

Original Date:06/17/15	Date Revised: December 21, 2015
Property Types: 1= Laws and Regulations 2= Safety Planning and Prevention Services 3= Emergency Response Services	
Line of Business –Operations & Maintenance	
Service Category – Safety and Emergency Management Services	Service Type – Regulatory Compliance
<i><b>Purpose:</b> To provide emergency preparedness and response in compliance with applicable laws, regulations and government policy to facilitate operations of facilities within the SSBC portfolio.</i>	

<b>1.0 Laws and Regulations</b>			
<b>Service Standard Number</b>	<b>Service Description:</b>	<b>Level of Service</b>	<b>Outcome</b>
<b>1.1</b>	Establish and maintain the capability and capacity to manage Emergency Management Services in compliance with applicable laws.	Design, prepare and maintain annual plans for approval by the Province and ensure applicable training of Service Provider’s team members.	<ul style="list-style-type: none"> <li>• The approved Service Provider business continuity plan is current and tested bi-annually.</li> <li>• All Service Provider team members receive annual Safety Training which includes emergency response training.</li> <li>• Annual training is tracked and completed by 95% of all Service Provider team members.</li> </ul>
<b>1.2</b>	Identify and communicate all new and/or amended regulatory and legal compliance requirements.	The Service Provider assesses and communicates, via written notification, the impact of the change to SSBC/FMS.	<ul style="list-style-type: none"> <li>• SSBC/FMS is notified regarding all amended Legal and Regulatory requirements within five business days of the Service Provider being aware of the change.</li> </ul>
<b>1.3</b>	All regulatory non-compliance issues or incidents and related corrective action planned, taken or proposed shall be reported to SSBC/FMS within the agreed reporting protocols as referenced in; <ul style="list-style-type: none"> <li>• Section 2 –Safety Planning and Prevention Services</li> <li>• Section 3-Emergency Response Services Sections of this SLS.</li> </ul>	All regulatory non-compliant issues and incidents will be tracked within Service Provider system(s) and will be reported to SSBC/FMS as per the agreed protocols.	<ul style="list-style-type: none"> <li>• Service Provider maintains operations and responds to the regulatory body to ensure compliance as per jurisdiction.</li> <li>• Service Provider incident reporting process in place and maintained.</li> <li>• Service Provider monthly summary reports of incidents provided.</li> </ul>

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<b>1.4</b>	All known hazards and emergency procedures and situations shall be communicated by Service Provider to third party vendors upon engagement and prior to the commencement of work	Service Provider will have policies, procedures and processes in place to ensure all Service Provider staff and 3 <sup>rd</sup> party contractors are informed of all known work hazards and emergency procedures.	<ul style="list-style-type: none"> <li>• Service Provider maintains a Health and Safety Policy, and procedures that apply to all third party vendors.</li> <li>• Service Provider Health and Safety Policy Contractors Handbook are signed by third party contractor and registration is updated.</li> <li>• Updated and complete information available onsite, as applicable.</li> <li>• Service Provider will have records of compliance available on request.</li> </ul>
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<b>Performance Measurement Criteria:</b>	
Monthly Incident Reporting	Certificates of Operation, e.g. Boiler, Elevator
Building Inspections	Live Data extraction
Preventative Maintenance Program Reporting	Generate Incident Reports
Inspections from Regulatory Authorities	
Safety Training Report - 95% Annual employee Safety training	

<b>2.0</b>	<b>Safety Planning and Prevention Services</b>		
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<p><b>2.1</b></p>	<p>Establish and implement a detailed emergency preparedness and response plan for each owned facility. Coordinate the response plan with SSBC and their occupants.</p>	<p>To provide or create and maintain Emergency Response Plan (ERP) for each facility.</p>	<ul style="list-style-type: none"> <li>• Annual confirmation with building occupants that the emergency contact list is correct.</li> <li>• Each ERP contains elements of preparedness, prevention and response:             <ul style="list-style-type: none"> <li>• Vulnerability Assessments</li> <li>• Environmental Hazards</li> <li>• Evacuation Planning</li> <li>• Site Level Resources</li> <li>• Fire Protection/Suppression Equipment</li> <li>• Communications Equipment</li> <li>• Emergency Supplies</li> <li>• Fire Plans/Evacuation Route Maps</li> <li>• Training and Drills</li> </ul> </li> </ul>
<p><b>2.2</b></p>	<p>Administer and update the fire safety plans and evacuation plans for each Owned Property.</p>	<p>To provide or create, review and update the Fire Safety and Evacuation Plans for each Owned Property.</p> <p>Performance of all tests, inspections, maintenance, servicing and repairs of all systems and equipment for the safety of occupants and the public.</p> <p>Supports fire drills and emergency procedures in accordance with all applicable Laws.</p>	<ul style="list-style-type: none"> <li>• All Fire Life Safety (FLS) annual preventative maintenance work orders are initiated and complete.</li> <li>• Emergency exit drawings reviewed and updated annually where required.</li> <li>• Fire Safety Plan and drills reviewed and updated with Tenant Fire Warden(s).</li> <li>• Review and confirm floor lay out and Fire extinguisher location/hose cabinets.</li> <li>• Confirm with tenant that evacuation routes and assembly areas are current and correct.</li> <li>• Work order completion report prepared monthly.</li> </ul>

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<b>2.3</b>	For Leased Properties and Maintained Properties, subject to landlord or owner agreement, participate in and ensure the development of fire safety plans, evacuation plans and testing.	Represent SSBC/FMS as requested  Monitor Landlord responsibilities.	<ul style="list-style-type: none"> <li>• Common area Fire Exit Plan is current, correct and posted</li> <li>• Monitor 3<sup>rd</sup> party landlord conformance to all FLS applicable laws and regulations.</li> <li>• Note: Cross reference with the Leasing SLS for more information.</li> </ul>
<b>Performance Measurement Criteria:</b>		<b>General Comments</b>	
<ul style="list-style-type: none"> <li>• Compliance Program for FLS is complete</li> <li>• Emergency Action Guide/ERP's are available</li> <li>• All updated SEMS's documents are on site and accessible</li> <li>• All emergency hazard information are updated and made accessible.</li> </ul>		Leasing SLS for further reference	

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<b>3.0 Emergency Response Services</b>			
<b>Service Standard Number</b>	<b>Service Description:</b>	<b>Level of Service</b>	<b>Outcome</b>
<b>3.1</b>	Service Provider creates, reviews and maintains the annual Emergency Response Plans (ERP) for all facilities.	<ul style="list-style-type: none"> <li>• ERP 's will be reviewed and updated annually</li> <li>• Each ERP will contain:               <ul style="list-style-type: none"> <li>• Vulnerability Assessments</li> <li>• Environmental Hazards</li> <li>• Evacuation Planning</li> <li>• Site Level Resources</li> <li>• Fire Protection/Suppression Equipment</li> <li>• Communications Equipment</li> <li>• Emergency Supplies</li> <li>• Fire Plans/Evacuation Route Maps</li> <li>• Training and Drills</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Each facility has an up to date Emergency Response Plan.</li> <li>• The ERP for each facility is located at the hazard station and an electronic copy is located in the RealSuite building file.</li> </ul>
<b>3.2</b>	Service Provider will act as the first level of response to resolve emergency	Service Provider will provide communication and establish	<ul style="list-style-type: none"> <li>• Where possible emergency actions have been taken to minimize further damages.</li> </ul>

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	situations related to building operations.	<p>actions to resolve/recover building operations.</p> <p>Service Provider will ensure that all stakeholders are notified as required of the situation.</p> <p>Emergency response and efforts to make safe initiated will be within the established response times. (reference MSA, Schedule 6 Part 2, O &amp; M Supervision Service levels).</p>	<ul style="list-style-type: none"> <li>• All stakeholders are aware and continue to be informed by the Service Provider as the situation evolves.</li> <li>• Service Provider provides support to establish recovery plan.</li> <li>• Service Provider implements actions as per established recovery plan.</li> </ul>
<b>3.3</b>	The Service Provider will mobilize in response to the declaration of a state of emergency.	<p>Emergency response will be as directed by Emergency Management BC lead in conjunction with Emergency Management BC.(MSA Emergency Act).</p> <p>Service Provider will provide a liaison and resources as directed.</p>	<ul style="list-style-type: none"> <li>• Service Provider will perform all actions required as directed by the EMBC / SSBC/FMS (the Province) lead.</li> <li>• Service Provider assigns a liaison or designate appropriate to the emergency.</li> </ul>
<b>3.4</b>	Service Provider will utilize established detailed Recovery Plans to ensure rapid recovery time to systems and	<p>Recovery plan will include;</p> <ul style="list-style-type: none"> <li>• Stabilization</li> <li>• Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• System or equipment malfunction is satisfactorily resolved allowing the customer program to resume within established time parameters (see</li> </ul>

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	equipment malfunctions and failures.	<ul style="list-style-type: none"> <li>Development/approval of scope of work</li> <li>Implementation</li> </ul> <p>The detailed recovery plan (i.e. Uninterruptable Service Plan) will be as per Schedule 7 of the MSA.</p>	uninterruptable service plan ref. MSA).
<b>3.5</b>	The Service Provider establishes and utilizes a call tree to immediately manage all emergency calls.	In all buildings and in all categories emergency calls follow the established path and response established times are maintained.	<ul style="list-style-type: none"> <li>Established path is current and available for all buildings so stakeholders are notified in a timely manner in accordance with the established MSA timelines.</li> </ul>
<b>3.6</b>	Service Provider will have a process that ensures all emergencies and actions to be taken are reported to SSBC/FMS within established time parameters.	<p>Any emergency shall be reported to SSBC/ FMS in accordance with agreed incident reporting protocols.</p> <p>Emergency actions will be taken per established processes (reference MSA, Schedule 6 Part 2, O &amp; M Supervision Service levels).</p>	<ul style="list-style-type: none"> <li>All incidents are identified and reported by the Service Provider to SSBC/FMS within 24 hours.</li> <li>Corrective actions are identified or initiated for action within established processes (as per Schedule 9 of the MSA).</li> </ul>
<b>Performance Measurement Criteria:</b>		<b>General Comments</b>	
<ul style="list-style-type: none"> <li>Accident/Incident Summary Report</li> </ul>		Annual update and review of the Uninterruptable Service Plan	
<ul style="list-style-type: none"> <li>Internal/External Audit results</li> </ul>			
<ul style="list-style-type: none"> <li>KPI Annual / Monthly Scorecard</li> </ul>			

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