at the building with an indication of their functions and hours of work.
 - .6 If an employee of the Contractor does not work his or her full shift for whatever reason; the Contractor shall provide immediately a suitable temporary replacement. The total number of routine cleaning hours per day, based on the stipulated minimum number of cleaners, shall be met daily, if necessary through extension of the normal working period of the affected shift. Deductions will be made from Contract payments for non-performed cleaning hours.
6. Special & Periodic Tasks
- .1 Scheduled Cleaning Operations
 - .1 Routine cleaning operations will be performed between 0600 and 1530 hours Monday through Friday (also see Section 3, Clause 5.1). Deviations from this are subject to approval of NRC's representative.
 - .2 All scheduled special and periodic cleaning tasks shall be carried out by additional staffing hours, in accordance with the approved Schedule of Operations.
 - .3 If operational conditions necessitate, e.g., when stripping and resealing the terrazzo floor in the WPG01 building atrium, evening or weekend work may be required for these tasks. In such cases, advance appropriate arrangements must be made with NRC's representative or his designate.

Appendix "A"

7. Special Cleaning Conditions
- .1 Main and North Entrance and Lobby
Refer to Section 2, Clause 8.1.1-8.1.2, under Operations and Frequencies (vacuum mats at 0730 hours and again at 1400 hours). This frequency shall also apply to entrance area floors. Damp mop floors at 0930 and again at 1430 hours.
 - .2 Passenger Elevator Lobby in Basement - Additional work performed during November to April by vacuuming the passenger elevator lobby in the basement (Parkade) 1000 hours and again at 1500 hours.
8. Cleaning on Request
- .1 Restricted laboratories.
 - .2 Walk-in coolers.
 - .3 Hallway closets between laboratories
 - .4 Coat closets.
 - .5 Conference rooms, main washrooms near front entrance and Atrium area (multiple same day cleaning between special events when required).
 - .6 Laboratory tables and cabinets (when empty).
9. Not in Contract Requests
- .1 Project cleaning, special events clean-up, cleaning tasks not included in contract, or excluded areas in contract may be done on a time and material basis, when requested by the NRC Project Authority and billed separately.
 - .2 Prior to commencement of requested work, the contractor must provide an estimate and supply to the NRC representative. A Purchase Order will then be issued from the NRC to the contractor.
10. Excluded Areas
- .1 Electrical and mechanical rooms.
 - .2 Special rooms as shown in Appendix "A".
 - .3 Cafeteria kitchen.
 - .4 Parking lots (Exterior & Underground) - except to the extent stipulated in this specification. Power sweeping and pressure washing in these areas will be performed under a separate contract by others.
11. Excluded Furniture, Equipment & Objects
- .1 Laboratory tables, cabinets and equipment (sinks are to be cleaned), unless empty and then on special request.
 - .2 Mechanical, electrical and electronic equipment.
 - .3 Art objects.
 - .4 Live Plants.
 - .5 Souvenirs and paraphernalia.
12. Garbage Removal Exclusions
- .1 Construction material and debris (unless minor in quantity).
 - .2 Furniture and equipment crates (unless very small or cardboard).
 - .3 Obsolete furniture and equipment.
 - .4 Chemical and hazardous substances and their containers.

Appendix "A"

13. Laboratory Cleaning

- .1 It is imperative that all special laboratories are cleaned under supervision and authorization of the occupant. It is therefore essential that the cleaning staff is able to communicate fluently and effectively. As far as is practical and feasible, special arrangements will be made with the occupants of individual laboratory rooms to establish routine cleaning schedules for each laboratory room, however such schedules may be subject to change depending on the nature of research work.

Note: Some dry lab type laboratories in the WPG01 building are used as office space and may have carpet as floor covering. Such areas are to be treated in the same manner as office space.

14. Floor Finish

- .1 There shall be no floor finish (e.g. wax) applied on resilient flooring.

15. Stainless Steel Finish

- .1 No oil or paste shall be used to polish stainless steel, except to remove stubborn stains or markings. Under normal conditions, stainless steel is to be damp wiped with a mild detergent containing a polishing agent in order to achieve a uniform essentially non-oily surface finish. Any other agent shall have NRC's prior approval.

Appendix "A"

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1. A. Furniture, Fixtures, etc. Cleaning of furniture, fixtures, equipment, structural components, etc. shall be performed as described under the heading "Tasks" numbered 1 to 8.
- B. Preliminary Instructions Papers, files and equipment left on furniture and desks shall not be disturbed. Furniture and desk tops will be cleaned and polished on arrangement. Lab tables will only be cleaned on request.

TASKS

AREAS - DETAILS (where applicable)

QUALITY STANDARDS

- .1 Dust/Damp Wipe:
For dry dusting use treated dust cloth. For damp wiping use well wrung out cloth. Use mild detergent solution. Rinse cloth often.
- Desks, cabinets, tables, shelves, counter-tops and facings, window sills, partitions, ledges, doors and frames, pedestals, tops of lockers, storage cabinets, coat racks, picture frames, baseboards, radiators, emergency fire equipment, railings, venetian blinds.
- Surfaces shall be clean, free of dust, streaks, smudges and finger marks.
- .2 High Dusting:
Treated dusting cloths are to be used in conjunction with an industrial type vacuum cleaner and appropriate accessory tools.
- Ductwork, pipework, pipe hangers, conduits, grating and grillwork, ledges, beam deflectors, wall louvres, clocks, catwalks, walls (above three meters).
- Surfaces shall be clean and free from dirt, dust, insects, and cobwebs. Furniture and equipment below cleaning in progress are to be protected by drop-sheets. All workplace health and safety regulations must be strictly adhered to.
- .3 Wash/Clean:
Use detergent or mild degreaser solution; no abrasive cleaning agents shall be used.
- Ashtrays, telephones, mirrors, furniture - glass tops, vinyl and leather upholstered furniture, glass doors, glass partitions, vestibule and entrance glass, filing cabinet and locker facings, chair framing and trim, wastepaper baskets, boot-trays, recycling containers.
- All surfaces will be dry and polished; there shall be no visible streaks, smudges, spots and cloudiness.

Appendix "A"

1. A. Furniture, Fixtures, etc., continued

<u>TASKS</u>	<u>AREAS - DETAILS</u> (where applicable)	<u>QUALITY STANDARDS</u>
.4 <u>Wash/Disinfect:</u> A quaternary germicidal solution shall be used. Approved spray disinfectants may also be utilized (not in vicinity of smoke detectors or return air grilles). Abrasive cleaners shall only be used with the approval of NRC.	Water fountains, sinks, taps, flush tanks and handles, toilet bowls, toilet seats (upper and underside), hinges, urinals (debris and cigarette butts to be removed), sanitary napkin receptacles (re-line with plastic disposal bags), refuse and garbage receptacles (replace with correct size plastic liner), ceramic walls and cubicle partitions in wash-rooms, handrails, soap dispensers (refill soap), toilet paper and towel dispensers (refill with appropriate good quality products).	Surfaces shall be dry, polished and free of streaks, water stains, spots, smudges, finger marks, residue and cloudiness. Fixtures shall have no visible evidence of soap or scale buildup. Odor of disinfectant must not be objectionable.
.5 <u>Clean/Polish Metalwork:</u> Only when metal surfaces are correctly identified shall appropriate cleaning agents be used.	Chrome, brass, stainless steel, aluminum and simulated metals (interior and exterior): panels, framing, piping, ash urns, equipment valves, door knobs, kickplates, pushbars, hand plates fittings, handrails, dispensers, railings, facings, ornamental fixtures, mail receivers.	Surfaces shall be free of dust, dirt, stains and residue. Surfaces shall brightly polished, non-oily and in a condition similar to the original finish.
.6 <u>Vacuum:</u> Use correct accessory tools.	Fabric upholstered furniture, fabric covered walls and partitions, drapes and whiteboard troughs.	Surfaces shall be free of dust and dirt. Report to NRC's Representative any fabric stained or damaged.
.7 <u>Spot Cleaning:</u> Use appropriate tools, cloth, cleaning agents, etc. to clean small areas.	Walls, partitions, glass, doors, door frames, and woodwork.	Surfaces shall be free of fingermarks, smudges, splashmarks, spots and graffiti.
.8 <u>Waste Removal:</u> A mobile waste removal or maidcart with appropriate liners shall be used, accompanied by a fireproof metal container.	Wastepaper baskets, washroom receptacles, recycling bins, garbage cans, cigarette urns, ashtrays.	Waste material shall be taken to designated garbage room and placed into bin. Contents from ash-trays urns shall be emptied into a fireproof metal container. Contents from recycling bins shall be stored as directed.

Appendix "A"

2. A. Floor Maintenance, Hard Surfaces Cleaning of hard surfaced floors shall be performed as described under the heading "Tasks" numbered 1 to 9.
- B. Preliminary Instructions Chairs, wastepaper baskets, coat racks, etc. must not be placed on desks, tables or workbenches during cleaning operations. Care must be taken not to allow cleaning solution to seep under furniture legs, file cabinets or partitions. Any furniture and equipment moved during cleaning operations shall be returned to the correct location. Special care shall be taken to avoid false fire alarms due to inadequate dust control.

TASKS

AREAS - DETAILS

(where applicable)

QUALITY STANDARDS

- | | | |
|---|--|--|
| .1 <u>Sweep/Dustmop:</u>
A dust controlled method shall be used. Mop must be treated to be antistatic. | <u>Floors</u> - Resilient, terrazzo, ceramic, concrete. | Floors shall be free of dust, dirt, gum and debris. |
| .2 <u>Wash/Damp Mop:</u>
A germicidal floor detergent solution shall be used. | <u>Floors</u> - Resilient, terrazzo, quarry, concrete, plastic laminate raised floor tiles, stairs and risers. | All surfaces shall be free of spots, stains, streaks, residues and mop strings. Care shall be taken not to leave splash marks on baseboards, walls, doors and furniture. |
| .3 <u>Spray Buffing:</u>
Dustmop after completion and recoat with a layer of floor finish if required. | <u>Floors</u> - Resilient, terrazzo. | Floors shall be free of dust and dirt, superficial marks and streaks, and no mud dying or rippling effect caused by overspraying. |
| .4 <u>Machine Wet/Dry Scrub and Recoat</u> | <u>Floors</u> - Resilient, terrazzo, quarry, concrete
- only terrazzo (not Terazzo tile) requires recoating, existing resilient flooring requires no wax. | Floor shall be clean with no dirt, stains or heel marks visible following the scrubbing operation. |

Appendix "A"

2. A. Floor Maintenance, Hard Surfaces continued

<u>TASKS</u>	<u>AREAS - DETAILS</u> (where applicable)	<u>QUALITY STANDARDS</u>
.5 <u>Strip/Refinish:</u> For removing floor finish use appropriate stripper and refinish with a water emulsion base, non-slip, self-polishing floor finish (in compliance with C.G.S.B. approved qualified products list).	<u>Floors</u> - Terrazzo.	Floor surfaces shall have been stripped of all previous floor finish, properly rinsed and neutralized before fresh floor finish is applied (2 coats minimum). There shall be no skipped areas and no evidence uneven application or splash marks on baseboards, walls, doors and furniture.
.6 <u>Strip/Reseal:</u> For removal of sealer use appropriate stripper and refinish with a water emulsion acrylic sealer.	<u>Floors</u> - Ceramic, concrete. Existing concrete floors are sealed, painted or epoxy coated.	Floor surfaces shall have been stripped of all previous sealer, properly rinsed and neutralized before fresh sealer is applied (3 coats).
.7 <u>Sweep:</u> Use appropriate hand tools for areas; use antistatic mop and resilient and finished concrete floors; use dustbane or similar product on heavily dusty floors, or vacuum.	<u>Floors</u> - Concrete or paved (unpainted - unsealed) storage areas, loading docks, steps, stairs, vestibules, paved areas, sidewalks, corridors.	All areas shall be free from dust, dirt, sand, debris and litter.
.8 <u>Scrub:</u> Power Scrub (where applicable).	<u>Floors</u> - Concrete (unpainted - unsealed), loading dock areas.	All areas shall be clean; no accumulation of water shall be left on floors.
.9 <u>Hose Down:</u> (Use loading dock and exterior water connections).	<u>Surfaces</u> - Concrete, paved or quarry tiled areas - sidewalks, driveway, ramp, and granite clad retention walls.	All areas shall be clean and not left in a flooded condition; dry polished granite surfaces.

Appendix "A"

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3. A. Carpet Vacuuming, and Maintenance Vacuuming of carpeted floors shall be performed as described in the following tasks numbered 1 to 2.
- B. Preliminary Instructions Any spots that cannot be removed by normal means, as well as damaged or loose carpet, opening seams, etc., shall be reported to NRC's representative.

TASKS

AREAS - DETAILS
(where applicable)

QUALITY STANDARDS

- .1 Vacuum:
Clip loss threads during vacuuming. Floors - Carpets, rugs, walk-off mats. Carpets, rugs and mats shall be clean, free from staples, dust, superficial or embedded dirt, gum and debris.
- .2 Spot Cleaning:
Identify spots and use appropriate spot remover. Floors - Carpets, rugs, walk-off mats. Any spots and stains that cannot be removed by normal means shall be reported to NRC's representative.
4. A. Special Cleaning Special cleaning of light fixtures walls, partitions, windows, carpets, structural components, etc., shall be performed as described under the heading "Tasks" numbered 1 to 7.
- B. Preliminary Instructions Any structural, fixture, window, etc. damage observed during cleaning operations shall be reported to NRC's representative. All safety measures prescribed by National and Provincial laws and regulations must be strictly adhered to.

TASKS

AREAS - DETAILS
(where applicable)

QUALITY STANDARDS

- .1 Wash/Clean:
Use detergent or degreaser solution. Destaticize plastic shields and louvres with Methanol or Cirsol. Light Fixtures: Interior and Exterior. Fixtures shall be free of dust, insects and greasy film. Shields shall be clear and free of cloudiness and streaks.

Appendix "A"

4. A. Special Cleaning continued

<u>TASKS</u>	<u>AREAS - DETAILS</u> (where applicable)	<u>QUALITY STANDARDS</u>
.2 <u>Wash/Clean:</u> Use detergent or mild Trisodium Phosphate solution.	<u>Walls Partitions, Columns:</u> Painted.	Surfaces shall be free of dust, dirt, smudges, finger-marks, streaks, run marks and signs of skipped areas. Surfaces shall present an overall appearance of cleanliness.
.3 <u>Wash/Clean:</u> Use detergent/degreaser solution.	<u>Walls Partitions, Columns:</u> Vinyl covered.	No water or cleaning solution shall be dropped on floors or furniture. All furniture and equipment moved during cleaning operation shall be replaced in its original location (applicable to Clauses - .2, .3, .4).
.4 <u>Wash/Clean:</u> Use detergent solution. Use only natural fibre or nylon brushes.	<u>Walls Columns:</u> Concrete block, granite.	
.5 <u>Damp Wipe:</u> Use detergent solution to remove dust, dirt and stains. Use only well wrung out cloth. Let completely dry and retreat wood with appropriate oil. Apply with soft Dynel or sheepskin applicator.	<u>Walls</u> - Wood, plastic laminate covered panelling.	Surfaces shall be free of dust, smudges and stains. After retreating wood there shall be no signs of skipped areas, blotches or streaks. Surfaces shall have a clean uniform appearance.
.6 <u>Wash/Clean:</u> Use appropriate cleaning agents (e.g. TSP, ammonia, vinegar, etc.) and tools. Windows faced with solar film or antiglare glazing shall be cleaned in accordance with the appropriate instructions.	<u>Window / Mirror cleaning</u> - Interior and exterior including vestibules, skylights, glass doors, partitions, transoms, frames, sashes and sills (where applicable). Any structural or fixture damage observed during cleaning operation shall be reported to the NRC representative.	Surfaces must be clean, free from dirt, haze, streaks, watermarks, and lint. Frames, sashes and sill must be clean, free from streaks and watermarks. Comply with all safety requirements of relevant codes, laws and regulations.

Appendix "A"

4. A. Special Cleaning continued

TASKS

AREAS - DETAILS

(where applicable)

QUALITY STANDARDS

.7 Carpet Cleaning:

A hot water extraction method. To effective results, the hot water extractor shall be equipped with the following features: Non-marking wheels and bumper guards. Solution and recovery tank shall have a minimum capacity of 8 gallon (36.4L). Water pressure shall not be less than 50 lb. psi. Unit shall also be equipped with electrical water heater and operate safely on 115 to 120 Volts /60 cycles/15 Amps. Equipment shall be C.S.A. approved.

Carpets, Rugs - Heavy traffic lanes and areas such as lobbies, hallways, cafeterias shall be pre-sprayed and rotary scrubbed preceding the hot water extraction application. Liquid carpet cleaner shall be near neutral in pH. For spots and stains use appropriate stain remover. Carpeted stairs shall be cleaned with hydro brush or hand tool.

Drying time of carpet shall not exceed 8 hours. Protective materials shall have been placed under all contact points of furniture and equipment and shall be removed after carpet is completely dry. Open seams, ripples and buckling caused by the cleaning operation shall be repaired and corrected by the Contractor. Carpet shall be free of dust, dirt, spots and stains.

5. A. Seasonal Tasks,

Snow removal, etc. shall be performed as described under the heading "Tasks" numbered 1.

B. Preliminary Instructions

Where snow clearing/removal and treatment of icy and slippery surfaces is not completed by 0800 hours and a hazardous condition exists, NRC reserves the right to have this work done by others at the expense of the Contractor.

Appendix "A"

5. A. Seasonal Tasks

<u>TASKS</u>	<u>AREAS - DETAILS</u> (where applicable)	<u>QUALITY STANDARDS</u>
.1 <u>Snow Removal:</u> Clear all snow, slush, ice and accumulated sand. Spread sand, calcium chloride or de-icing pellets, or mixture thereof over slippery surfaces. Remove accumulated snow to temporary piling area on site approved by NRC's representative.	Sidewalks, entrances, exits and exit paths, steps, ramp, loading dock, garbage room and window well areas.	Areas shall be clear, unobstructed and safe to the public and building occupants, and ensure unhindered flow of pedestrian traffic. Where snow clearing/removal is not completed at 0800 hours daily and if a hazardous condition exists, NRC reserves the right to have the work performed by others at the expense of the Contractor. NRC will supply sand, calcium chloride and de-icing pellets.