



Department of Education

Department of Treasury

A photograph of three students in a chemistry laboratory. They are wearing white lab coats and safety goggles. The student in the center is smiling and looking down at a beaker. The student on the right is also smiling and looking at the beaker. The student on the left is looking towards the camera. There are various pieces of laboratory glassware and equipment visible in the background.

WA SCHOOLS PUBLIC PRIVATE PARTNERSHIP PROJECT

SERVICES SPECIFICATIONS

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Part A - Definitions and overview**1 DEFINITIONS**

- (a) Unless the context otherwise indicates, or where defined in Annexure H (Glossary), capitalised terms in this Schedule 27 (Services Specifications) have the meaning given to them in Clause 1 (Definitions) of this Deed.
- (b) In this Schedule 27, references to a “Section” or to an “Annexure” are references to sections and annexures of this Schedule 27 and references to “Clause” and “Schedule” are references to clauses and schedules of the Project Deed.

2 STRUCTURE

- (a) These Services Specifications comprise the following parts:
 - (i) this Part A - Definitions and overview: which provides an introduction to, and overview of, these Services Specifications and their relationship with Schedule 3 (Payment) to this Deed;
 - (ii) Part B - Estate Services: which sets out each of the Services to be performed and the requirements which must be complied with in providing Estate Services at the School Facilities;
 - (iii) Part C - Facilities Management Services: which sets out each of the Services to be performed and the requirements which must be complied with in providing Facilities Management Services at the School Facilities;
 - (iv) Part D - Management and Integration Services: which sets out general requirements which apply to all Services;
 - (v) Part E - Performance Monitoring: which sets out Project Co's obligations in respect of performance monitoring; and
 - (vi) Part F - Operating Phase Management Plans: which sets out Project Co's obligations for the submission of plans, reports and manuals during the Operating Phase.
- (b) Each specific Service Specification in Part B and Part C of these Services Specifications are set out as follows:
 - (i) an overview of the Service to be delivered;
 - (ii) the key objectives which must be met in delivering the Service;
 - (iii) the scope of Service; and
 - (iv) the Service Standards which must be met and the obligations which must be complied with in performing the relevant Service.

3 RELATIONSHIP BETWEEN THE SERVICES SPECIFICATIONS AND PAYMENT SCHEDULE

- (a) Project Co's performance under this Deed (including under these Services Specifications) will be measured against the requirements set out in Schedule 3 (Payment) of this Deed for the purpose of calculating Abatements in accordance with Schedule 3 (Payment) of this Deed.
- (b) Schedule 3 (Payment) lists those of Project Co's obligations under this Deed (including under these Services Specifications) against which Project Co's performance will be measured. Schedule 3 (Payment) does not in any way limit Project Co's obligations to perform the Services in accordance with this Deed.
- (c) The performance measures set out in the Incident Performance Measures Tables in Annexure E of Schedule 3 (Payment) of this Deed do not limit the obligation to provide the Services to meet the Service Standards set out in these Services Specifications.

4 RELATIONSHIP BETWEEN THE SERVICES SPECIFICATIONS AND SCHEDULE 26 (DESIGN BRIEF)

In the event of any inconsistency, ambiguity or discrepancy between Schedule 26 (Design Brief) and these Services Specifications, Schedule 26 (Design Brief) applies, except to the extent that any part of these Services Specifications impose a greater or higher requirement, standard, quality, level of service, quantum or scope than any part of Schedule 26 (Design Brief), in which case, that greater or higher requirement, standard, quality, level of service, quantum or scope prevails.

5 OPERATING PHASE OBJECTIVES

- (a) The Operating Phase Objectives have been developed to align with the Project Objectives. The key Operating Phase Objectives are to:
- (i) provide an operating environment that facilitates Student and School Staff engagement, motivation, performance and retention;
 - (ii) utilise Best Operating Practices to deliver the Services with minimal disruption to School Activities;
 - (iii) ensure flexibility in delivery of the Services to accommodate the day-to-day and evolving needs of the School Activities;
 - (iv) provide a healthy and safe environment for Students, Users and the community; and
 - (v) ensure that the School Facilities continue to satisfy the FFP Warranty during the Term.

Part B - Estate Services

6 OVERVIEW

The Estate Services comprise:

- (a) Scheduled Maintenance;
- (b) Unscheduled Maintenance;
- (c) Lifecycle Works; and
- (d) key and lock management,

in respect of the School Facilities and Verge Infrastructure, which for the avoidance of doubt includes the:

- (e) Buildings;
- (f) External Works and Services;
- (g) Verge Infrastructure
- (h) security systems;
- (i) FF&E; and
- (j) building management IT hardware and software, including the Asset Management System.

7 KEY OBJECTIVES

The key objectives for the Estate Services are to:

- (a) ensure the integrity and functionality of the School Facilities;
- (b) ensure the health and safety of Users and Project Co Associates;
- (c) avoid any disruption to the School Activities or School Third Party Use;
- (d) ensure the School Facilities meet the FFP Warranty for the duration of the Term;
- (e) maintain a safe and secure environment for the School Facilities by using safe working practices; and
- (f) deliver on the ecologically sustainable design requirements set out in Schedule 26 (Design Brief).

8 SCOPE

8.1 General

- (a) Project Co must provide the Estate Services:
 - (i) to meet the key objectives in Section 7;
 - (ii) to meet the Service Standards set out in Section 9;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Estate Services 24 hours per day, 7 days a week throughout the Operating Year.
- (c) Project Co must:
 - (i) **(Scheduled Maintenance)**: perform Scheduled Maintenance in respect of the School Facilities. Maintenance must be identified and performed in accordance with the Monthly Services Plan, except as provided in Section 8.1(d);
 - (ii) **(Unscheduled Maintenance)**: perform Unscheduled Maintenance in respect of the School Facilities as may be required from time to time, including when an item does not operate as intended or may put at risk the safety of Users;

- (iii) **(Lifecycle Works)**: perform Lifecycle Works in respect of the School Facilities. Services must be identified and performed in accordance with the Monthly Services Plan and Operating Phase Lifecycle Maintenance Plan and as otherwise required to meet the FFP Warranty; and
 - (iv) **(key and lock management)** Project Co must supply, issue and manage key and access cards to the School Facilities.
- (d) If Project Co intends to perform any Scheduled Maintenance other than in accordance with the current Monthly Services Plan, it must:
- (i) notify the Principal of that intention at least 48 hours prior to the earlier of the intended time for the Scheduled Maintenance or the time for the Scheduled Maintenance according to the Monthly Services Plan; and
 - (ii) not perform Scheduled Maintenance other than in accordance with the then current Monthly Services Plan, except with the written consent of the Principal. If the variation has the potential to interfere with the carrying out of the School Activities or School Third Party Use then the consent of the Principal may be provided at her or his absolute discretion.
- (e) Unless otherwise expressly stated in these Services Specifications, the Estate Services exclude any Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of Group 2 FF&E and Group 3 FF&E.

8.2 Buildings

Project Co must perform Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of the Buildings.

8.3 External Works and Services

Project Co must perform Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of the External Works and Services.

8.4 Verge Infrastructure

- (a) Project Co must perform Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of the Verge Infrastructure.
- (b) Project Co is responsible for agreeing appropriate access and other arrangements with the responsible Authority to enable it to undertake the Services referred to in Section 8.4(a).

8.5 Security systems

Project Co must perform Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of the security systems and associated technology (including intruder detection system, access control system and CCTV system).

8.6 Building management IT hardware and software

- (a) Project Co must perform Scheduled Maintenance, Unscheduled Maintenance and Lifecycle Works in respect of the building management IT hardware and software, including the Asset Management System.
- (b) Where a EWMS is utilised, the building management IT hardware and software must be interoperable with the EWMS so that information within the EWMS can trigger the issuing of timely automated notifications in relation to the Services.

9 SERVICE STANDARDS FOR ESTATE SERVICES

9.1 General

- (a) **(Estate Services generally)**: Project Co must provide the Estate Services to ensure the School Facilities comply with the Design Requirements and satisfy the FFP Warranty.
- (b) Project Co must comply with the Monthly Services Plan, Annual Services Plan and Operating Phase Lifecycle Maintenance Plan.
- (c) Project Co must perform the Estate Services in a manner that is consistent with the Work Method Statements, Best Operating Practices and this Deed.

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- (d) Unless otherwise agreed with the Principal, when providing the Estate Services, Project Co must maintain safe, logical and clear pedestrian and vehicular circulation routes that are accessible to all Users and are unobstructed.
 - (e) Project Co must provide the Estate Services, in a manner that ensures that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Estate Services.
 - (f) **(Scheduled Maintenance and Lifecycle Works)**: Project Co must:
 - (i) carry out and complete all Scheduled Maintenance and Lifecycle Works in a manner and at times, that avoids disruption to Users and the carrying out of School Activities or School Third Party Use; and
 - (ii) vary the manner and timing of Scheduled Maintenance and Lifecycle Works as reasonably requested by the Principal to achieve the objective stated in Section 9.1(f)(i).
 - (g) The Scheduled Maintenance and Lifecycle Works must be performed to:
 - (i) actively reduce the need for Unscheduled Maintenance;
 - (ii) optimise the performance and efficiency of the School Facilities, including all Group 1 FF&E;
 - (iii) provide and maintain connections to Utilities;
 - (iv) ensure that all Internal Building Fabric, and all Façades and Roofs of the School Facilities are properly and safely maintained and remain functional, safe, operationally sound and of good appearance;
 - (v) ensure that Engineering Services are properly and safely maintained and remain functional, safe, fully operational and are optimised to ensure operational efficiency and minimise energy and water consumption, in accordance with the Design Requirements;
 - (vi) ensure all Utilities connections, related services lines and engineering services to and from engineering systems, equipment and plant and FF&E are maintained; and
 - (vii) ensure all necessary testing and other procedures required to maintain Group 1 FF&E in a safe condition and reliable working order are conducted.
 - (h) **(Energy and water efficiency)**: Project Co must ensure that any Engineering Services, systems, equipment, plant and Group 1 FF&E that are replaced in performing the Estate Services, are replaced with services, systems, equipment, plant and FF&E that are of equivalent or better energy efficiency or water efficiency (as relevant) than the services, systems, equipment, plant or Group 1 FF&E being replaced.
 - (i) **(FF&E)**: without limiting the requirements set out in Schedule 26 (Design Brief) to this Deed, Project Co must ensure that during the Operating Phase, all new Group 1 FF&E is commissioned in accordance with the manufacturer's instructions prior to being made available for use. Project Co must produce operating and maintenance manuals and as fitted drawings to the State at the same time as commissioning any new Group 1 FF&E.
 - (j) **(Activation of systems)**: at the request of the Principal, Project Co must activate, or schedule to be activated, all relevant Engineering Services and other systems required to permit the access to and use of any Functional Unit, system or other area of the School Facility to ensure that the Functional Unit, system or other area complies with the Design Requirements and satisfies the FFP Warranty, at any time and for the periods, as requested by the Principal.
 - (k) **(Telecommunications connections)**: Project Co must implement and maintain any telecommunication connections and services required by Project Co in connection with the delivery of the Estate Services.
 - (l) **(Completion of works)**: Project Co must ensure that, following the performance of any:
 - (i) Scheduled Maintenance;
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- (ii) Unscheduled Maintenance; or
- (iii) Lifecycle Works,

the relevant area of the relevant School Facility (including any Functional Units) is left in a safe, clean and tidy condition that enables the State to undertake School Activities or School Third Party Use effectively and efficiently (including ensuring that the relevant Functional Unit is Available) and to promptly perform any required commissioning following the relevant Estate Service and cleaning.

9.2 Buildings

- (a) **(Overriding Service Standards):** without limiting Section 9.1, Project Co must ensure that all School Facility elements including Building Fabric, Engineering Services and Group 1 FF&E are:
 - (i) complete, installed and maintained in accordance with the manufacturer's specifications and applicable Laws and Quality Standards;
 - (ii) functional, operational and satisfy the performance requirements as specified in the Design Requirements;
 - (iii) waterproof and weatherproof, (where appropriate);
 - (iv) free of any visible (without the use of specialist equipment) effects of differential settlement or lateral movement (or both of them);
 - (v) free from vandalism and graffiti; and
 - (vi) free from damage.
- (b) **(Architectural):**
 - (i) **(Façades and Roofs):** without limiting Section 9.1, Project Co must ensure that:
 - (A) all elements of the Façades and Roofs and associated finishes are:
 - (1) sound, secure, waterproof and weatherproof, (where appropriate);
 - (2) free from spalling, cracks or deflection;
 - (3) free from damp and Pests; and
 - (4) free from debris, leaves and moss growth;
 - (B) Façades are cleaned as required to ensure there is no evidence of streaks, spots, marks, grit or dirt (recognising that the regularity with which such cleaning is required may vary depending on the location of the School Facility), as required by the Principal or Principal's Representative or as otherwise required to satisfy the requirements described in Section 9.2(a); and
 - (C) anchor points and safety systems for Façades and Roofs are inspected in accordance with all applicable Laws and Quality Standards.
 - (ii) **(Internal Building Fabric):** without limiting Section 9.1(g)(iv), Project Co must ensure that:
 - (A) all elements of the Internal Building Fabric and finishes are:
 - (1) sound, secure, waterproof and weatherproof, (where appropriate);
 - (2) free from spalling, cracks or deflection;
 - (3) free from damp and Pests; and
 - (4) consistent in appearance;
 - (B) all expansion joints are intact; and

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- (C) all internal luminescent strips, signs, notices and warning signs are intact, legible and illuminated, (where appropriate).
 - (iii) **(Doors and Door Furniture):** Project Co must ensure that all internal Doors and Door Furniture:
 - (A) operate as intended, in a safe way, without making undue noise and without observable stains on hinges, locks, catches and handles, and without any apparent damage or binding, rubbing or catching in any way; and
 - (B) are of a consistent appearance and free from visible patches and from all but minor surface blemishes and minor wear and tear.
 - (iv) **(Floors and floor coverings):** Project Co must ensure that all floors and floor coverings are:
 - (A) fully fixed to the floor substructure or floor (as appropriate);
 - (B) maintained in such a way as to ensure that all joints within floor coverings and transitions between different materials do not cause a health or safety hazard;
 - (C) free from tears, scoring, cracks, scuffing or any other damage that is unsightly or could cause a health or safety hazard;
 - (D) of a consistent appearance and free from visible patches and from all but minor surface blemishes and minor wear and tear;
 - (E) maintained in such a way as to provide a suitable uniform surface, with minimal resistance for wheeled trolleys, wheel chairs and any other wheeled vehicle or equipment in use in the School Facilities; and
 - (F) maintained to allow adequate drainage in accordance with the Design Requirements.
 - (v) **(Ceilings):** Project Co must ensure that all ceiling expansion joints are intact and that ceilings are:
 - (A) sound and secure;
 - (B) free from spalling, cracks or deflection;
 - (C) free from damp and Pests;
 - (D) free of marks and handprints, including around access panels and hatches; and
 - (E) smooth or consistent in appearance.
 - (vi) **(Decorative Finishes):** Project Co must ensure that all Decorative Finishes are:
 - (A) fully fixed and secure;
 - (B) if located higher than 2.2 metres, cleaned annually or as otherwise required to satisfy the requirements described in Section 9.2(a);
 - (C) free from tears, scoring, cracks, scuffing or any other damage that:
 - (1) is unsightly; or
 - (2) could cause a health or safety hazard;
 - (D) of a consistent appearance and free from visible patches and from all but minor surface blemishes and minor wear and tear; and
 - (E) free of any other surface degradation consistent with a building maintained in accordance with Best Operating Practices.
 - (vii) **(Access):** Project Co must ensure that:

- (A) access and egress routes comply with all applicable Laws and Quality Standards;
 - (B) fire, ambulance and other emergency vehicles have appropriate access to, access within and egress from the School Facilities, suitable for carrying out their functions, including in an emergency; and
 - (C) all fire escape and emergency evacuation routes are appropriately maintained, marked, lit and remain free from obstruction at all times.
- (c) **(Signage):** Project Co must ensure that all internal signage and sign posting:
- (i) is compliant with the signage standards and protocols of the State;
 - (ii) is secure and sound;
 - (iii) does not hinder visibility to vehicles and pedestrians at junctions;
 - (iv) is maintained in locations in accordance with the Design Requirements;
 - (v) is highly visible, both day and night; and
 - (vi) offers clear and concise information.
- (d) **(Hydraulics):**
- (i) **(Hot and Cold Water Systems):** Project Co must ensure that:
 - (A) all Hot and Cold Water Systems and associated plant components operate and function as intended and in accordance with the Design Requirements;
 - (B) the Hot and Cold Water Systems deliver water at the temperatures and flow rates set out in the Design Requirements and manufacturer's specifications;
 - (C) all taps, valves and other related fittings and fixtures for the Hot and Cold Water Systems operate and function as intended and in accordance with the Design Requirements;
 - (D) pipework and fittings for the Hot and Cold Water Systems are concealed internal to walls or when exposed, fastened securely to their intended points of anchorage;
 - (E) there are no drips or leaks of water from pipework, taps, valves or fittings;
 - (F) the Hot and Cold Water Systems comply with all Laws and Quality Standards including in respect of safety and public health measures, including in relation to legionella;
 - (G) water supply pressure is maintained at all times;
 - (H) tanks and storage system level controls and alarms are maintained and are operative at all times; and
 - (I) all Hot and Cold Water Systems are free of water hammer, overflow and backflow (or any of them) and are free draining within a reasonable time.
 - (ii) **(Sewerage and other drainage systems):** Project Co must ensure that:
 - (A) the sewerage and other drainage systems (including the trade waste system, sewer system, all sanitary ware and stormwater system):
 - (1) operate and function as intended and in accordance with the Design Requirements, the requirements of all relevant Authorities and manufacturer's specifications; and
 - (2) are free from malodour;

- (B) pipework and fittings are concealed internal to walls or when exposed, securely fastened to their intended points of anchorage;
 - (C) there is no leakage of waste, foul water or rain water;
 - (D) trade waste connections and treatment plants are maintained and output quality tested; and
 - (E) all sewerage and other drainage systems are free of water hammer, overflow and backflow (or any of them) and are free draining within a reasonable time.
- (e) **(Mechanical):**
- (i) **(Heating, Air Conditioning and Mechanical Ventilation Systems):** Project Co must ensure that:
 - (A) all Heating, Air Conditioning and Mechanical Ventilation Systems and associated plant components operate and function as intended and in accordance with the Design Requirements and manufacturer's specifications;
 - (B) all Heating, Air Conditioning and Mechanical Ventilation Systems and associated plant components are cleaned regularly, to operate in accordance with the Design Requirements and in accordance with Best Operating Practice;
 - (C) air changes and ventilation levels achieve the requirements set out in the Design Requirements;
 - (D) temperatures to each relevant part of the School Facilities are maintained to the levels specified in the Design Requirements and Commercial Acceptance Criteria and Heating, Air Conditioning and Mechanical Ventilation Systems operate to allow those levels to be met;
 - (E) without limiting Section 9.2(e)(i)(D), air conditioning is provided to the relevant part of the Dental Therapy Centre Facilities to ensure that medicaments/drugs are maintained at a constant temperature;
 - (F) ductwork, fittings and pipework are securely fastened to their intended points of anchorage;
 - (G) there are no leaks of water (or other heating or cooling medium) or air from Heating, Air Conditioning and Mechanical Ventilation Systems;
 - (H) the Heating, Air Conditioning and Mechanical Ventilation Systems:
 - (1) are secure against unauthorised access;
 - (2) are free from corrosion, erosion and organic growth;
 - (3) are free from damage visible to Users; and
 - (4) comply with all Laws and Quality Standards including in respect of safety and public health measures, including in relation to legionella; and
 - (I) all interfaces to the EWMS and other Engineering Services systems and controls are operating correctly at all times.
 - (ii) **(Refrigeration equipment):** Project Co must ensure that all refrigeration equipment is fully functional and operates as intended in accordance with the Design Requirements and manufacturer's specifications.
 - (iii) **(EWMS):** Project Co must ensure that the EWMS:
 - (A) remains functional in order to continuously monitor and report, as described in the Design Requirements and manufacturer's specifications; and

- (B) initiates timely automated notifications to the Services Help Desk and the Principal. At a minimum, notifications are to be provided on the occurrence of power supply systems faults and any other alarm events as specified in the Design Requirements.
- (f) **(Electrical):**
- (i) **(Electrical Power and Other Cabled Systems):** Project Co must ensure that:
- (A) all Electrical Power and Other Cabled Systems are installed to comply with, and operate within, relevant Laws and Quality Standards, the Design Requirements and manufacturer's specifications;
- (B) all Electrical Power and Other Cabled Systems operate and function as intended and in accordance with the Design Requirements and manufacturer's specifications;
- (C) wiring, fittings, fixtures, controls and safety devices for all Electrical Power and Other Cabled Systems are properly housed and fastened securely to their intended point of anchorage and labelled;
- (D) the lightning down conductor is complete, isolated and complies with the Design Requirements and manufacturer's specifications;
- (E) all interfaces to the EWMS and other Engineering Services systems and controls are operating correctly at all times; and
- (F) uninterrupted power supply is provided to the State's ICT systems by way of battery back up.
- (ii) **(LV and Small Power Distribution System):** Project Co must ensure that the LV and Small Power Distribution System is correctly operating in accordance with all relevant Laws and Quality Standards.
- (iii) **(Emergency lighting):** Project Co must ensure that:
- (A) emergency and exit lighting is provided with uninterrupted power supplies through battery back up;
- (B) emergency and exit lighting is operational, secure and are tested regularly in accordance with all relevant Laws and Quality Standards and manufacturer's specifications; and
- (C) emergency lighting units are complete and located in accordance with the Design Requirements, free from dust, Pests and are operational and fully charged at all times.
- (iv) **(Lighting):** Project Co must ensure that:
- (A) all lighting (including associated control systems) functions and operates as intended and in accordance with the Design Requirements and manufacturer's specifications;
- (B) all lamps, fittings and luminaires are clean and free of Pests and foreign matter; and
- (C) appropriate safety procedures are used for the changing of specialty lighting (for example, in drama theatres).
- (g) **(Fire engineering and fire protection):** Project Co must:
- (i) ensure that:
- (A) all fire protection systems and equipment:
- (1) function and operate as intended and in accordance with the Design Requirements and manufacturer's specifications at all times;

- (2) are complete and are maintained and operate in accordance with all applicable Laws and Quality Standards including the Affordable Portable Fire Equipment Policy and the Principals' Guide to Bushfires;
 - (3) are securely fastened to their intended points of anchorage; and
 - (4) are of a suitable type and quantity for the hazards present within the vicinity of the fire protection zones;
 - (B) hydrants, sprinklers and hoses are at correct operating pressure and capacity;
 - (C) pipework is free from corrosion, blockages, leaks and drips (or any of them); and
 - (D) there are no false alarms in the fire protection systems that are not directly caused by User intentional misuse;
 - (ii) test all fire protection systems and equipment (and retain detailed records of such tests) in accordance with:
 - (A) all applicable Laws and Quality Standards;
 - (B) each School Facility's Emergency Management Plan; and
 - (C) the requirements of the Department of Fire and Emergency Services;
 - (iii) comply with all obligations and requirements during the Operating Phase as set out in the Fire Engineering Report; and
 - (iv) where any fire protection system (or part of a fire protection system) requires replacement, replace the relevant system or part with equipment of equivalent or higher standard.
- (h) **(Vertical Transportation):** Project Co must ensure:
- (i) all Vertical Transportation:
 - (A) is safe;
 - (B) functions, operates and is maintained as intended and in accordance with the Design Requirements and manufacturer's specifications;
 - (C) is tested and inspected on a regular basis and in any event as required by Law and Quality Standards.
 - (ii) lifts have a fully functioning control panel and phone;
 - (iii) if a person is or persons are trapped in a lift, it is for no more than 1 hour in any circumstance; and
 - (iv) hoists are safe and function, operate and are regularly maintained as intended and in accordance with the Design Requirements and manufacturer's specifications.
- (i) **(Utilities):** Project Co must ensure that all Utilities are maintained:
- (i) so as to satisfy the FFP Warranty; and
 - (ii) so that hydraulic reticulation systems are free from any blockages, drips and leaks (or any of them) where applicable.
- (j) **(Retractable Seats):** Project Co must ensure that the Retractable Seats are:
- (i) complete, functional and operate as intended and in accordance with the Design Requirements and manufacturer's specifications;
 - (ii) maintained in accordance with the manufacturer's specifications;
 - (iii) comply with all applicable Laws and Quality Standards;
 - (iv) safe for Users;

- (v) clean and free of stains;
 - (vi) free from vandalism and graffiti;
 - (vii) free from damage; and
 - (viii) safely, securely and efficiently stored when not in use.
- (k) **(Hydrotherapy pools):** Project Co must ensure that the hydrotherapy pools comply with the aquatic facility regulations and are maintained:
- (i) in accordance with the Department of Health 'Code of Practice for the Design, Construction, Operation, Management and Maintenance of Aquatic Facilities', a copy of which is available as at the date of this Deed at the following website:
www.public.health.wa.gov.au/3/914/2/code_of_practice.pm ;
 - (ii) so that the surface finishes are clean;
 - (iii) so as to satisfy the FFP Warranty;
 - (iv) to a high level of clarity to be aesthetically pleasing;
 - (v) to be non irritating to bathers' comfort;
 - (vi) to be free of algae growth;
 - (vii) to be free of obvious smell or taste; and
 - (viii) so that water quality complies with all applicable Laws and Quality Standards including in respect of safety and public health measures, including in relation to legionella, amoebic meningitis and similar communicable diseases.
- (l) **(Group 1 FF&E):** Project Co must ensure that all Group 1 FF&E and window treatments:
- (i) are functional and operate as intended and in accordance with the Design Requirements and manufacturer's specifications, in a safe way, without making undue noise and without wheels, hinges, locks, catches and handles binding, rubbing or catching in any way;
 - (ii) are clean;
 - (iii) show no more than minor signs of wear and tear that do not detract from the appearance of the item; and
 - (iv) have no more than minor surface blemishes, scratches, chips or dents that do not detract from the appearance of the item.
- (m) **(Statutory testing):** Project Co must carry out Project Co's inspection, testing and other obligations under Annexure A (Statutory Testing) of these Services Specifications.
- (n) **(Contingency Transportable Units and Transportable Units):** Project Co must:
- (i) ensure that the security systems are connected to the Contingency Transportable Units and Transportable Units;
 - (ii) provide all Group 1 FF&E and Group 2 FF&E for the Contingency Transportable Units and Transportable Units;
 - (iii) maintain all paths, steps, ramps and walkways to the Contingency Transportable Units and Transportable units;
 - (iv) from the date of installation, provide the Services to the Contingency Transportable Units and Transportable Units; and
 - (v) where required to do so under this Deed or where directed to do so by the State, remove the Contingency Transportable Units or Transportable Units at the end of their use in accordance with the requirements of the State, including:
 - (A) complying with all Laws applicable to the removal of the Transportable Units and Contingency Transportable Unit (as applicable);

- (B) cutting off and removing all services connections;
- (C) delivering the Contingency Transportable Units and Transportable Units (as applicable) to a location advised by the State; and
- (D) making good landscaping (as required) and removing all structures installed for the purposes of the Contingency Transportable Units or Transportable Units (as applicable).

9.3 External Works and Services

- (a) **(Overriding Service Standards):** Without limiting Section 9.1 of this Part B, Project Co must ensure that all External Works and Services elements including Building Fabric, Engineering Services and Group 1 FF&E and Group 4 FF&E are:
 - (i) functional, operational and satisfy the performance requirements as specified in the Design Requirements;
 - (ii) complete, installed and maintained in accordance with the manufacturer's specifications and applicable Laws and Quality Standards;
 - (iii) waterproof and weatherproof, (where appropriate);
 - (iv) free of any hazards arising from, and free of adverse visible effects of, differential settlement;
 - (v) free of any hazards arising from, and free of adverse visible effects of lateral movement;
 - (vi) free from vandalism and graffiti; and
 - (vii) free from damage.
- (b) **(Built structures):** Project Co must ensure that all built structures within the External Works and Services comply with Service Standards equivalent to those described for the Buildings in Part B, Section 9.2.
- (c) **(Landscape):**
 - (i) **(Site Circulation Routes and Hard Landscaping):** Project Co must ensure that:
 - (A) all Site Circulation Routes and Hard Landscaping:
 - (B) are sound, safe and have an even surface with no potholes, sinkings or trip hazards;
 - (C) are of a consistent appearance and free from stains, visible patches and all but minor wear and tear;
 - (D) have line markings that are clear and complete;
 - (E) all kerbs and edgings are sound;
 - (F) there are no loose or broken kerbs or paving stones; and
 - (G) all handrails are secure.
 - (ii) **(Boundaries):** Project Co must ensure that all Boundaries are intact, safe, sound and secure, and are repaired promptly following any damage.
 - (iii) **(Access):** Project Co must ensure that:
 - (A) access routes comply with all applicable Laws and Quality Standards;
 - (B) fire, ambulance and other emergency vehicles have access to, access within and egress suitable for carrying out their functions, including in an emergency; and
 - (C) all fire escape and emergency evacuation routes are appropriately maintained, marked, lit and remain free from obstruction.

- (iv) **(Reticulation and irrigation systems):** Project Co must ensure that reticulation and irrigation systems:
 - (A) function and operate as intended and in accordance with the Design Requirements and manufacturer's specifications, where applicable; and
 - (B) are free of leaks, drips and blockages (or any of them).
- (v) **(Hard courts):** Project Co must ensure that all hard courts are maintained in accordance with Schedule 26 (Design Brief), in a condition that is suitable for the purpose for which they are intended and in accordance with any sporting association requirements.
- (d) **(Signage):** Project Co must ensure that all external signage and sign posting:
 - (i) is compliant with the signage standards and protocols of the State;
 - (ii) is secure and sound;
 - (iii) does not hinder visibility of vehicles and pedestrians at junctions;
 - (iv) is maintained in locations in accordance with the Design Requirements;
 - (v) is highly visible, both day and night; and
 - (vi) offers clear and concise information.
- (e) **(Hydraulics):**
 - (i) **(stormwater drainage):** Project Co must ensure that stormwater drainage is free of:
 - (A) litter and debris and operates in accordance with the Design Requirements and the manufacturer's specifications; and
 - (B) overflow and backflow and is free draining within a reasonable time; and
 - (ii) **(external sewer drainage, water supply, gas and electric supply):** Project Co must ensure that the external sewer drainage, water supply, gas and electrical supplies are maintained:
 - (A) so as to satisfy the FFP Warranty; and
 - (B) so that reticulation systems are free from any blockages, drips and leaks (or any of them), where applicable.
- (f) **(Electrical):**
 - (i) **(external lighting and lighting towers):** Project Co must ensure that all external lighting, including lighting towers, are free from hazards and the lenses of lamps and luminaires are clean and free of Pests and other foreign debris.
- (g) **(Fire engineering and fire protection):** Project Co must:
 - (i) ensure that all fire protection systems and equipment:
 - (A) function and operate as intended and in accordance with the Design Requirements and manufacturer's specifications;
 - (B) are complete and are maintained and operated in accordance with all applicable Laws and Quality Standards;
 - (C) are securely fastened to their intended points of anchorage; and
 - (D) are of a suitable type and quantity for the hazards present;
 - (ii) ensure that all hydrants, sprinklers and hoses are at correct operating pressure and capacity;
 - (iii) actively minimise false alarms in the fire protection systems that are not directly caused by User intentional misuse;
 - (iv) ensure that all pipework is free from corrosion, blockages, leaks and drips (or any of them);

- (v) test all fire protection systems and equipment (and retain detailed records of such tests) in accordance with:
 - (A) all applicable Laws and Quality Standards; and
 - (B) each School Facility's Emergency and Critical Incident Management Plan;
- (vi) comply with all obligations and requirements during the Operating Phase as set out in the Fire Engineering Report; and
- (vii) where any fire protection system (or part of a fire protection system) requires replacement, replace the relevant system or part with equipment of an equivalent or higher standard.
- (h) **(Group 1 FF&E):** Project Co must ensure that all Group 1 FF&E:
 - (i) are functional and operate safely as intended and in accordance with the Design Requirements, Quality Standards and manufacturer's specifications, in a safe way, without making undue noise and without wheels, hinges, locks, catches and handles binding, rubbing or catching in any way;
 - (ii) are cleaned regularly and finishes refreshed, as appropriate for the item of Group 1 FF&E;
 - (iii) show no more than minor signs of wear and tear that do not detract from the appearance of the item; and
 - (iv) have no more than minor surface blemishes, scratches, chips or dents that do not detract from the appearance of the item.

9.4 Verge Infrastructure

Project Co must ensure that the Verge Infrastructure:

- (a) satisfies the FFP Warranty;
- (b) satisfies the requirements of the responsible Authority; and
- (c) is otherwise maintained to an equivalent standard as required for the Site Circulation Routes and Hard Landscaping (as set out in Section 9.3(c)(i)).

9.5 Security systems

- (a) Without limiting Section 9.2 or 9.3, in relation to the security systems and associated technology (including intruder detection system, access control system and CCTV system) Project Co must ensure that:
 - (i) the security systems achieve the performance requirements set out in the Design Requirements;
 - (ii) all installations of the security systems comply with, and operate within, relevant Laws and Quality Standards and manufacturer's specifications;
 - (iii) wiring, fittings, fixtures, controls and safety devices for all security systems are properly labelled, housed and fastened securely to their intended point of anchorage;
 - (iv) emergency power supplies are maintained for all security systems;
 - (v) all field equipment, including readers, sensors, cameras and housings are reasonably clean and free from dirt, dust, cobwebs and the like, including those that may adversely affect vision or operation;
 - (vi) lighting functions in accordance with the Design Requirements and any lighting failures do not compromise the security of the School Facility;
 - (vii) the quantity and frequency of false alarm activations, regardless of their cause, do not exceed that stated within the Design Requirements;
 - (viii) all data recordings resulting from the security systems are retained in digital format for at least 30 days, are of appropriate quality for such data and are routinely backed up and otherwise collected, stored and protected in accordance with Best Operating Practices; and

- (ix) a training system is provided so that Project Co Staff and relevant School Staff receive training and support so that all Project Co Staff and relevant School Staff are capable of using the security systems during the Operating Phase and as reasonably requested by the Principal.
- (b) Project Co must:
 - (i) report any fault in the security system to the State and Principal immediately upon occurrence;
 - (ii) report any fault in the security system to the Department's Head of Security within 24 hours of occurrence;
 - (iii) actively minimise false alarms as part of optimising the security systems;
 - (iv) upgrade the security systems in accordance with the Operating Phase Lifecycle Maintenance Plan to reflect:
 - (A) advances in technology and systems;
 - (B) advances in, and the evolution of, School Activities; and
 - (C) advances in Best Operating Practices; and
 - (v) ensure compatibility and interoperability of data and technology with the technology operated by the State to the extent that the technology operated by the State is:
 - (A) technology that is typically used within the industry; or
 - (B) bespoke technology, where Project Co can reasonably accommodate the compatibility and interoperability of such data and technology without incurring additional costs or adversely affecting the provision of the Services,

to ensure the functionality of the security systems as required in accordance with this Deed.

9.6 Building management IT hardware and software

- (a) The Asset Management System must:
 - (i) record all information associated with the Estate Services, including the work undertaken, date of work, commissioning and test results, comments and any other relevant maintenance works information;
 - (ii) forecast the replacement of assets and enable whole-of-life asset planning; and
 - (iii) generate automatic back-up (once a week, at a minimum) to an off-site location of all data on the Asset Management System to preserve data in the event of system failure.
- (b) The Asset Management System must incorporate the Asset Register and must be in the form of an electronic database.
- (c) The Asset Management System must enable the provision of the Services and facilitate Project Co's performance of its obligations concerning asset management under this Deed.
- (d) Project Co must:
 - (i) upgrade the Asset Register to reflect advances in technology and systems from time to time; and
 - (ii) ensure the Asset Management System achieves the functionality as required in accordance with this Deed.
- (e) Project Co must provide the State with live read-only access to the Asset Management System.
- (f) Project Co must ensure the Asset Register contains the following information with respect to all FF&E:
 - (i) the date of purchase, the actual purchase price and those things included in the purchase price;

- (ii) the warranty terms and expiration date;
 - (iii) whether the item is loose or fixed FF&E;
 - (iv) for fixed:
 - (A) the current location within the relevant School Facility; and
 - (B) details, including date and time, of any relocation within a relevant School Facility;
 - (v) for loose FF&E:
 - (A) the initially located (or installed) location within the relevant School Facility;
 - (B) if notified by the State or Principal, details, including date and time, of any relocation within the relevant School Facility; and
 - (C) the current location within the relevant School Facility;
 - (vi) details of the expected life of each item of FF&E, including other relevant depreciation information; and
 - (vii) details regarding any disposal of relevant FF&E, including reference to any replacement FF&E.
- (g) The Asset Register must be reviewed and updated monthly by Project Co, to include:
- (i) all Group 1 FF&E procured by Project Co during the Operating Phase; and
 - (ii) details of any Group 2 FF&E or Group 3 FF&E that, as notified by the State or Principal to Project Co, is to be included in the Asset Register.
- (h) To the extent that the State or Principal procures Project Co to include any Group 2 FF&E or Group 3 FF&E in the Asset Register, the State or Principal (as applicable) will provide the information required under Section 9.6(f) to Project Co and Project Co must update the Asset Register accordingly.
- (i) Project Co must provide an up to date Asset Register to the State or Principal (as applicable) within 1 Business Day of a request by the State or Principal, updated from the last monthly update to the date of the request.
- (j) Project Co must:
- (i) ensure that a unique barcode or identification tag is firmly affixed to all FF&E within 1 week of the FF&E arriving at the relevant School Facility;
 - (ii) use different coloured barcodes or identification tags to allow visual differentiation between Group 1 FF&E, Group 2 FF&E and Group 3 FF&E; and
 - (iii) ensure each barcode or identification number is appropriately referenced against each asset within the Asset Register within 2 weeks of the barcode or identification tag being attached to the FF&E.

9.7 Key and lock management

Project Co must implement and maintain systems for controlling access to the School Facilities, including:

- (a) managing and implementing the issue and recovery of access cards and keys to and from Project Co Staff who require an access card or key to perform their roles and to School Staff who have been authorised by the Principal or Principal's Representative to hold a key or access card;
- (b) ensuring that each person provided with a key or access card signs a form acknowledging receipt of the key or access card and that on return of the key or access card, the relevant member of Project Co Staff to whom the access card or key is returned, signs to acknowledge return of the key or access card;
- (c) providing replacement access cards and keys as required (at Project Co's cost);
- (d) re-keying or reprogramming access upon loss or theft of access cards and keys;

- (e) maintaining a record of all holders of access cards and keys issued and recovered;
- (f) ensuring there are sufficient stores of keys and access cards to enable the issue of access cards and keys in accordance with Section 9.7(a);
- (g) ensuring all keys held by Project Co or Project Co Staff are accounted for;
- (h) ensuring all Project Co Associates comply with all Department policies relating to the issue and use of keys and access cards, including ensuring keys and access cards are securely stored when not in use;
- (i) undertaking monthly audits of all keys and access cards that have been issued to Project Co Staff, and provide a report to the Principal, confirming all keys and access cards held and any keys and access cards that are unaccounted for;
- (j) immediately advising the Principal in the event that any master key or sub-master key is unaccounted for or the security of a School Facility is otherwise compromised; and
- (k) immediately handing back all keys and access cards on the Expiry Date and otherwise on the request of the Principal.

Part C - Facilities Management Services

10 OVERVIEW

The Facilities Management Services comprise the following:

- (a) Grounds and Gardens Services;
- (b) Security Services;
- (c) Utilities Management Services;
- (d) Cleaning Services;
- (e) Waste Management Services;
- (f) Pest Control Services;
- (g) Help Desk Services; and
- (h) Caretaker Services.

(together the **Facilities Management Services**).

11 GROUNDS AND GARDENS SERVICES

11.1 Overview

The Grounds and Gardens Services consist of the management and maintenance of:

- (a) irrigated grassed areas;
- (b) non-irrigated grassed areas;
- (c) artificial grass and synthetic surfaces;
- (d) flower and garden beds;
- (e) trees, shrubs and hedges;
- (f) Site Circulation Routes and Hard Landscaping;
- (g) litter;
- (h) sports pitches; and
- (i) Verge Infrastructure,

within the Site. For the avoidance of doubt, Project Co is not required to maintain shared use ovals external to the Site.

11.2 Key objectives

The key objectives for the Grounds and Gardens Services are to:

- (a) ensure the Grounds and Gardens at the School Facilities are aesthetically pleasing, functional and complementary to each School Facility and the local environment;
- (b) maintain User safety and security;
- (c) ensure the Grounds and Gardens at the School Facilities meet the FFP Warranty for the duration of the Term;
- (d) maintain the Grounds and Gardens at the School Facilities in a way that will facilitate the carrying out of the School Activities and School Third Party Use by ensuring that the School Facilities are Available at all times; and
- (e) provide and enhance a positive image of the School Facilities and the State, particularly to Users, potential Users and the general public.

11.3 Scope

- (a) Project Co must provide the Grounds and Gardens Services:
 - (i) to meet the key objectives in Section 11.2;
 - (ii) to meet the Service Standards set out in Section 11.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Grounds and Gardens Services at times necessary to ensure that there is no disruption to School Activities or School Third Party Use and otherwise at any time requested by the Principal.
- (c) Without limiting this Specific Service Specification, Project Co must perform the Grounds and Gardens Services, including maintenance, inspection, testing, and treatment of the Grounds and Gardens, in accordance with the Grounds and Gardens Management Plan.
- (d) Project Co must properly dispose of all litter and debris collected from the Ground and Gardens in accordance with Law and Quality Standards.

11.4 Service Standards

- (a) Project Co must provide the Grounds and Gardens Services to ensure:
 - (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Grounds and Gardens Services; and
 - (ii) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty;
- (b) Project Co must provide the Grounds and Gardens Services in accordance with the Grounds and Gardens Management Plan.
- (c) The Grounds and Gardens must be maintained in accordance with the following standards:
 - (i) **(irrigated grassed areas)**: in irrigated grassed areas:
 - (A) soil treatment is undertaken as and when needed to maintain a strong and healthy growth with uniform coverage;
 - (B) all areas are flat, smooth and of uniform appearance with no bare patches over 2 square metres and the total of all bare areas must not constitute more than 5% of the total grassed area;
 - (C) all edges are trimmed;
 - (D) all areas are free from weed infestation;
 - (E) grass is maintained to a uniform length of between 20mm and 50 mm and between 50 mm and 60 mm in semi-cultivated areas; and

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- (F) irrigated grassed areas are otherwise of an aesthetically pleasing appearance that cannot reasonably be considered detrimental to the School Activities or School Third Party Use;
 - (ii) **(non-irrigated grassed areas):** in non-irrigated grassed areas:
 - (A) soil treatment is undertaken to maintain healthy growth;
 - (B) all areas are of uniform appearance with no significant bare patches, having regard to environmental conditions;
 - (C) all edges are trimmed;
 - (D) all areas are free from significant weed infestation; and
 - (E) grass is maintained to a uniform length of between 20 and 50 mm and between 50 mm and 60 mm in semi-cultivated areas;
 - (iii) **(artificial grass and synthetic surfaces):** all artificial grass and synthetic surfaces are:
 - (A) free from standing water;
 - (B) reasonably free from fallen leaves, moss algae or interstitial weeds;
 - (C) free from graffiti and vandalism;
 - (D) maintained in accordance with the manufacturer's instructions and recommendations;
 - (E) fully fixed to the floor or substrate (as applicable);
 - (F) maintained in such a way as to ensure that all joints within any artificial grass and synthetic surfaces and transitions between different materials do not cause a health or safety hazard;
 - (G) free from tears, scoring, cracks or any other damage that is unsightly or could cause a health or safety hazard;
 - (H) of a consistent appearance and free from visible patches and from all but minor surface blemishes and minor wear and tear;
 - (I) maintained in such a way as to provide a suitable uniform surface, with minimal resistance, for wheeled trolleys, wheel chairs and any other wheeled vehicle or equipment in use at the School Facilities; and
 - (J) allow adequate drainage;
 - (iv) **(flower and garden beds):**
 - (A) all flower and garden beds are fully stocked with an appropriate mix of plants in accordance with the requirements of Schedule 26 (Design Brief);
 - (B) all flower and garden beds are free from weeds;
 - (C) mulch depth is maintained at no less than 100 mm to all flower and garden beds;
 - (D) all plants are free from disease and infestation; and
 - (E) all plants are replaced as and when necessary to maintain appearance;
 - (v) **(trees, shrubs and hedges):** all trees, shrubs and hedges are:
 - (A) trimmed, pruned and cut to maintain healthy growth and form so as to minimise:
 - (1) the risk of crime and vandalism;
 - (2) the likelihood of storm and wind damage;
 - (3) obstruction to CCTV sightlines, signage and lighting; and

- (4) the risk of fire;
 - (B) visibly free from dead or dying branches;
 - (C) free from disease and infestation;
 - (D) replaced as and when necessary to maintain appearance, having regard to commercially available stock;
 - (E) in the case of trees over 6 metres, subject to a risk assessment by an arborist at least once every five years, unless otherwise directed by the Principal or State; and
 - (F) in the case of fallen trees or tree branches, removed as soon as possible and in every instance within 48 hours.
- (vi) **(Site Circulation Routes and Hard Landscaping):** all Site Circulation Routes and Hard Landscaping are:
- (A) free of surface water, ponding and mud;
 - (B) free from fallen leaves, moss, algae or interstitial weeds; and
 - (C) free from chewing gum residue, debris, hazards and excrement.
- (vii) **(litter):**
- (A) all areas are kept free of litter and debris (including glass, stones and brick) with all areas to be cleared of litter and debris at least once per week; and
 - (B) all litter bins:
 - (1) have adequate capacity to receive waste at all times and are free from malodour; and
 - (2) are free from graffiti and vandalism;
- (viii) **(sports pitches):**
- (A) maintain sports pitches, inclusive of surfaces, line markings, drainage systems and fixed sports equipment (i.e. goal posts/nets etc.) such that they are in a condition in accordance with Schedule 26 (Design Brief) and that is suitable for the purpose for which they are intended and in accordance with any sporting association requirements; and
 - (B) set up and remove sports equipment (i.e. goal posts/nets etc.) as required; and
- (ix) **(Verge Infrastructure):** Grounds and Gardens Services are provided to the Verge Infrastructure so that each part of the Verge Infrastructure achieves the same service standards as equivalent areas within the School Facility, as set out in this section 11.4 (for example, trees, shrubs and hedges that form part of the Verge Infrastructure must achieve the same service standards as set out in Section 11.4(c)(v)).

12 SECURITY SERVICES

12.1 Overview

The Security Services consist of:

- (a) Scheduled Security Services; and
 - (b) Unscheduled Security Services,
- at the School Facilities.

12.2 Key objectives

The key objectives of the Security Services are to:

- (a) provide comprehensive, fully operational and effective Security Services;
- (b) protect the School Facilities from damage, vandalism and graffiti; and

- (c) implement security control measures in a manner that does not interfere with or impede the School Activities or School Third Party Use.

12.3 Scope

- (a) Project Co must provide the Security Services:
- (i) to meet the key objectives in Section 12.2;
 - (ii) to meet the Service Standards set out in Section 12.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Security Services 24 hours per day, 7 days a week throughout the Operating Year.

12.4 Service Standards

- (a) Project Co must provide the Security Services to ensure:
- (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Security Services; and
 - (ii) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty.
- (b) Project Co must provide the Security Services in accordance with the Security Services Plan.
- (c) **(General Requirements):** Project Co must comply with the all Laws and Quality Standards, including the following:
- (i) the *Security and Related Activities (Control) Act 1996 (WA)*;
 - (ii) the *Criminal Procedure Act 2004 (WA)*;
 - (iii) the *Occupational Safety and Health Act 1984 (WA)*;
 - (iv) the *Surveillance Devices Act 1998 (WA)*; and
 - (v) AS 4421:2011 Guarding and Patrols.
- (d) **(Security systems):** Project Co must provide, manage, monitor and operate the security systems including the intruder detection system, fire and smoke alarms, access control system and CCTV system.
- (e) **(Securing and opening of School Facilities):** Project Co is responsible for securing and opening the School Facilities, including:
- (i) opening the School Facilities (or relevant part of the School Facility) for Users:
 - (A) during the Core Hours; and
 - (B) for School Use or School Third Party Use outside of Core Hours;
 - (ii) securing the School Facilities, including locking closed all doors, windows and external openings, setting security alarms and systems and ensuring that the School Facilities are clear of Users:
 - (A) at the end of the Core Hours; and
 - (B) following the completion of School Use or School Third Party Use outside of Core Hours.
- (f) **(Scheduled Security Services):**
- (i) Project Co must provide Scheduled Security Services, including:
 - (A) monitoring the security of the physical infrastructure within the School Facilities which at a minimum shall consist of a physical check of all doors and windows at the School Facilities and the

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- securing of any unsecured doors or windows discovered by Project Co; and
- (B) undertaking random and regular mobile patrols, of the School Facilities and perimeters as specified in the Security Services Plan.
- (g) **(Unscheduled Security Services):**
- (i) Project Co must provide Unscheduled Security Services, including in response to requests by the State and Principal's Representative, in respect of:
- (A) responding to any security and safety incidents including:
- (1) intruder detection alarm activations;
 - (2) security alarm activations;
 - (3) duress alarm activations;
 - (4) fire and smoke alarm activations;
 - (5) disasters, fires and emergencies;
 - (6) other security related requests received by the Services Help Desk;
 - (7) security and safety incidents notified through the Services Help Desk or to Project Co Staff;
 - (8) break-ins, illegal and / or unauthorised entry into the School Facilities;
 - (9) other circumstances where Users or the School Facilities are, or are perceived to be, at risk of injury or damage (as applicable);
 - (10) all other security related requests from the State or a Principal; and
 - (11) in accordance with the Policies and Procedures Manual (including the Security Services Plan and the School Facility's Emergency Management Plan).
- (B) providing additional Security Services, such as additional mobile patrols and static security guards in emergency situations or otherwise in accordance with the requirements of the State and Principal's Representative. Project Co will be entitled to payment in accordance with the rates in Annexure G (Unscheduled Security Services Pricing) where such additional Security Services are:
- (1) requested by the State, Principal or Principal's Representative;
 - (2) are not for the purpose of preventing damage, vandalism and graffiti to the School Facilities; and
 - (3) are required for an extended duration, (for example, a Principal requests Security Services for an extended period during Core Hours as a result of a potential threat to the safety of a particular Student).
- (C) taking all necessary actions in responding to safety and security incidents and ad-hoc or Unscheduled Security Services, including:
- (1) attending the Site following a security or safety incident or request from the State or Principal within 60 minutes.
 - (2) attending to faults, false alarms;
 - (3) securing the School Facility;
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- (4) immediately seeking police assistance where the circumstances warrant such a response;
 - (5) taking all reasonable actions and measures so as to ensure the security and safety of Users, their property and the School Facility;
 - (6) effecting apprehensions on any person or number of persons where Project Co has lawful power and it is considered safe to do so;
 - (7) providing assistance to police as required including entering Buildings at the School Facility and apprehending any intruder(s);
 - (8) in the event of non-attendance by the police, maintaining surveillance from a safe location until police arrive or if considered safe to do so, entering the School Facility to investigate the cause of an alarm; and
 - (9) participating in investigations including, if required, participation in legal actions.
- (h) In addition to the requirements described in Clause 55 (Probity Events and Disciplinary Events), Project Co must ensure that all Project Co Associates providing Security Services:
- (i) are appropriately licensed and trained and hold all relevant Approvals (including under the *Security and Related Activities (Control) Act 1996 (WA)*) for their required general or specialist security functions;
 - (ii) are certified and trained to “Level 2 First Aid” (in accordance with the ‘Apply First Aid’ classifications managed by the Australian Department of Industry), and in the use of automated external defibrillators;
 - (iii) are subject to national police checks at the point of engagement and annually thereafter, to be undertaken by Project Co (including under the *Security and Related Activities (Control) Act 1996 (WA)*); and
 - (iv) are competent to operate the security systems including the CCTV systems;
- (i) Project Co must ensure all Project Co Associates providing Security Services carry identification cards, which shall be worn and clearly displayed when performing Security Services (in accordance with the *Security and Related Activities (Control) Act 1996 (WA)*).
- (j) **(Security Issues log):** Project Co must maintain a log of all Security Issues, which must record, as a minimum:
- (i) the name and location of the person reporting the Security Issue;
 - (ii) the date, time and manner in which the Security Issue was reported;
 - (iii) the nature of the Security Issue;
 - (iv) to the extent permissible, the name, address and contact details of any person involved in, or a witness to, the Security Issue;
 - (v) all actions undertaken by Project Co to resolve the Security Issue;
 - (vi) details of all communications with any other parties in respect of the Security Issue, including any emergency services;
 - (vii) the date and time the Security Issue was resolved; and
 - (viii) any further actions required in respect of the Security Issue.
 - (ix) Project Co must provide written reports for all Security Issues within the timeframes outlined in the Policies and Procedures Manual (including the Security Services Plan); and
 - (x) Project Co must cooperate with all investigations as requested by the State, the Principal, Principal’s Representative or any Authority.
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13 UTILITIES MANAGEMENT SERVICES

13.1 Overview

The Utilities Management Services consist of:

- (a) ensuring the continuous supply of Utilities to the School Facilities; and
- (b) cooperating with the State and the Principals to promote the efficient consumption of Utilities at the School Facilities.

13.2 Key objectives

The key objectives for the Utilities Management Services are to:

- (a) facilitate and enhance the carrying out of the School Activities and School Third Party Use;
- (b) ensure that the Utilities Management Services do not conflict with the provision of School Activities or School Third Party Use;
- (c) optimise the efficient use of Utilities within the School Facility and the reliability of the engineering services;
- (d) provide a cost effective Utilities Management Service that maximises energy and water efficiency in the School Facilities and minimises the energy and water costs of the School Facilities during the Operating Phase;
- (e) provide environmentally sustainable outcomes wherever practicable and economical; and
- (f) ensure that the provision of all Utilities to the School Facilities is continuously maintained throughout the Operating Phase.

13.3 Scope

- (a) Project Co must provide the Utilities Management Services at the School Facilities:
 - (i) to meet the key objectives in Section 13.2;
 - (ii) to meet the Service Standards set out in Section 13.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Utilities Management Services so that Utilities are available 24 hours per day throughout the Operating Year.
- (c) Without limiting this Specific Service Specification, Project Co must perform the Utilities Management Services in accordance with the Utility Services Contingency Plan and the Utility Services Conservation Plan.

13.4 Service Standards

- (a) Project Co must:
 - (i) provide the Utilities Management Services to ensure:
 - (A) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Utilities Management Services; and
 - (B) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty;
 - (ii) ensure that continuous supply of Utilities 24 hours per day throughout the Operating Year including to fully support the School Activities and School Third Party Use.
- (b) Project Co must:
 - (i) secure and maintain connections to Utilities of an adequate capacity to supply the requirements of the School Facilities in accordance with this Deed;

- (ii) cooperate with Utilities suppliers to facilitate the delivery of Utilities and associated services;
 - (iii) undertake all testing, cleaning and maintenance of fixed reticulation systems; and
 - (iv) undertake all testing, cleaning and maintenance in respect of Utilities as required by Utilities suppliers.
- (c) Project Co must:
- (i) prepare, submit, update and comply with the Utility Services Conservation Plan;
 - (ii) inform the Principal, relevant State Associates and Project Co Associates of the aims of the Utility Services Conservation Plan and provide guidance on its implementation; and
 - (iii) ensure records relating to the consumption of Utilities are up to date, accurate, in a format agreed with the State and available for inspection by the State or other relevant party upon request.
- (d) Project Co must prepare, submit, update and comply with the Utility Services Contingency Plan.
- (e) If supply to the relevant School Facility of any Utility is subject to an interruption (including a Utility Interruption) for any reason, Project Co must notify the State of the failure not more than 5 minutes after:
- (i) the failure is reported to the Services Help Desk; or
 - (ii) the time when Project Co or any Project Co Associate becomes aware of the interruption.
- (f) As soon as possible after any interruption to a Utility, Project Co must provide the State (to the extent reasonably possible) with details as to the:
- (i) cause;
 - (ii) likely duration; and
 - (iii) steps being taken by Project Co or any third parties to rectify the cause, or otherwise minimise the impact on the relevant School Facility of the interruption.
- (g) Project Co must inform the Principal 14 days prior to, or at least as soon as it is aware of, all scheduled interruptions to any Utility at a School Facility whether or not it may affect the School Activities or School Third Party Use. Project Co must also detail its proposed mitigation strategy (including minimising the impact on the School Activities and School Third Party Use) and implement the agreed mitigation strategy at its cost.

14 CLEANING SERVICES

14.1 Overview

The Cleaning Services consist of:

- (a) Scheduled Cleaning Services; and
 - (b) Emergency Cleaning Services,
- at the School Facilities.

14.2 Key objectives

The key objectives of the Cleaning Services are to:

- (a) deliver a comprehensive Cleaning Service that provides a level of cleanliness at the School Facilities which ensures the health, safety and well being of all Users;
- (b) implement Cleaning Service measures that do not interfere with or impede on the School Activities, School Third Party Use or User access of the School Facilities; and
- (c) provide an environmentally friendly Cleaning Service.

14.3 Scope

- (a) Project Co must provide the Cleaning Services:
- (i) to meet the key objectives in Section 14.2;
 - (ii) to meet the Service Standards set out in Section 14.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Cleaning Services at times necessary to ensure that there is no disruption to School Activities or School Third Party Use and otherwise at any time requested by the Principal.
- (c) Project Co must provide environmentally friendly and economically feasible solutions in delivering the Cleaning Services wherever reasonably practicable including minimising water usage and maximising the use of daily use cleaning chemicals and products that are non-toxic and non hazardous to Safe Work Australia/WorkSafe WA Standards.
- (d) Without limiting this Specific Services Specification, Project Co must perform the Cleaning Services in accordance with the Cleaning Services Plan.
- (e) **(Cleaning audits):** Project Co must conduct cleaning audits of the Scheduled Daily Cleaning Services and the Scheduled Periodic Cleaning Services in accordance with the Department of Education's standard service requirements.
- (f) **(Project Co Materials & equipment):**
- (i) **(Project Co to supply):** Project Co must provide, maintain, safely and securely store, replace and clean all materials, equipment and cleaning consumables and chemicals required to be used by Project Co in the delivery of the Cleaning Services. All daily use cleaning chemicals must be non-toxic and non-hazardous in accordance with OHS Laws.
 - (ii) **(Project Co's obligations):** Project Co must ensure that all cleaning equipment and materials are stored to avoid any disruption to the School Activities or School Third Party Use when not in use.
- (g) **(Waste):** Project Co must collect all waste and dispose of such waste in the centralised waste collection location.
- (h) **(Security):** Project Co must:
- (i) ensure heating and cooling devices (where applicable) are turned off upon leaving any Functional Unit;
 - (ii) must close all internal doors of the School Facility upon leaving any Functional Unit;
 - (iii) ensure all lights are to be turned off on completion of cleaning each Functional Unit;
 - (iv) ensure all lockable internal doors of the School Facility are securely locked upon leaving any Functional Unit; and
 - (v) Prior to vacating the School Facility:
 - (A) ensure that all external doors, windows and gates of the School Facility are securely locked; and
 - (B) arm any applicable security system.

14.4 Service Standards

- (a) Project Co must provide the Cleaning Services to ensure:
- (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Cleaning Services; and
 - (ii) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty.

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- (b) **(Scheduled Cleaning Services):** Project Co must:
- (i) perform Scheduled Cleaning Services daily in accordance with the Scheduled Daily Cleaning Services Schedule between the hours of 4.00pm and 8.00am and at such other times following School Third Party Use or Project Co Third Party Use as directed by the State in accordance with Clause 26 (Use of School Facilities), unless otherwise agreed with the Principal;
 - (ii) perform Scheduled Cleaning Services periodically in accordance with the Scheduled Periodic Cleaning Services Schedule between the hours of 4.00pm and 8.00am, unless otherwise agreed with the Principal; and
 - (iii) perform Scheduled Cleaning Services as directed by the Principal following School Third Party Use or Project Co Third Party Use in accordance with Clause 26; and
 - (iv) perform Scheduled Cleaning Services in accordance with the Federal Cleaning Services Award 2010, or if this award is replaced, in accordance with its replacement.
- (c) **(Emergency Cleaning Services):** Project Co must provide Emergency Cleaning Services, including in response to requests by the State and the Principal, in respect of:
- (i) spillages/spoiling (internally and externally) of chemicals to all areas of the School Facility;
 - (ii) rectifying a failure to clean in accordance with the Service Standards in this Section 14.4;
 - (iii) graffiti removal from the internal and external surfaces;
 - (iv) cleans necessitated from incidents such as flooding or storm damage;
 - (v) any requirement to clear, clean and disinfect all areas of the School Facility where Project Co has failed to meet the requirements of the Deed relating to the delivery of the Pest Control Services; and
 - (vi) other services in response to requests received by the Services Help Desk.
- (d) **(Cleaning Services for Buildings):** Project Co must provide Cleaning Services, that as far as practical, maintain the following standards:
- (i) **(external features, fire exits and stairwells):**
 - (A) landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of grit, dirt, leaves, cobwebs, rubbish, cigarette butts, bird excreta and reasonably free of dust;
 - (B) light covers and diffusers are free of grit, insects, lint and cobwebs and reasonably free of dust;
 - (C) handrails are clean and free of stains; and
 - (D) garden furniture is clean and operational;
 - (ii) **(walls, skirtings and ceilings):**
 - (A) internal walls and ceilings are free of dust, grit, lint, soil, film and cobwebs;
 - (B) external walls and ceilings are free of grit, lint, soil, film, cobwebs and are reasonably free of dust;
 - (C) walls and ceilings are free of marks caused by furniture, equipment and Users;
 - (D) light switches are free of fingerprints, scuffs and any other marks;
 - (E) light covers and diffusers are free of dust, grit, insects, lint and cobwebs;
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- (F) skylights are free of grit, insects, lint, cobwebs and reasonably free of dust; and
 - (G) polished surfaces are of a uniform lustre and free from any residue;
- (iii) **(windows):**
- (A) external and internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges;
 - (B) internal window frames, tracks, fly screens, fixed mesh screens and ledges are clear and free of dust and grit;
 - (C) external window frames, tracks, fly screens, fixed mesh screens and ledges are clear, free of grit and reasonably free of dust; and
 - (D) windows are free of all marks and spots;
- (iv) **(doors):**
- (A) internal doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs;
 - (B) external doors and doorframes are free of grit, lint, soil, film, fingerprints, cobwebs and reasonably free of dust;
 - (C) doors and doorframes are free of marks caused by furniture, equipment and Users;
 - (D) air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs, any other marks (except for external areas which must be reasonably free of dust);
 - (E) door tracks and door jambs are free of grit and other debris; and
 - (F) polished surfaces are of a uniform lustre;
- (v) **(hard floors):**
- (A) the floor is free of dust, grit, litter, marks and spots, water or other liquids;
 - (B) the floor is free of polish or other build-up at the edges and corners or in traffic lanes;
 - (C) the floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points;
 - (D) inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots;
 - (E) polished or buffed floors are of a uniform lustre; and
 - (F) appropriate signage is erected and precautions are taken regarding pedestrian safety of newly cleaned or wet floors;
- (vi) **(soft floors)**
- (A) the floor is free of dust, grit, litter, marks and spots, water or other liquids;
 - (B) the floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points;
 - (C) inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots;
 - (D) where carpets are vacuumed/cleaned, the carpet must be free of all visible litter, dirt, dust and build up ensuring a clean uniform appearance; and
 - (E) where carpet extraction shampooing is completed, the surface must be free of all deep-seated dirt, stains and soiling and be
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- left in a reasonably dry condition ensuring a clean uniform appearance.
- (vii) **(ducts, grilles and vents):**
 - (A) all ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks (except for external areas which must be reasonably free of dust); and
 - (B) all ventilation outlets are kept clear and uncluttered following cleaning;
 - (viii) **(electrical fixtures and appliances):**
 - (A) electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs;
 - (B) electrical fixtures and appliances are kept free from signs of use or non-use;
 - (C) range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces;
 - (D) motor vents, air grilles and similar FF&E are clean and free of dust and lint; and
 - (E) drinking fountains are clean and free of visible dirt, stains, bacterial cleaner and mineral build-up.
 - (ix) **(toilets and bathroom fixtures):**
 - (A) porcelain and plastic surfaces are free from smudges, smears, body fats, hair, soap build-up and mineral deposits;
 - (B) metal surfaces, shower screens and mirrors are free from streaks, soil, hair, smudges, soap build-up and oxide deposits;
 - (C) wall tiles and wall fixtures (including soap and cream dispensers, hand rails and towel holders) are free of dust, grit, smudges/streaks, hair, mould, soap build-up and mineral deposits;
 - (D) plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits;
 - (E) bathroom fixtures are free from odours which are distasteful or unpleasant;
 - (F) polished surfaces are of a uniform lustre; and
 - (G) sanitary disposal units are clean and functional.
 - (e) **(Internal building elements & structures):** Project Co must ensure that all internal building elements and structures that require specialist access equipment to clean are clean and clear, including free of all streaks, chewing gum, spots and marks, including fingerprints and smudges and free of dust in accordance with the Service Standards in this Section 14.4.
 - (f) **(FF&E):** Project Co must provide Cleaning Services for all FF&E at the School Facilities (other than as specified in Section 14.4(h)) including ensuring that:
 - (i) the FF&E is free from soil, smudges, dust, fingerprints, grease and spillages;
 - (ii) the FF&E is free of tapes/plastic, etc. that may compromise cleaning;
 - (iii) the FF&E legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs;
 - (iv) the FF&E does not emit a distasteful or unpleasant odour;
 - (v) the FF&E is compliant with all applicable Laws and Quality Standards and are not used beyond the expiry of their electrical safety testing test date;
 - (vi) the FF&E is free from signs of non-use;

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- (vii) Group 2 FF&E and Group 3 FF&E is cleaned in accordance with Best Operating Practices for the relevant item of equipment, including any requirements that may be notified by the State or the Principal from time to time;
 - (viii) hard surface furniture is free of spots, soil, film, fingerprints and spillages and reasonably free of dust;
 - (ix) soft surface furniture is free from stains, soil, film and reasonably free of dust;
 - (x) inaccessible areas (edges, corners, folds and crevices) are free of grit, lint and spots and reasonably free of dust;
 - (xi) all high surfaces are free from cobwebs and reasonably free of dust;
 - (xii) curtains, blinds and drapes are free from stains, cobwebs, lint and signs of use or non-use and reasonably free of dust;
 - (xiii) equipment is free of tapes/plastic, etc. which may compromise cleaning;
 - (xiv) furniture does not emit a distasteful or unpleasant odour;
 - (xv) waste/rubbish bins or containers are empty, clean inside and out, free of stains and mechanically intact; and
 - (xvi) roof areas (eg of shelters and shades) are free of build-up of leaves, litter, dirt etc.
- (g) **(General):** Project Co must provide Cleaning Services for all areas of the School Facilities including ensuring that at the commencement of the school day:
- (i) **(general tidiness):**
 - (A) the School Facilities appear tidy and uncluttered;
 - (B) floor space is clear, only occupied by FF&E designed to sit on the floor;
 - (C) furniture is maintained in a fashion which allows for cleaning; and
 - (D) fire access and exit doors are left clear and unhindered;
 - (ii) **(odour control):**
 - (A) the School Facility smells fresh;
 - (B) there is no odour that is distasteful or unpleasant; and
 - (C) room deodorisers are clean and functional.
- (h) **(Consumables):** Project Co must, as part of the Cleaning Services, purchase, supply, stock, maintain, replenish and ensure there is a sufficient supply of cleaning and sanitary related consumables and disposables used by Users, including but not limited to soap, paper towels, toilet paper, bin liners, cleaning fluids and powders, dishwashing liquid, gloves, air fresheners and deodorisers.
- (i) **(Specific Cleaning Services requirements):**
- (i) Project Co must provide periodic Cleaning Services for grease traps, dilution pits, dust and saw dust collection containers.
 - (ii) **(Project Co not to clean):** Project Co must not clean, or move to enable cleaning, the following items, or other items so identified by the Principal, unless by prior agreement with the Principal:
 - (A) equipment that is recharging;
 - (B) paper or other items affixed to windows or walls by Users;
 - (C) bench top surfaces in home economics rooms, Dental Therapy Centre Facilities or science laboratories;
 - (D) internal areas of catering facilities;
 - (E) sinks full of crockery and cutlery;
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- (F) manual arts work benches, machines and hand tools;
 - (G) cups, glasses, plates etc.;
 - (H) stove tops (elements and spill trays);
 - (I) machines such as photocopiers, cash registers, telephone/fax machines, laboratory equipment and computer equipment;
 - (J) paperwork on desks; personal belongings; and
 - (K) other specialised dental equipment located within the Dental Therapy Centre Facilities.
- (iii) **(Dental Therapy Centre Facilities):** When providing the Scheduled and Unscheduled Waste Management Services to the Dental Therapy Centre Facilities, Project Co is not required to dispose of any sharps. This task will be undertaken by the Department of Health.
- (j) Project Co must provide Emergency Cleaning Services within the timeframes set out in the Cleaning Services Plan.

15 WASTE MANAGEMENT SERVICES

15.1 Overview

The Waste Management Services consist of:

- (a) Scheduled Waste Management Services; and
 - (b) Unscheduled Waste Management Services,
- at the School Facilities including the collection, treatment (where applicable), portorage and disposal of the following categories of waste:
- (c) confidential waste – waste designated as confidential by the Principal;
 - (d) domestic waste – general rubbish from offices, Student areas and kitchens that is not recyclable;
 - (e) office waste – computers and associated equipment (screens, keyboards, etc.) and electronic equipment such as copiers, printers, and fax machines;
 - (f) green waste – garden waste such as plant cuttings, branches, leaves, lawn clippings;
 - (g) solid/hard waste – generally bulky waste material (e.g. unwanted furniture) that is not general rubbish (food scraps, plastic wrapping etc.) or recyclable (paper, cardboard, glass etc.);
 - (h) recyclable waste – paper; non-waxed cardboard; and glass, metal, plastic, liquid paperboard containers and polystyrene;
 - (i) sanitary and nappy waste – incontinence pads, sanitary towels/pads, urine containers, stoma bags and disposable nappies; and
 - (j) prescribed/hazardous waste – wastes that must be managed in accordance with strict mandated requirements.

15.2 Key objectives

The key objectives of the Waste Management Services are:

- (a) to ensure the efficient, effective, timely, cost effective and safe management of handling, transport and disposal of waste from the School Facilities to the point of final disposal;
- (b) to ensure the clean and tidy presentation of the School Facilities to Users;
- (c) to implement an end-to-end waste solution for the School Facilities by appropriately supporting the State's day-to-day waste management requirements; and
- (d) to support environmental sustainability, such as recycling and other green initiatives.

15.3 Scope

- (a) Project Co must provide the Waste Management Services:
 - (i) to meet the key objectives in Section 15.2;
 - (ii) to meet the Service Standards set out in Section 15.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Waste Management Services at times necessary to ensure that there is no disruption to School Activities or School Third Party Use and otherwise at any time requested by the Principal.
- (c) **(Waste Management Services areas):** Project Co must provide the Waste Management Services to the entire Site.
- (d) **(Costs):** For the avoidance of doubt, Project Co will be responsible for the costs of all third party collection, removal and disposal of Waste.

15.4 Service Standards

- (a) Project Co must provide the Waste Management Services to ensure:
 - (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Waste Management Services; and
 - (ii) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty.
- (b) **(Scheduled Waste Management Services):** without limiting this Specific Service Specification, Project Co must perform the Scheduled Waste Management Services, including collection, treatment, portorage and disposal of waste, in accordance with the Waste Management Plan.
- (c) **(Unscheduled Waste Management Services):** Project Co must provide Unscheduled Waste Management Services, including in response to requests received from the State and the Principal, in respect of:
 - (i) unscheduled waste collection to empty full bins;
 - (ii) providing additional waste collection and disposal equipment, waste containers, bins, disposal units, receptacles and vehicles to suit waste volumes;
 - (iii) rectifying a failure to provide Waste Management Services in accordance with the Deed; and
 - (iv) other requests received by the Services Help Desk.
- (d) **(Project Co's obligations):** Project Co must:
 - (i) implement a system for the segregation of waste categories;
 - (ii) procure and manage all Subcontracts in respect of the waste disposal;
 - (iii) provide and maintain all waste collection and disposal equipment, waste containers, bins, disposal units, receptacles and vehicles to transport waste within the Site;
 - (iv) ensure that at all times there is an adequate supply of waste containers, bins, sharps bins, disposal units and receptacles, to meet the demand of and to appropriately accommodate the waste requirements of the School Facilities;
 - (v) collect and remove waste from waste containers, bins and receptacles so as to ensure the capacity of the bins is not exceeded, and at least once per day;
 - (vi) clean all waste collection and disposal equipment, waste containers, bins, disposal units, receptacles and vehicles to transport waste;

- (vii) repair and replace waste management and disposal services FF&E as and when required;
 - (viii) collect waste from the centralised waste collection locations (including recycling);
 - (ix) carry out all waste disposal; and
 - (x) collect and move all clinical and toxic waste from all Functional Areas of the School Facilities and arrange secure storage prior to its disposal.
- (e) **(Sanitary and nappy disposal service)**: Project Co must, as part of the Waste Management Services, provide a sanitary and nappy disposal service, including the provision, maintenance and servicing of all sanitary disposal units and nappy bins within the School Facility.
- (f) **(Chemical waste)**: Project Co must pump out chemical waste from the holding tank (dilution pit) as required.
- (g) **(Grease traps)**: Project Co must empty grease traps as required (approximately every 6 – 8 weeks depending on capacity and usage).
- (h) **(Reporting and audits)**: Project Co must conduct regular audits of all waste disposal costs to validate the volume charges (e.g. viewing tipping receipts or undertaking independent weighing of waste etc.) within 10 Business Days of each Quarterly Date or more regularly if discrepancies are identified Project Co must clearly display a waste management strategy for the segregation and handling of waste at all waste holding points throughout the School Facility. This must include the display of usage instructions on each receptacle.
- (i) Project Co must provide Unscheduled Waste Management Services within the timeframes set out in the Waste Management Plan.
- (j) Project Co must provide Scheduled and Unscheduled Waste Management Services to the Dental Therapy Centre Facilities, with the exception of sharps disposal, which will be undertaken by the Department of Health.

16 PEST CONTROL SERVICES

16.1 Overview

The Pest Control Services consist of:

- (a) Scheduled Pest Control Services; and
 - (b) Unscheduled Pest Control Services,
- at the Sites.

16.2 Key objectives

The key objectives for the Pest Control Services are to:

- (a) deliver a comprehensive, technical, safe, fully operational and effective Pest Control Service;
- (b) implement Pest control measures in a safe manner and which does not interfere with or impede the School Activities or School Third Party Use; and
- (c) minimise Pests and Pest infestations and any:
 - (i) impact on safety and food hygiene;
 - (ii) damage to the environment, land and Building Fabric; and
 - (iii) disruption to School Activities or School Third Party Use.

16.3 Scope

- (a) Project Co must provide the Pest Control Services:
 - (i) to meet the key objectives in Section 16.2;
 - (ii) to meet the Service Standards set out in Section 16.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and

- (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Pest Control Services at times necessary to ensure that there is no disruption to the School Activities or School Third Party Use and otherwise at any time requested by the Principal.
- (c) Project Co must provide, manage and operate a comprehensive system of Pest control management in accordance with these Services Specifications, for all Pests.

16.4 Service Standards

- (a) Project Co must provide the Pest Control Services to ensure:
 - (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Pest Control Services; and
 - (ii) the School Facilities comply with the Design Requirements and satisfy the FFP Warranty.
- (b) **(Scheduled Pest Control Services):**
 - (i) Without limiting this Specific Service Specification, Project Co must perform the Pest Control Services, including inspections, baiting, and treatment of Pests, in accordance with the Pest Control Plan.
 - (ii) Project Co must undertake a minimum of 2 scheduled Site assessments each Operating Year (with a minimum of 1 during winter and 1 during summer), which must identify and report within 1 week of a Site assessment on any:
 - (A) signs of Pests and Pest infestations; and
 - (B) issues or practices (by Project Co, the Principal or others) that create a risk of future Pest infestations.
- (c) **(Unscheduled Pest Control Services):**
 - (i) Project Co must provide Unscheduled Pest Control Services, including in response to requests by the State and the Principal, in respect of:
 - (A) catching, destroying (if appropriate) and safely disposing of, or relocating, Pests;
 - (B) investigating signs of Pest infestation;
 - (C) replenishing traps and baits;
 - (D) removing all evidence of Pests including excreta and cobwebs from:
 - (1) all areas over 2.2 metres above floor level;
 - (2) within light fittings; and
 - (3) other areas not reasonably accessible by cleaning personnel;
 - (E) implementing reasonable measures to deter Pest infestations; and
 - (F) all requests received by the Services Help Desk.
- (d) Project Co must only use chemical treatments where other forms of preventing Pest infestations, including the use of biodegradable products, have proven to be ineffective and if the State, at his or her discretion so agrees.
- (e) Project Co must ensure that where chemicals are used, including pesticides, they:
 - (i) are approved by the State prior to use;
 - (ii) are strictly controlled and monitored including, where applicable, in accordance with material safety data sheets;

- (iii) comply with all relevant Quality Standards and all relevant Laws including OHS Laws and, where applicable, the requirement to obtain and hold Approvals to use the pesticides;
- (iv) are used and stored in accordance with this Deed; and
- (v) do not pose a risk to public safety or public health.
- (f) Project Co must provide safe, humane and efficient methods of catching, destroying (if appropriate) and safely disposing of, or relocating, Pests.
- (g) Project Co must ensure all Pest baits and traps are safe, tamper resistant and comply with all relevant Quality Standards.
- (h) Project Co must provide Unscheduled Pest Control Services within the timeframes set out in the Pest Control Plan.

17 HELP DESK SERVICES

17.1 Overview

The Help Desk Services consist of:

- (a) receiving, actioning and monitoring the progress of all requests and reported Issues relating to the Services provided by Project Co; and
- (b) communicating progress back to Help Desk Users in respect of all requests and Issues.

17.2 Key objectives

The key objectives for the Help Desk Services are:

- (a) to ensure that the Services Help Desk is fully integrated and acts as a communication hub for all matters relating to the Services;
- (b) to provide a Services Help Desk which is effective, flexible and efficient in coping with varying demands;
- (c) to facilitate responses to Service requests and reported Issues in accordance with Make Safe, Remedy and Rectification requirements, as applicable;
- (d) to provide Services Help Desk reports to the State and Principal in accordance with the requirements of this Deed or on an as required basis;
- (e) to provide a high level of customer care to all Users; and
- (f) to provide Help Desk Services that utilise resources to the maximum benefit of the State and with minimal disruption to the School Activities or School Third Party Use.

17.3 Scope

- (a) Project Co must provide the Help Desk Services:
 - (i) to meet the key objectives in Section 17.2;
 - (ii) to meet the Service Standards as set out in Section 17.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must provide the Help Desk Services so that they are available 24 hours per day throughout the Operating Year.
- (c) The Services Help Desk must form the day-to-day notification interface between the State and Project Co, in relation to the following matters:
 - (i) the reporting of all queries and requests relating to the Services, including requests made for Minor Works in accordance with the terms of this Deed;
 - (ii) the notification of complaints from the State or any of the Help Desk Users relating to the Services;

- (iii) the notification of Issues by the State or by a Help Desk User and classification of Issues;
 - (iv) any requests for temporary changes to the delivery and scope of the Services by the State;
 - (v) the monitoring of alarms, security systems and the EWMS (as appropriate);
 - (vi) the issue of instructions and notices by the State or Principal in relation to this Deed;
 - (vii) any requests for information relating to the operation of the Services Help Desk;
 - (viii) the update of progress in relation to any Issues notified to the Services Help Desk; and
 - (ix) the direction of all calls not relating to the Services as instructed by the State from time to time.
- (d) The Services Help Desk must comprise a staffed facility for receiving, logging and responding appropriately to direct verbal, telephone, letter, facsimile, e-mail, web-based applications and other forms of communications, including by automatically notifying each Help Desk User when a job is logged and liaising with Help Desk Users on the progress of the job.

17.4 Service Standards

- (a) Project Co must provide the Help Desk Services to ensure:
- (i) that School Activities or School Third Party Use are not cancelled or delayed as a result of a failure by Project Co to provide the Help Desk Services; and
 - (ii) the School Facility complies with the Design Requirements and satisfy the FFP Warranty.
- (b) The Services Help Desk must ensure all non-Service related communications received by the Services Help Desk are communicated expediently to the most appropriate State Associate.
- (c) Project Co must ensure that:
- (i) all Services Help Desk staff receive training in relation to the Services Help Desk Procedures as part of their induction and, as required from time to time, are trained to assess the likely classification of Issues reported to the Services Help Desk;
 - (ii) all Help Desk Users, relevant State Associates and all Project Co Associates receive training in relation to the Services Help Desk Instructions as part of their induction and, otherwise as required from time to time; and
 - (iii) all Services Help Desk staff comply with appropriate codes of conduct as specified in the Policies and Procedures Manual.
- (d) Project Co must log with the Services Help Desk all requests made and the Issues reported and must record all relevant details, including the following information:
- (i) the name and location of the person logging the request or Issue;
 - (ii) the date and time the request was made or Issue was reported;
 - (iii) the location of the Functional Unit or Functional Area (as applicable) affected by the Issue;
 - (iv) the nature of the request or Issue;
 - (v) any systems affected by the Issue;
 - (vi) any action required;
 - (vii) the classification of the Issue including any subsequent changes in classification, in accordance with Schedule 3 (Payment) of this Deed;

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- (viii) a unique request reference;
 - (ix) details relating to any extensions of the Make Safe Time, Rectification Period or Remedial Period (including authorisation of any Temporary Repair) in accordance with Section 3.7 of Schedule 3 (Payment) of this Deed;
 - (x) the date and time the request was passed to the relevant Services Provider;
 - (xi) any Make Safe, Temporary Repair, Permanent Repair, Rectification or Remedy (as applicable) action taken;
 - (xii) details of any further action or monitoring required to ameliorate the risk of future, related or consequential Issues;
 - (xiii) where applicable:
 - (A) the actual time to Make Safe the Availability Fault;
 - (B) the actual time to Rectify the Availability Fault; or
 - (C) the actual time to Remedy the Incident; and
 - (xiv) the name(s) of the person(s) acting on behalf of Project Co who undertook (to the extent applicable) the Make Safe, Rectification, Temporary Repair, Permanent Repair, or Remedy (as applicable).
- (e) Project Co must implement an immediate call forward response in accordance with the Principal's instructions to all issues and calls received which do not relate to Project Co's responsibilities under these Services Specifications.
 - (f) Project Co must maintain a log of all calls received that relate to an emergency incident or other incident that has the potential to threaten life or personal safety, irrespective of whether the call relates to Project Co's responsibilities under these Services Specifications. The log must record, as a minimum:
 - (i) the name and location of the person making the call;
 - (ii) the date and time of the call;
 - (iii) the nature of the emergency; and
 - (iv) all actions undertaken by Project Co in respect of the call, including details of communications with any other parties, including any emergency services.
 - (g) Project Co must inform the Help Desk User of the proposed course of action and applicable Make Safe Time, Temporary Repair, Permanent Repair, Initial Rectification Period, Initial Remedial Period, Further Rectification Period or Further Remedial Period (if applicable). The Services Help Desk must co-ordinate the appropriate response to all requests.
 - (h) Project Co must ensure that the relevant Services Provider responds to the Issue reported and, on completion of the remedial activity, inform the Help Desk User of:
 - (i) the actual time to Make Safe the Availability Fault;
 - (ii) the actual time to Rectify the Availability Fault; or
 - (iii) the actual time to Remedy the Incident.
 - (i) Project Co must ensure:
 - (i) the Services Help Desk system sends an automated confirmation to the Help Desk User immediately after a job is successfully logged, and also sends a copy to the Principal. The confirmation must contain, as a minimum:
 - (A) the information set out in Section 17.3 (to the extent that information is reasonably available at that time); and
 - (B) the anticipated time to Make Safe, Rectify or Remedy;
 - (ii) the Help Desk User is kept informed should the information provided in Section 17.3 change; and
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- (iii) once information has been logged with the Services Help Desk, that entries cannot be amended unless there is a system in place to record the:
 - (A) exact nature and impact of the amendment;
 - (B) reason for the amendment;
 - (C) name of the person who made the amendment; and
 - (D) name of the person who authorised the amendment.
- (j) In addition to the requirements described in Section 17.3, and in accordance with any specific instructions from the Principal, Project Co must immediately advise the Principal of all calls received from particular Users and keep the Principal informed of the progress of all associated Project Co actions in response to such calls.
- (k) Project Co must:
 - (i) ensure that the State is given full live electronic read and print only access to all Services Help Desk records at all times;
 - (ii) ensure that an appropriate back-up system is in place to ensure that Services Help Desk data and records cannot be lost or destroyed as a result of software or system failures or any other occurrence. The back-up system need not be maintained on a real-time basis, but must be backed up daily; and
 - (iii) provide the State with a soft and hard copy of the Services Help Desk data and records as part of the Weekly Performance Report.
- (l) Project Co must ensure that the Services Help Desk provides an appropriate and timely acknowledgment of each communication, having regard to the nature and importance of the request for assistance, including:
 - (i) providing a personal, non-automated answer to each telephone call within 30 seconds for 75% of the calls in any Month, with a maximum of 45 seconds for all calls;
 - (ii) confirming receipt of electronic mail or other forms of electronic communication within 5 minutes or receipt of the electronic communication; and
 - (iii) answering other written communications within 5 Business Days of receipt of the relevant correspondence.
- (m) Project Co must ensure that the length of time required to log a request or an Issue by telephone call to the Services Help Desk does not exceed 4 minutes on average in any Month; and 6 minutes for any call.

18 CARETAKER SERVICES

18.1 Overview

Project Co must provide Caretaker Services comprising:

- (a) carrying out of minor moves;
- (b) carrying out of major moves;
- (c) general duties; and
- (d) recording duties and materials handling duties;

18.2 Key objectives

Project Co must:

- (a) provide a range of Caretaker Services to assist in the provision of the School Activities and School Third Party Use and minimise the time the School Staff spend on non-core activities;
- (b) implement and operate an effective and user friendly system to manage services requests for Caretaker Services through the Services Help Desk; and

- (c) develop roles and assign personnel with appropriate skills and abilities to provide a comprehensive client interface.

18.3 Scope of service

- (a) Project Co must provide the Caretaker Services:
- (i) to meet the key objectives in Section 18.2;
 - (ii) to meet the Service Standards as set out in Section 18.4;
 - (iii) in accordance with the Management and Integration Services in Part D of these Services Specifications; and
 - (iv) otherwise in accordance with this Deed.
- (b) Project Co must perform all necessary manual handling risk assessments, as required by all relevant Laws in relation to the Caretaker Services activities.
- (c) Project Co must be responsible for replacing any items, including Group 2 FF&E and Group 3 FF&E, which are damaged as a result of the performance of Caretaker Services.

18.4 Service Standards

- (a) Project Co must perform the Caretaker Services in accordance with the Caretaker Services Plan.
- (b) **(Minor moves):** Project Co must carry out “minor moves” including the reorganisation of FF&E and as required for the provision of Services generally including but not limited to:
- (i) setting up and storage of audio visual equipment and public address systems;
 - (ii) assembling equipment for physical education when requested by the Principal;
 - (iii) moving furniture and goods within and external to buildings;
 - (iv) removal and relocation of furniture from room to room; and
 - (v) moving of furniture and equipment for cleaning and maintenance.
- (c) **(Major moves):** Project Co must carry out “major moves” of FF&E, including but not limited to:
- (i) furniture relocation involving more than the equivalent furniture and equipment normally contained within 2 classrooms;
 - (ii) re-organisation and or relocation of any equipment requiring specialist installation;
 - (iii) setting up classrooms for exams, including moving furniture and equipment; and
 - (iv) setting out of activity / assembly halls and for examination purposes including moving and arranging furniture and seating.
- (d) **(General duties):** Project Co must provide the following general Caretaker duties:
- (i) duties consistent with duties and responsibilities of the Caretaker position as directed by the Principal or Principal’s Representative.
- (e) **(Recording and materials handling duties):** Project Co must provide the following recording and materials handling Caretaker Services duties:
- (i) general store duties including receipting, opening up, checking, storing and distributing school supplies and stocks such as towels, apparatus and general materials;
 - (ii) delivery of heavy and bulky goods within the School Facilities; and
 - (iii) stocktaking, recording and engraving (as required) of school equipment.

Part D - Management and Integration Services

19 GENERAL

Project Co must:

- (a) provide the Services in a manner that ensures all of the elements of each of the Services are fully integrated and interoperable and are delivered as a seamless single service;
- (b) ensure that the Services are performed in a unified, demonstrable and consistent manner that facilitates the carrying out of the School Activities and School Third Party Use;
- (c) establish and implement those processes and systems that may be required so that the Services can be performed to meet the requirements of this Deed, including the requirements in Section 19(a) and 19(b) above. Project Co must ensure that:
 - (i) those processes and systems are fully documented within the Operating Phase Management Plans;
 - (ii) the content of the Operating Phase Management Plans is consistent with the provision of the Services in a manner that is fully integrated with the School Activities and School Third Party Use;
 - (iii) the Services are fully integrated with the School Activities and School Third Party Use, and the Operating Phase Management Plans reflect and facilitate that;
 - (iv) the relevant State Associates can easily and efficiently access Project Co's systems and processes, as required from time to time, in order to support the State's effective delivery of School Activities and School Third Party Use; and
 - (v) the Services meet the requirements of the School Facility Management Committees in accordance with Clause 26.1;
- (d) ensure that all Users can indirectly receive the benefit of the Services easily and simply without needing to understand Project Co's internal resourcing, internal allocation of responsibility and contracting arrangements in respect of the provision of the Services;
- (e) ensure that there is an effective alignment between all of the elements of each of the Services, ensuring that there are no overlaps or gaps between the performance of each of the Services;
- (f) advise the State of the breach of any Laws or Approvals that affect the ability of Project Co to provide the Services in a safe, legal and effective manner within 1 day of the date Project Co became, or should reasonably have become, aware of such breach; and
- (g) perform the Management and Integration Services in accordance with the requirements of this Part D.

20 MANAGEMENT

Project Co must:

- (a) provide leadership, active management and supervision in respect of the performance of each of the Services;
- (b) establish and maintain an organisational structure that ensures roles are created and assigned to Project Co Associates with skills and abilities appropriate to ensure the Services are provided as a complete, integrated and interoperable service. Project Co must provide an organisational chart to the State that depicts that organisational structure, and provide an updated chart as it changes from time to time; and

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- (c) establish and maintain an integrated service culture that prioritises quality outcomes for all Users. Project Co must ensure that Project Co Associates provide reasonable assistance as requested by the State and attend any meetings called by the State.

21 COMMUNICATIONS AND STAKEHOLDER MANAGEMENT

Project Co must consult with the State for the purpose of developing and implementing clear communication and engagement policies and procedures in relation to the Services.

22 WORK METHOD STATEMENTS

Without limiting Part F, Section 41 of these Services Specifications, all new Work Method Statements and revisions to Work Method Statements already agreed with the State (including any practices which may impact upon the State's ability to carry out the School Activities or School Third Party Use) must be approved by the State prior to any such new or revised Work Method Statement being implemented. The State's approval will not be unreasonably withheld, however, prior to granting its approval, the State may require the Work Method Statement to be reasonably amended to accommodate the School Activities or School Third Party Use.

23 HEALTH AND SAFETY

Without limiting Clause 10 (Health and safety), Project Co must:

- (a) comply with all applicable OHS Laws;
- (b) ensure that all Project Co Associates have suitable and appropriate personal protective equipment, uniforms and work wear including uniforms, gloves, goggles, plastic aprons and appropriate footwear;
- (c) ensure all Project Co Associates are trained in accordance with Project Co's health and safety policies and procedures and with the appropriate elements of the State's health and safety requirements;
- (d) operate and manage a "permit to work" system for Services where required by Law, Best Operating Practices or any applicable Principal policies; and
- (e) ensure that all Project Co Associates comply with the "permit to work" system referred to in Section 23(d).

24 GOVERNANCE AND REVIEW

- (a) Project Co must establish and maintain a governance framework as described in this Section 24, which is separate from its operational structure to, amongst other things, assist in the development of additional value to the State in respect of the provision of the Services.
- (b) Project Co must establish and maintain separate governance frameworks that:
 - (i) provide oversight and review of the delivery of each of the Services, with a focus on supporting the State in the performance of the School Activities and School Third Party Use and achievement of quality outcomes for all Users; and
 - (ii) provide regular expert and quality reviews in relation to the performance of each of the Services, the details of the reviews for any Operating Year to be detailed in the Annual Services Plan.
- (c) Project Co must seek and, if provided, include the State's input for any of its governance or Services quality reviews.
- (d) In discharging its obligations under Section 24(c), Project Co must:
 - (i) ensure that relevant State Associates are consulted with, and then advised of, the actions performed by Project Co (including by arranging meetings between senior Project Co Associates and relevant State Associates); and
 - (ii) consult and seek input from the relevant State Associates who are connected to the provision of the Services that are being reviewed.

25 INFORMATION MANAGEMENT

Project Co must:

- (a) manage all information and documents relevant to the provision of the Services (including records) in accordance with the *State Records Act 2000 (WA)* and this Section 25. Project Co must ensure the security, integrity and accuracy of such information and documents;
- (b) unify, align and coordinate the form of documentation used throughout the Services to ensure a seamless provision of the Services and a single point of search, indexing and referencing is available, including the consistent use of common forms for similar services or functions, common filing and referencing and consistent use of keywords, searching and meta data (where appropriate);
- (c) ensure all information and documents relevant to the provision of the Services (including records) are compatible with the State's document management system;
- (d) when requested by the State, provide information to the State in a timely manner for the purposes of internal and external public relations, media enquiries, freedom of information requests and other information requests, including requests from the State;
- (e) prepare a draft response for the State to all urgent and routine ministerial briefs, parliamentary questions and media inquiries relating to the School Facility as requested by the State; and
- (f) protect all electronic data used or generated through its provision of the Services in accordance with Best Industry Practices, and store this data in a secure and safe location, including ensuring records are backed-up daily.

26 CONTINUOUS IMPROVEMENT AND INNOVATION

- (a) Project Co must use all reasonable opportunities to continually improve its provision of the Services, including improving the State's ability to deliver the School Activities and School Third Party Use and achieving cost efficiencies in the provision of the Services.
- (b) Project Co must seek to provide innovation in the delivery of the Services. This innovation must provide cost-savings to the Services through improvement or efficiency rather than decreased volume or service and must not compromise the intent of this Specific Service Specification.
- (c) In seeking to implement innovation in the performance of the Services, Project Co must consider:
 - (i) the scope, standards and legislative requirements for each Service and the Services as a whole, including relevant Laws and Quality Standards, the Service Standards, and the requirements of Schedule 3 (Payment) of this Deed;
 - (ii) the impact of such requirements on the performance of the Services and any interfaces with the Services, including the School Activities and School Third Party Use;
 - (iii) risk management issues;
 - (iv) any health and safety issues;
 - (v) User and stakeholder feedback, including complaints management;
 - (vi) environmental impacts;
 - (vii) the effect of technology;
 - (viii) the means of optimising resources and reducing whole of life costs;
 - (ix) the effect on Users; and
 - (x) the means of improving Service delivery, processes, reliability, monitoring and reporting.
- (d) Project Co must manage all of the reasonably foreseeable risks arising from or as part of the delivery of the Services.

- (e) Project Co must ensure that risk documentation, including the risk register, is updated monthly to incorporate risk management of all relevant issues and the current and future delivery approach to the Services and ensure changed circumstances or delivery processes are promptly included.
- (f) Project Co must document all policies and procedures in the Risk Management Plan and manage all of the Services to ensure risk mitigation strategies are carried out in accordance with that plan.

27 PERSONNEL HUMAN RESOURCE MANAGEMENT

- (a) Project Co must ensure that its human resource systems and policies for the management of Project Co Associates:
 - (i) are compatible with the Project Objectives (as those terms are defined in Schedule 26 (Design Brief)) and ensure that Project Co Associates understand, value and adopt these objectives;
 - (ii) actively develop and support a healthy workplace culture that is free of harassment, bullying and unethical and criminal behaviour; and
 - (iii) provide a comprehensive human resource service that is consistent with Best Industry Practices.
- (b) Project Co must develop and implement policies and procedures for Project Co Associates to effectively manage:
 - (i) alcohol and drug use at the School Facility, including Project Co Associates suspected of being affected by alcohol and drugs while at work;
 - (ii) misconduct by Project Co Associates, including inappropriate use of computer systems;
 - (iii) criminal conduct and alleged criminal conduct by Project Co Associates;
 - (iv) harassment and bullying, including compliance with the *Equal Opportunity Act 1984 (WA)* and OHS Laws; and
 - (v) the requirements set out in Clause 55 (Probity Events and Disciplinary Events) of this Deed, acknowledging that the required clearances may take a minimum of 6 to 8 weeks to process. It is Project Co's responsibility to ensure it has sufficient time to undertake the required processes.
- (c) Project Co must comply with the policies and procedures developed as described above and notify the State within 1 Business Day of any behaviours or checks described in Section 27(b)(i) to (v), and detail any behaviours or checks in the Weekly Performance Report.
- (d) Project Co must:
 - (i) ensure that all Project Co Associates are of good character and hold appropriate qualifications or have received appropriate training for their intended duties and provide evidence of such qualifications and training to the State as reasonably requested;
 - (ii) ensure that Project Co Associates are appropriately attired in uniforms and observe appropriate standards of personal demeanour, presentation and customer service;
 - (iii) ensure that Project Co Associates display identification of their name and employer's name at all times while on duty;
 - (iv) ensure that Project Co Associates maintain a high standard of personal hygiene commensurate with their allocated tasks;
 - (v) ensure that all Project Co Associates are trained in relation to the performance of the Services that they are required to perform, including complying with the Services Training and Induction Program, and that those Project Co Associates are adequately instructed;
 - (vi) release Project Co Associates as may be required from time to time to attend obligatory State training. Project Co must, at its own expense,

provide suitably trained replacement staff so as not to compromise the level or quality of the Services delivery during any absences of staff for the purpose of attendance at the State's training;

- (vii) maintain documentary evidence of all licences and training records necessary to demonstrate the competencies of all persons used to deliver the Services; and
- (viii) implement policies and procedures that promote positive interaction between Project Co Associates and Users, where each is treated with respect by the other.

28 TRAINING

- (a) Project Co must ensure Project Co Associates are trained and instructed with regard to the following:
 - (i) competency to carry out their responsibilities and tasks in a safe, efficient and competent manner;
 - (ii) all relevant health and safety hazards, rules, policies and procedures concerning health and safety at work and all other requirements of OHS Laws;
 - (iii) the Policies and Procedures Manual.
- (b) Project Co must ensure that all Project Co Associates and State Associates who are users of specific software or systems are trained and instructed to use such software or systems.

29 SCHOOL FACILITY SYSTEMS

- (a) With respect to all School Facility systems (including security systems, building management IT hardware and software, Engineering Services and Air Conditioning and Mechanical Ventilation Systems), Project Co must maintain all software, hardware and licences necessary to ensure:
 - (i) the systems operate in accordance with the Design Requirements, the Commercial Acceptance Criteria and any applicable manufacturer's specifications and warranties; and
 - (ii) the systems remain compliant with all applicable copyright and licence obligations.
- (b) Project Co must provide systems tuning and recommissioning of applicable systems, in accordance with the ICT Management and Integration Service Plan.
- (c) In performing Services in respect of the School Facility systems, Project Co must:
 - (i) ensure qualified specialists and continuous manufacturer support is available; and
 - (ii) notify the State immediately should manufacturer support lapse due to discontinued products or for any other reason.

30 ENVIRONMENTAL MANAGEMENT

- (a) Project Co must ensure that it performs the Services during the Term in accordance with the Environmental Management Plan.

31 CONTRACT MANAGEMENT

Project Co must:

- (a) without limiting Clause 50 (Records and Accounts) of this Deed, maintain all records and information relating to contracts and contractor performance in a form that enables the State to view the records and audit the performance of the suppliers and Subcontractors as required by this Deed; and
- (b) establish appropriate delegation authority within its management structure to ensure it maintains clarity of authority and decision making.

32 EMERGENCY MANAGEMENT

Project Co must cooperate with the State and each Principal to develop and implement each School Facility's Emergency Management Plan in accordance with Section 42.4 of these Services Specifications and the Department's Emergency and Critical Incident Management Policy, including:

- (a) assisting in the preparation of each Emergency Management Plan in cooperation with the State, Western Australian Police, the Department of Fire and Emergency Services and other emergency services (as appropriate and necessary);
- (b) preparing and updating elements of each Emergency Management Plan relating to the Services as required by the State or Principal;
- (c) as a minimum, undertaking annual tests of Project Co's contingency plans detailed in each Emergency Management Plan in respect of the Services at times agreed with the State;
- (d) ensuring all Project Co Staff participate in fire drills, emergency scenario testing and evacuations carried out in accordance with all applicable Laws, Quality Standards and as otherwise required by the State;
- (e) reporting all fire risks (including bushfire risks) that are identified as pertaining to the School Facility; and
- (f) responding to any reports of fire risks to the School Facility immediately.

33 BUILDING INFORMATION MODELLING

During the Operating Phase, Project Co must:

- (a) store and maintain the Asset Condition Survey and associated processes so that it is current at all times and in accordance with Clause 28.2 so that it is compiled into a single asset information source;
- (b) update the Asset Condition Survey to reflect all works undertaken in relation to:
 - (i) the Estate Services; and
 - (ii) any works or changes undertaken by the State or Project Co;
- (c) ensure that the Asset Condition Survey is available at all times for reuse, including reuse by the State; and
- (d) where relevant, update the BIM process standards to ensure they meet or exceed the Quality Standards or any applicable industry guidelines.

Part E - Performance Monitoring

34 PERFORMANCE MONITORING AND REPORTING

34.1 Performance assessment and monitoring against Services Specifications

Project Co must:

- (a) monitor its own performance, including by undertaking comprehensive and complete self-monitoring and assessment of its performance and delivery of the Services (including Services delivered by Project Co Associates) and otherwise in accordance with the Performance Monitoring Program described in Section 34.2 below;
- (b) undertake self-monitoring and assessment accordance with Section 34.10 which must include inspections and audits conducted in compliance with Section 34 and Project Co must provide the outcome of such audits to the State;
- (c) provide the State with a minimum of 5 Business Days' notice prior to undertaking the annual audits, and must only undertake such audits during Business Hours and otherwise at a time which does not interfere with School Activities; and
- (d) provide the State with continuous read and print access to all information, reports and data used by Project Co in measuring its performance under the Performance Monitoring Program, by means of a web-portal or similar.

34.2 Performance Monitoring Program

Project Co must provide to the State, at the commencement of each Operating Year, a Performance Monitoring Program in accordance with the requirements of Section 42.18 of these Services Specifications.

34.3 Performance Reporting

Project Co must provide comprehensive and complete reporting on its self-monitoring and assessment in accordance with this Part E, including:

- (a) the preparation and submission of the Weekly Performance Report in accordance with the requirements of Sections 35.1 and 36 of these Services Specifications;
- (b) the preparation and submission of the Monthly Performance Report in accordance with the requirements of Section 35.2 and 38 of these Services Specifications;
- (c) the preparation and submission of the Quarterly Performance Report in accordance with the requirements of Sections 35.3 and 39;
- (d) the preparation and submission of the Annual Report in accordance with the requirements of Section 35.4 and 40 of these Services Specifications; and
- (e) the provision and maintenance of the Performance Reporting System described in Section 34.4.

34.4 Performance Reporting System

Project Co must provide and maintain a single, electronic, fully verifiable system that is able to accurately measure and demonstrate Project Co's performance of all of the Services. This system must:

- (a) be fully visible to and accessible by the State in read-only format at all times;
- (b) meet the requirements of Section 35.1;
- (c) capture all information required by Project Co to prepare and submit the Weekly Performance Report, Monthly Performance Report, Quarterly Performance Report and Annual Report in accordance with the relevant requirements of Part F of these Services Specifications;
- (d) ensure all inputs are gathered at the point of initiation and delivery; and
- (e) ensure all records relied on to demonstrate delivery or performance (including the history of and reason for all edits or changes to monitoring status) are fully reconcilable and auditable.

34.5 Errors in Performance Reporting

- (a) If there is any error or omission in the:
- (i) Weekly Performance Report for any week;
 - (ii) Monthly Performance Report for any Month;
 - (iii) Quarterly Performance Report for any Quarter; or
 - (iv) Annual Report for any Operating Year;
- except in the circumstances referred to in Section 34.5(c) below, the State must notify Project Co of the error or omission within 2 Months of the relevant Weekly Performance Report, Monthly Performance Report, Quarterly Performance Report or Annual Report being received by the State.
- (b) Once Project Co has received notice under Section 34.5(a), Project Co and the State Representative must consult for the purpose of agreeing an amendment rectifying the error in the Weekly Performance Report, Monthly Performance Report, Quarterly Performance Report or Annual Report (as applicable) to be implemented, including carrying out any consequential adjustment to the calculation of the Quarterly Services Payment. In the event the parties cannot agree an amendment within 20 Business Days of Project Co receiving notice under Section 34.5(a), the matter is to be referred for expert determination in accordance with Clause 43 (Dispute Resolution procedure).
- (c) If Project Co fails to monitor or accurately report an Availability Fault, an Incident, Availability Failure or Incident Failure in a Monthly Performance Report then, without prejudice to the Abatements to be made in respect of the relevant Availability Failure or Incident Failure (if any), the failure to monitor or report the Availability Fault, Incident, Availability Failure or Incident Failure will be deemed to be a new Incident Failure, except as set out in Schedule 3 (Payment).

Part F - Operating Phase Management Plans

35 OVERVIEW

35.1 Weekly Performance Report

- (a) Project Co must prepare a Weekly Performance Report, in accordance with Section 36, during the Operating Phase.
- (b) Project Co must prepare and submit a complete and accurate Weekly Performance Report for the previous week to the State by 5:00 pm each Monday.
- (c) Project Co must prepare and submit to the State:
 - (i) a draft template of the Weekly Performance Report for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 6 Months prior to the date upon which it reasonably expects to achieve the first occurring Date of Commercial Acceptance of a Stage;
 - (ii) a final template of the Weekly Performance Report for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 2 Months prior to the date upon which it reasonably expects to achieve the first occurring Date of Commercial Acceptance of a Stage; and
 - (iii) an updated template of the Weekly Performance Report for review as reasonably requested by the State during the Operating Phase.

35.2 Monthly operating documents

Project Co must prepare and submit (as applicable) the following complete and accurate documents in relation to the Operating Phase:

- (a) a Monthly Services Plan in accordance with Section 37 within 10 Business Days of the end of each Month;
- (b) a Monthly Performance Report in accordance with Section 38 within 10 Business Days of the end of each Month;
- (c) the following templates:
 - (i) a draft template of the Monthly Performance Report for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 6 Months prior to the date upon which it reasonably expects to achieve Commercial Acceptance;
 - (ii) a final template of the Monthly Performance Report for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 2 Months prior to the date upon which it reasonably expects to achieve Commercial Acceptance; and
 - (iii) an updated template of the Monthly Performance Report as reasonably requested by the State during the Operating Phase or as otherwise required by these Services Specifications.

35.3 Quarterly Performance Report

Project Co must prepare and submit the Quarterly Performance Report in accordance with Section 39 within 10 Business Days after the end of the relevant Quarter.

35.4 Annual Operating Documents

- (a) Project Co must prepare, submit and update (as applicable) the following complete and accurate documents in relation to the Operating Phase:
 - (i) the Annual Report in accordance with Section 40;
 - (ii) the Policies and Procedures Manual in accordance with Section 42;
 - (iii) the Operating Phase Lifecycle Maintenance Plan in accordance with Section 43;
 - (iv) the Annual Services Plan in accordance with Section 44;

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- (v) the Operating and Maintenance Manuals in accordance with Section 45; and
 - (vi) the Handover Package in accordance with Section 46, (together, the **Annual Operating Documents**).
- (b) Project Co must prepare and submit to the State:
- (i) first drafts of the Annual Operating Documents for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 12 Months prior to the date upon which it reasonably expects to achieve Commercial Acceptance;
 - (ii) final drafts of the Annual Operating Documents for review in accordance with Schedule 12 (Review Procedures) of this Deed no later than 6 Months prior to the date upon which it reasonably expects to achieve Commercial Acceptance;
 - (iii) final versions of the Annual Operating Documents for review in accordance with Schedule 12 (Review Procedures) no later than 2 Months prior to the date upon which it reasonably expects to achieve Commercial Acceptance; and
 - (iv) updated versions of the Annual Operating Documents for review in accordance with Schedule 12 (Review Procedures) of this Deed:
 - (A) during the Operating Phase, no later than 3 Months prior to the end of each Operating Year, unless:
 - (1) Project Co gives notice in writing to the State, no later than 4 Months prior to the end of the relevant Operating Year that, in Project Co's reasonable opinion, the Annual Operating Documents are up to date; and
 - (2) the State gives notice in writing to Project Co, no later than 3 Months prior to the end of the relevant Operating Year that, it agrees with Project Co's opinion under Section 35.4(b)(iv)(A)(1);
 - (B) in the case of the Annual Report, within 40 Business Days of the end of the Operating Year; and
 - (C) as otherwise required by these Services Specifications or reasonably requested by the State.

35.5 Format

- (a) Project Co must submit the documents referred to in this Part F in the following format:
 - (i) 1 hard copy;
 - (ii) 1 electronic version in .pdf format; and
 - (iii) 1 electronic version in original format (in accordance with Section 35.5(b)).
- (b) The electronic version in original format must be an electronic version of that document in the format of the software in which the document was originally created, that has been configured to allow the person to whom the electronic version is provided to access and amend the information contained therein in the same manner as could the original creator(s) of that document.

35.6 General

- (a) The Operating Phase Management Plans submitted in accordance with these Services Specifications must be:
 - (i) where relevant, consistent with the Initial Operating Phase Management Plans; and
 - (ii) prepared and submitted in accordance with Best Industry Practices.

- (b) Project Co must comply with and provide all Services in accordance with the then current version of each Operating Phase Management Plan.

36 WEEKLY PERFORMANCE REPORT

- (a) The Weekly Performance Report must provide a summary of the following events for the relevant week:
- (i) activation by the EWMS of any nominated alarm;
 - (ii) activation of any security alarm;
 - (iii) Priority 0 Faults and Priority 1 Faults that have occurred;
 - (iv) Availability Faults that result from loss or damage caused by Users;
 - (v) Availability Faults or Incidents, including Availability Failures and Incident Failures;
 - (vi) a soft copy of the Services Help Desk data and records in accordance with Section 17.4(k)(i);
 - (vii) details of any behaviours and checks in accordance with Section 27(c);
 - (viii) any Security Issues; and
 - (ix) any complaints.
- (b) A Weekly Performance Report must be submitted irrespective of whether any of the events described in Section 36(a) have occurred.

37 MONTHLY SERVICES PLAN

Each new Monthly Services Plan must:

- (a) where required, update the Scheduled Maintenance requirements set out in the previous Monthly Services Plan for the Months which are covered by both the new and previous Monthly Services Plan;
- (b) to the extent applicable, be consistent with and implement the work described in the Annual Services Plan;
- (c) to the extent applicable, be consistent with and implement the work described in the Operating Phase Lifecycle Maintenance Plan;
- (d) include details of the following:
 - (i) the Scheduled Maintenance to be undertaken in the 2 Months following the month in relation to which the Monthly Services Plan is submitted, including:
 - (A) the nature and scope of the work;
 - (B) the location of the work;
 - (C) the projected timing and duration of the work; and
 - (D) a risk assessment in relation to the work to be undertaken, in a format agreed with the State, including an assessment of OHS risks;
 - (ii) the way in which Project Co intends to work with the State and the Principal to avoid disruption to Users and to the delivery of the School Activities and School Third Party Use;
 - (iii) any Users with whom Project Co or Project Co Associates will directly interface with regarding the delivery of the Services;
 - (iv) details of each Project Co Associate who will be carrying out the work described in Section 37(d)(i);
 - (v) the “permits to work” needed; and
 - (vi) a report on any proposed testing (including performance monitoring or statutory testing in accordance with Annexure A (Statutory Testing) of these Services Specifications) to be undertaken in the following 2 Months.

38 MONTHLY PERFORMANCE REPORT

The Monthly Performance Report must include the following information, or such other information as agreed with the State, in respect of the relevant Month:

- (a) **(Quarterly Service Payments):** sufficient information that will enable the State to assess the performance of the Services and to calculate the Quarterly Service Payment for the relevant Quarter, including the following information:
- (i) a summary of all Availability Faults and Incidents, other Services requests and events reported to the Services Help Desk in the relevant Month, including:
 - (A) the number of Availability Faults and Incidents;
 - (B) the number of communications received by the Services Help Desk, broken down by Service or other agreed categorisation; and
 - (C) the number and nature of complaints received by the Services Help Desk in relation to any of the Services;
 - (ii) with respect to each Availability Fault or Incident:
 - (A) the unique Availability Fault or Incident number;
 - (B) the nature and location of the Availability Fault or Incident;
 - (C) the date and time of the Availability Fault or Incident and, if applicable:
 - (1) the required and actual date and time of Make Safe or Rectification for each Availability Fault; and
 - (2) the required and actual date and time of Remedy for each Incident;
 - (D) the number and classification of any Availability Fault or Incident which became an Availability Failure or Incident Failure;
 - (E) the date and time of any Availability Fault or Incident becoming an Availability Failure or Incident Failure and, if applicable:
 - (1) the required and actual date and time for Make Safe or Rectification for each Availability Fault; and
 - (2) the required and actual date and time of Remedy for any Incident;
 - (F) in the case of an Availability Fault:
 - (1) the classification of the Availability Fault as set out in Schedule 3 (Payment) of this Deed;
 - (2) details of where a further Make Safe, Rectification, Temporary Repair or Permanent Repair was applied (if applicable);
 - (3) a short description of the Availability Fault; and
 - (4) a short description of how the Availability Fault was Made Safe or Rectified;
 - (G) in the case of an Incident:
 - (1) the classification of the Incident as set out in Schedule 3 (Payment) of this Deed;
 - (2) a short description of the Incident; and
 - (3) a short description of how the Incident was Remedied; and
 - (H) any additional works required;
 - (iii) a summary of all Issues including:

- (A) the duration of each Issue if not responded to, Made Safe, Rectified or Remedied on time, as applicable; and
 - (B) the time and date the Issue commenced and ceased;
- (iv) a summary of all Scheduled Maintenance and Unscheduled Maintenance actually undertaken (or about to be undertaken) in that Month, noting any differences between the actual maintenance undertaken and the Scheduled Maintenance that was planned to be undertaken and, in relation to Unscheduled Maintenance, measures taken or intended to be taken to prevent reoccurrence.
- (v) Project Co's estimate of the deduction to be made from the Quarterly Service Payment calculated in accordance with Schedule 3 (Payment) of this Deed for the relevant Month, including:
 - (A) details of the calculation; and
 - (B) sufficient details of any Availability Failures or Incident Failures of the same or similar type to enable the State to calculate the Abatements in accordance with Schedule 3 (Payment) of this Deed.
- (b) **(Environmental compliance report)**: when requested by the State, Project Co must provide the details of its compliance with the approved Environmental Management Plan;
- (c) **(Help Desk Services)**:
 - (i) the number of communications received by the Services Help Desk in respect of the relevant Month; and
 - (ii) summary of any failure to comply with the Services Help Desk minimum acknowledgement times as detailed in Sections 17.4(b), 17.4(l) and 17.4(m);
- (d) **(EWMS)**: a summary of exported data from the EWMS and the security systems identifying all readings that indicated, at any time during the reporting period, that any part of the School Facility had been performing outside of any performance parameters stated or implied within the Design Requirements;
- (e) **(Minor Works)**:
 - (i) the Minor Works Costs then expended in the Operating Year to which the current Minor Works Limit applies;
 - (ii) the difference between the current Minor Works Limit and the Minor Works Costs expended in respect of the Operating Year to which the current Minor Works Limit applies; and
 - (iii) any further Minor Works Prices which have been approved during the previous Month pursuant to Clause 35 (Minor Works) of this Deed;
- (f) **(Additional Use Allowance)**: the Additional Use Allowance expended in the relevant Month;
- (g) **(Modifications)**: any Modifications, FF&E Modifications or proposed Modifications or FF&E Modifications;
- (h) **(Interface)**: details of any interface issues between the School Activities or School Third Party Use and the Services, or between Project Co and the State;
- (i) **(Stakeholders)**: details of any issues, or potential issues, with Project stakeholders;
- (j) **(Quality assurance)**: details of any quality assurance issues;
- (k) **(Public relations)**: details of any public relations issues, including complaints or concerns raised by the public or Users;
- (l) **(Planning)**: a report on the planning for the delivery of the Services during the following Month, including potential issues in respect of performance of the Services;

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- (m) **(Alarms)**: details of the activation by the EWMS and security systems of any nominated alarm, with identification of any false alarms;
 - (n) **(OHS)**: an occupational safety and health report summarising safety performance and initiatives;
 - (o) **(Contract Management Team)**: the minutes of the monthly meeting of the Contract Management Team;
 - (p) **(Operating Phase Lifecycle Maintenance Plan or Annual Services Plan)**: if any element of the Operating Phase Lifecycle Maintenance Plan or Annual Services Plan changes during an Operating Year, all relevant sections of the Operating Phase Lifecycle Maintenance Plan and the Annual Services Plan (as applicable);
 - (q) **(Pest control)**: an overview of Pest control activity within the School Facilities during the previous Month and an outline of future action, including:
 - (i) the details of any Scheduled Pest Control Services and other activities carried out in accordance with the Pest Control Plan;
 - (ii) a signed and dated report detailing the locations, times and areas inspected and treated and the product name of the pesticide used (if applicable);
 - (iii) the number, type and location of Pest infestations reported;
 - (iv) the actions taken to rid the area of Pests or the action to be taken;
 - (v) any evidence of any Pest;
 - (vi) any reasonable belief that any Pest infestation is associated with any of the practices of the State, Principal or others; and
 - (vii) a recommendation as to preventative measures to minimise Pest re-infestation;
 - (r) **(Utilities)**:
 - (i) a summary of Utilities consumption in the relevant Month broken down by sector within the School Facilities and sub-meter for each quadrant, building or Functional Area as appropriate compared with the previous Month's consumption described by:
 - (A) total consumption at sub-meter level for all Utilities and metered systems;
 - (B) the daily measurement of maximum peak load experienced by the whole of the School Facility for the reporting month; and
 - (C) annual consumption against the energy targets specified in the Utility Services Conservation Plan and the Design Requirements;
 - (ii) a summary of annual Utilities performance (only as part of the applicable Monthly Performance Report following the end of each Operating Year), including:
 - (A) a summary of Utilities usage patterns within the School Facilities by sector and Functional Area, detailing usage per individual metered area based on the Monthly Performance Reports included in the Monthly Performance Reports for the previous Operating Year;
 - (B) a summary of the maximum peak load experienced by the whole of the School Facility for each calendar month for the previous Operating Year;
 - (C) actual Utilities and metered systems consumption against the energy targets specified in the Utility Services Conservation Plan and the Design Requirements; and
 - (D) details of any non-compliance with any relevant State policies; and
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- (iii) any other information required to be prepared and submitted by the Sustainable Energy Development Office of Western Australia (or equivalent if the Sustainable Energy Development Office of Western Australia ceases to exist), prepared in accordance with the reporting requirements of the Sustainable Energy Development Office of Western Australia (or such similar body if the Sustainable Energy Development Office of Western Australia ceases to exist);
- (s) **(Repetition of representations and warranties)**: without limiting Clause 44 (Representations and warranties) of this Deed, a certificate in the form of Annexure C (**Certificate**) to these Services Specifications;
- (t) **(Performance Monitoring Program)**: details of the performance monitoring conducted during the previous Month (which summary must be in accordance with the Performance Monitoring Program), including:
 - (i) a summary of the monitoring which has been conducted during the previous Month in accordance with the Performance Monitoring Program;
 - (ii) details regarding any Service Standards that have not been achieved, including how Project Co intends to address the shortfall in performance or delivery; and
 - (iii) any volume data, relevant to the Performance Monitoring Program, as requested by the State.
- (u) **(Building management IT hardware and software)**: automated reports in respect of the delivery of the Estate Services, generated by the building management IT hardware and software;
- (v) **(Human resources)**:
 - (i) details of any changes to personnel and staffing structure of Project Co Staff located on Site and the reasons for those changes; and
 - (ii) staffing rosters for Project Co Staff located on Site for the next Month; and
- (w) **(Other information)**: any other information required to be provided in accordance with this Deed.

39 QUARTERLY PERFORMANCE REPORT

The Quarterly Performance Report must include:

- (a) a summary of the information provided in the Monthly Performance Reports submitted in respect of the Months comprising that Quarter;
- (b) a summary of any matters raised by the Contract Management Team in relation to the relevant Monthly Performance Reports; and
- (c) Project Co's estimate of the deduction to be made from the Quarterly Service Payment calculated in accordance with Schedule 3 (Payment) of this Deed for the relevant Quarter, including:
 - (i) details of the calculation; and
 - (ii) sufficient details of any Availability Failures or Incident Failures of the same or similar type to enable the State to calculate the Abatements in accordance with Schedule 3 (Payment) of this Deed.

40 ANNUAL REPORT

Project Co must provide an Annual Report which includes:

- (a) **(Fire fighting FF&E)**: confirmation that the fire compartmentalisation design, provision of escape routes and provision of fire fighting FF&E complies with the Design Requirements and these Services Specifications;
- (b) **(Emergency Management Plan)**: confirmation that the procedures for which Project Co is responsible, including emergency procedures and contingency plans as they relate to each School Facility's Emergency Management Plan, comply with

the minimum fire safety systems in accordance with the Design Requirements and these Services Specifications;

- (c) **(Asset Register)**: an up-to-date copy of the Asset Register;
- (d) **(Insurance)**: a report, including a Certificate of Currency, as to each Insurance it is required to effect and maintain including claims and other material events with respect to each Insurance, as at the date of the report and during the previous 12 Months;
- (e) **(Fire certification)**: the current status of fire certification;
- (f) **(ESD performance)**: a report demonstrating the performance of the ecologically sustainable design initiatives incorporated within the Design Requirements, including demonstrating their impact on water and operating energy consumption;
- (g) **(Reduction in greenhouse gas emissions)**: a report against the baseline reduction in greenhouse gas emissions targets as described in Table 1 in Section E6.2 of Schedule 26 (Design Brief) of this Deed;
- (h) **(Operating energy performance)**: a report against the baseline operating energy performance targets as described in Table 1 in Section E6.2 of Schedule 26 (Design Brief) of this Deed; and
- (i) **(Water performance)**: a report against the baseline water performance targets as described in Table 1 in Section E6.2 of Schedule 26 (Design Brief) of this Deed.

41 WORK METHOD STATEMENTS

- (a) Project Co must maintain complete and accurate Work Method Statements for all Services which must incorporate risk assessments regarding the impact of the Services on School Activities and School Third Party Use, the provision of a safe work environment and comprehensive operational statements describing the work practices, liaison procedures and other operational matters in respect of the delivery of each of the Services, including:
 - (i) Estate Services;
 - (ii) Grounds and Gardens Services;
 - (iii) Security Services;
 - (iv) Utilities Management Services;
 - (v) Cleaning Services;
 - (vi) Waste Management Services;
 - (vii) Pest Control Services;
 - (viii) Help Desk Services; and
 - (ix) Caretaker Services.
- (b) Without limiting Section 41(a), unless otherwise agreed with the State, each Work Method Statement provided by Project Co must be structured as set out, and contain the information as described in the Work Method Statements in Annexure F (Work Method Statements) to these Services Specifications.
- (c) Project Co must provide copies of the Work Method Statements within 2 hours of a request by the State.

42 POLICIES AND PROCEDURES MANUAL

42.1 Overview

The Policies and Procedures Manual must describe the policies and procedures, in respect of the delivery of each of the Services and, must include:

- (a) information relating to the collection and storage of data;
- (b) the School Facility Personnel Induction and Training Program in accordance with Section 42.2;
- (c) the Services Training and Induction Program in accordance with Section 42.3 and must implement the Services Induction and Training Program no later than one

month prior to Commercial Acceptance for a Stage. A refresher of this program must be presented to relevant School Staff three months after Commercial Acceptance for a Stage;

- (d) each School Facility's Emergency Management Plan, including Project Co's contribution in accordance with Section 42.4;
- (e) the Services Help Desk Procedures in accordance with Section 42.5;
- (f) the Services Help Desk Instructions in accordance with Section 42.6;
- (g) the Utility Services Conservation Plan in accordance with Section 42.7;
- (h) the Utility Services Contingency Plan in accordance with Section 42.8;
- (i) the Grounds and Gardens Management Plan in accordance with Section 42.9;
- (j) the Pest Control Plan in accordance with Section 42.10;
- (k) the Security Services Plan in accordance with Section 42.11;
- (l) the Cleaning Services Plan in accordance with Section 42.12;
- (m) the Waste Management Plan in accordance with Section 42.13;
- (n) the Caretaker Services Plan in accordance with Section 42.14;
- (o) the Risk Management Plan in accordance with Section 42.15;
- (p) the Operational Environmental Management Plan in accordance with Section 42.16
- (q) the ICT Management and Integration Service Plan in accordance with Section 42.17;
- (r) the Performance Monitoring Program in accordance with Section 42.18;
- (s) the Complaints Management Protocol in relation to Project Co Staff Conduct in accordance with Section 42.19;
- (t) all other information required to be provided as part of the Policies and Procedures Manual in accordance with these Services Specifications, or as reasonably requested by the State or Principal from time to time;
- (u) procedures for avoiding disruption to the State and the Principal and School Activities or School Third Party Use during the performance of the Services; and
- (v) procedures for the use, storage and disposal of Services equipment.

42.2 School Facility Personnel Induction and Training Program

- (a) Subject to Section 42.2(b), the School Facility Personnel Induction and Training Program must be prepared and maintained in accordance with Section 35.4 and must, as a minimum:
 - (i) set out an induction and training program to thoroughly and competently induct and train the Project Co Staff and relevant School Staff providing the School Activities (as identified by the State), in all elements of the School Facilities and Services including:
 - (A) familiarisation, operation and troubleshooting of all School Facility systems (including security systems, building management IT hardware and software and Engineering Services), and Group 1 FF&E; and
 - (B) familiarisation, operation, troubleshooting and maintenance of all Group 2 FF&E;

to ensure the Project Co Staff and relevant School Staff have developed sufficient proficiency to undertake the Services or School Activities (as applicable) in an efficient and effective manner;
 - (ii) set out a program to provide training to Project Co Staff and relevant School Staff nominated by the State to enable them to deliver the School Facility Personnel Induction and Training Program, if required, and ensure that all necessary training material is provided to facilitate the necessary on-site training by the Project Co Staff;

- (iii) set out all induction and training in a formal, structured manner, including a training program, syllabus and a personnel assessment format developed by Project Co;
 - (iv) include a suite of presenter guides and "cheat sheets" (each suite being a maximum 4 laminated pages); and
 - (v) be implemented no later than one month prior to Commercial Acceptance for a Stage. A refresher of this program must be presented to relevant School Staff three months after Commercial Acceptance for a Stage.
- (b) Notwithstanding Section 35.4(b)(iii), Project Co must prepare and submit a final version of the School Facility Personnel Induction and Training Program for review in accordance with Schedule 12 (Review Procedures) no later than 2 months prior to the date upon which it reasonably expects to achieve Commercial Acceptance.

42.3 Services Training and Induction Program

The Services Training and Induction Program must be prepared and maintained in accordance with Section 35.4 and, must include, as a minimum:

- (a) the tasks and responsibilities of Project Co;
- (b) the tasks and responsibilities of the inductee's job role;
- (c) the geography of the School Facilities;
- (d) interaction with, lines of communication between and decision-making hierarchy between Project Co, Project Co Associates and the State;
- (e) knowledge of all OHS Laws and all other applicable Laws and Quality Standards that fall within the scope of the individual's role;
- (f) use of machines relevant to the provision of the Services;
- (g) restrictions and requirements relating to access cards, keys, locks and tools;
- (h) use of relevant computer systems;
- (i) instructions for lifting and handling;
- (j) guidelines regarding:
 - (i) customer care;
 - (ii) personal hygiene;
 - (iii) appropriate dress and rules of conduct while at the School Facilities; and
 - (iv) control of aggression;
- (k) fire risks and fire precautions;
- (l) first aid training (if applicable);
- (m) the Services Help Desk Instructions; and
- (n) the State's induction requirements for:
 - (i) relevant OHS requirements;
 - (ii) relevant security procedures;
 - (iii) relevant emergency procedures; and
 - (iv) professional boundary expectations.

42.4 Emergency Management Plans

Project Co's contribution to each School Facility's Emergency Management Plan to be developed and implemented in accordance with Section 32 of these Services Specifications and, must include:

- (a) details of Project Co's role in and the process for responding to calls and alarm systems;
- (b) Project Co's contingency plans for emergency situations;
- (c) details of routine testing of Engineering Services which are critical to emergency management and evacuation, including fire protection systems (including the

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- sound system and intercom system for emergency purposes), security systems, emergency lighting systems and Electrical Power and Other Cabled Systems;
 - (d) details of routine inspections of building elements to ensure compliance with the Design Requirements, including the Fire Engineering Report
 - (e) requirements for the maintenance of records of all testing, including checklists for all tests;
 - (f) requirements for reporting any water, steam, oil, solvent, electrical or gas breakdown to the applicable Utilities supplier; and
 - (g) procedures for Project Co to take immediate action to protect the safety and security of Users.

42.5 Services Help Desk Procedures

The Services Help Desk Procedures must be prepared and maintained in accordance with Section 35.4 and, must include:

- (a) procedures relating to:
 - (i) Make Safe and Rectification of Availability Faults;
 - (ii) Remediation of Incidents;
 - (iii) informing appropriate Project Co Staff and relevant State Associates of the progress relating to a particular Availability Fault, Incident or request;
 - (iv) logging, securing and storing data captured as part of the Help Desk Services; and
 - (v) the method by which calls relating to matters outside the scope of these Services Specifications will be handled;
- (b) guidance material and assessment criteria to assist the Services Help Desk in classifying Availability Faults and Incidents, including appropriate escalation processes in the event that Project Co's initial action is unlikely to be effective in meeting Project Co's procedures relating to:
 - (i) Remediation of Incidents; and
 - (ii) Make Safe and Rectification of Availability Faults; and
- (c) notwithstanding Section 35.4, the Services Help Desk User Procedures must be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed from time to time, as necessary and, in any case, prior to any changes to the Services Help Desk User Procedures being implemented.

42.6 Services Help Desk Instructions

- (a) The Services Help Desk Instructions must be prepared and maintained in accordance with Section 35.4 and, must include:
 - (i) an overview of the role of the Services Help Desk;
 - (ii) a summary description of Availability Faults and Incidents;
 - (iii) detailed step by step instructions on how Incidents, Availability Faults and requests can be reported to the Services Help Desk, for each of the available communication methods;
 - (iv) a summary of Project Co's response, Make Safe, Rectification and Remedy obligations; and
 - (v) any other information reasonably required to ensure Help Desk Users are able to be appropriately informed in respect of the Services Help Desk.
- (b) Project Co must provide the Services Help Desk Instructions in various forms, as required by the State, in order for the State to be able to keep all applicable Users appropriately informed in respect of the Services Help Desk.
- (c) Notwithstanding Section 35.4, the Services Help Desk Instructions must be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed from time to time, as necessary and, in any case, prior to any changes to the Services Help Desk Instructions being implemented.

42.7 Utility Services Conservation Plan

The Utility Services Conservation Plan must be prepared and maintained in accordance with Section 35.4 and, must:

- (a) identify annual Utilities consumption targets to sub-meter level, consistent with the energy targets specified in the Design Requirements; and
- (b) develop strategies and operational procedures for the ongoing minimisation of Utility consumption, in particular, to achieve consumption targets including as described in Table 1 in Section E6.2 of Schedule 26 (Design Brief) of this Deed.

42.8 Utility Services Contingency Plan

The Utility Services Contingency Plan must be prepared and maintained in accordance with Section 35.4 and, must:

- (a) identify all reasonably foreseeable causes for interruptions to Utilities within the School Facilities;
- (b) identify Project Co's response to interruptions to Utilities, including the actions Project Co will take to minimise the impact of interruptions to Utilities on the School Activities or School Third Party Use in accordance with Best Operating Practices;
- (c) identify contingency plans in the case of failure of any of the Utilities (including failure of services or infrastructure outside of the Sites); and
- (d) identify strategies for peak demand reduction.

42.9 Grounds and Gardens Management Plan

The Grounds and Gardens Management Plan must be prepared and maintained in accordance with Section 35.4 and, must:

- (a) detail the schedule of maintenance activities in respect of the:
 - (i) irrigated grassed areas;
 - (ii) non-irrigated grassed areas;
 - (iii) artificial grass and synthetic surfaces;
 - (iv) flower and garden beds;
 - (v) trees, shrubs and hedges;
 - (vi) Site Circulation Routes and Hard Landscaping;
 - (vii) litter;
 - (viii) sports pitches; and
 - (ix) Verge Infrastructure.
- (b) detail the timing and nature of all testing, treatments and inspections and the minimum performance standards; and
- (c) notwithstanding Section 35.4, be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed at quarterly intervals to take into account:
 - (i) any disease or Pest infestation; and
 - (ii) any other issues affecting the performance or appearance of the Grounds and Gardens.

42.10 Pest Control Plan

The Pest Control Plan must be prepared and maintained in accordance with Section 35.4 and, must:

- (a) detail the scope and schedule for the Scheduled Pest Control Services, including inspections, baiting, and treatment of Pests;
- (b) set out the expected location, extent of impact on the School Activities or School Third Party Use, timing and duration of the Scheduled Pest Control Services;
- (c) detail procedures and timeframes for dealing with requests for Unscheduled Pest Control Services, including those described in Section 16.4(c);

- (d) detail of how Project Co will liaise with the Principal to ensure the Principal is kept informed of the impact of School Activities or School Third Party Use on the risk of Pest infestation; and
- (e) notwithstanding Section 35.4, be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed at quarterly intervals to take into account:
 - (i) Pest infestations;
 - (ii) signs of Pests; and
 - (iii) any identified risks of future Pest infestation.

42.11 Security Services Plan

The Security Services Plan must be prepared and maintained in accordance with Section 35.4 and must:

- (a) detail the scope and schedule for the Scheduled Security Services, including those described in Section 12.4(f);
- (b) contain proposed rosters for all permanent security staff monitoring the School Facilities, including protocols for leave cover;
- (c) detail planned mobile patrols, including those described in Section 12.4(f);
- (d) detail dedicated positions, including job descriptions and reporting structure;
- (e) set out the extent of impact on the School Activities or School Third Party Use, timing and duration of the Scheduled Security Services;
- (f) set out procedures and timeframes for dealing with Security Issues and other Unscheduled Security Services requests, including those described in Section 12.4(g);
- (g) set out protocols and operating procedures that reflect the relevant School Facility's policies;
- (h) set out procedures and time frames for providing written reports in relation to Security Issues;
- (i) include a security risk assessment for the School Facilities, including high level risk mitigation strategies;
- (j) notwithstanding Section 35.4, be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed at quarterly intervals to take into account:
 - (i) incidents experienced; and
 - (ii) identified changes in security related risks.

42.12 Cleaning Services Plan

The Cleaning Services Plan must be prepared and maintained in accordance with Section 35.4 and must contain the:

- (a) Scheduled Daily Cleaning Services Schedule; and
- (b) Scheduled Periodic Cleaning Services Schedule, that details the scope and schedule for the Scheduled Cleaning Services, including cleaning of:
 - (i) external features, fire exits and stairwells;
 - (ii) walls, skirting and ceilings;
 - (iii) windows;
 - (iv) doors;
 - (v) hard floors;
 - (vi) soft floors;
 - (vii) ducts, grilles and vents;
 - (viii) electrical fixtures and appliances;

- (ix) external FF&E;
 - (x) pantry/kitchenette fixtures and appliances
 - (xi) toilets and bathroom fixtures;
 - (xii) internal building elements and structures; and
 - (xiii) FF&E.
- (c) set out the expected location, extent of impact on the School Activities or School Third Party Use, timing and duration of the Scheduled Cleaning Services, for each of the items listed above;
 - (d) detail the timing and nature of all testing and inspections and the minimum performance standards for:
 - (i) cleaning; and
 - (ii) chemical use;
 - (e) detail procedures and timeframes for dealing with requests for Emergency Cleaning Services, including those described in Section 14.4(c);
 - (f) detail Project Co's methodology for controlling and ensuring all daily use cleaning chemicals are non-toxic and non-hazardous, by providing:
 - (i) a list of proposed cleaning chemicals;
 - (ii) detail as to how cleaning products will be safely stored and disposed;
 - (g) detail the Project Co Staff training plan that addresses the proper use of all products and procedures;
 - (h) detail procedures and frequency for auditing, recording and reporting on:
 - (i) compliance with required level of cleanliness;
 - (ii) compliance with the Scheduled Daily Cleaning Services Schedule and Scheduled Periodic Cleaning Services Schedule;
 - (iii) compliance with chemical use and disposal requirements;
 - (iv) compliance with waste stream separation requirements; and
 - (i) be consistent with the Waste Management Plan.

42.13 Waste Management Plan

The Waste Management Plan must be prepared and maintained in accordance with Section 35.4 and must:

- (a) detail the scope and schedule for the Scheduled Waste Management Services, including those described in Section 15.4(b);
- (b) clearly define each waste stream;
- (c) detail compliance with the Department of Education's policy requirements and all relevant Laws;
- (d) detail the procedures for waste collection, separation into waste streams and disposal that includes:
 - (i) the waste collection schedule;
 - (ii) procedures for separating waste into waste streams;
 - (iii) procedures for capturing and quantifying the waste by waste stream;
 - (iv) procedures for safe and compliant disposal of waste; and
 - (v) waste reduction strategies;
- (e) define waste reduction targets and detail the procedures for recording and reporting the quantity of waste by waste stream; and
- (f) be consistent with the Cleaning Services Plan.

42.14 Caretaker Services Plan

The Caretaker Services Plan must be prepared and maintained in accordance with Section 35.4 and must include information in relation to:

- (a) procedures for managing major and minor moves of FF&E;
- (b) manual handling risk assessments for movement of FF&E;
- (c) procedures for recording and materials handling duties; and
- (d) procedures for carrying out general duties required from time to time as part of the Caretaker Services.

42.15 Risk Management Plan

The Risk Management Plan must be prepared and maintained in accordance with Sections 26 and 35.4 and, must:

- (a) identify all reasonably foreseeable risks in relation to:
 - (i) Project Co's ability to deliver the Services in accordance with this Deed; and
 - (ii) the impact of the Services, or any interruption to the delivery or performance of the Services, on the School Activities and the School Third Party Use;
- (b) identify actions to be taken by Project Co to mitigate those risks in accordance with Best Operating Practices; and
- (c) identify Project Co's response to those risks eventuating, including the actions Project Co will take to:
 - (i) minimise the impact on the Services and the School Activities or School Third Party Use in accordance with Best Operating Practices; and
 - (ii) to meet the requirements of the State.

42.16 Operational Environmental Management Plan

- (a) The Operational Environmental Management Plan must be prepared and maintained in accordance with Section 35.4 and must, as a minimum, include:
 - (i) a description of Project Co's environmental policy;
 - (ii) a description of Project Co's environmental objectives, targets and key performance indicators;
 - (iii) a description of Project Co's environmental management strategy, which must be consistent with and describe how Project Co will comply with the content of the Environmental Management Plan;
 - (iv) an assessment and description of the impact that the provision of the Services and Project Co's specific operational activities will have on the environment, including an aspects and impacts register;
 - (v) a description of the roles and responsibilities of Project Co Associates in relation to the management and monitoring of the environment;
 - (vi) a list of all Environmental Laws, relevant Quality Standards and environmental Approvals that must be complied with, including environmental safeguards that will be adhered to;
 - (vii) a site plan illustrating the depth of any potentially Contaminated soil;
 - (viii) specific management and monitoring procedures, including non-conformance and corrective action processes, to ensure good environmental practice and compliance with all Environmental Laws, the Environmental Management Plan and the Operational Environmental Management Plan;
 - (ix) a procedure for auditing, monitoring and recording of environmental compliance;
 - (x) details of environmental reporting requirements and timeframes;

- (xi) a procedure for review of the Operational Environmental Management Plan and aspects and impacts register including in accordance with Schedule 12 (Review Procedures) of this Deed; and
- (xii) a description of how Project Co will implement a proactive and integrated approach to sustainable development in delivering the Services, including in relation to the following areas:
 - (A) conservation of energy, wood, paper, horticulture and water;
 - (B) rehabilitation areas;
 - (C) pollution;
 - (D) procurement; waste recycling; and
 - (E) monitoring and auditing.

42.17 ICT Management and Integration Service Plan

- (a) The ICT Management and Integration Service Plan must be prepared and maintained in accordance with Section 35.4 and must, as a minimum, comprise the following sub-plans:
 - (i) a Disaster Recovery Plan;
 - (ii) a Service Improvement Plan; and
 - (iii) a Development Testing, Deployment and Mitigation Plan.
- (b) The Disaster Recovery Plan must set out:
 - (i) procedures and timeframes to restore critical School Facility systems in the event of a disaster; and
 - (ii) protocols and operating procedures that reflect the relevant Principal's policies regarding business continuity management.
- (c) The Service Improvement Plan must set out the requirements and frequencies of retuning and recommissioning to optimise and improve the performance, energy uses and efficiency of the School Facility systems, including:
 - (i) the security system;
 - (ii) if ICT connectivity is impacted liaison with the Department's ICT integrators will be required to ensure the integrity of the Department's SOE is not compromised; and
 - (iii) the Heating, Air Conditioning and Mechanical Ventilation Systems.
- (d) The Development Testing, Deployment and Mitigation Plan must set out:
 - (i) criteria for evaluating changes to the School Facility systems, which criteria must be agreed with the State;
 - (ii) Project Co's intrusion testing regime to test the integrity and security of the School Facility systems; and
- (e) The ICT Management and Integration Service Plan must:
 - (i) detail a schedule of planned maintenance, upgrades and scheduled service outages for all School Facility systems;
 - (ii) list, in the appropriate sub-plan, any single points of failure; and
 - (iii) identify any required interfaces or interdependencies with other systems, including those systems which may be provided by the State.

42.18 Performance Monitoring Program

The Performance Monitoring Program must be prepared and maintained in accordance with Part E, Section 34.2 and Part F, Section 35.4 of these Services Specifications and, must:

- (a) detail the performance monitoring activities (including frequencies, systems, methods and audit tools) that Project Co must undertake to monitor the quality of the Services, and to demonstrate that the Services are being carried out to the level and quality required by this Deed, including, as a minimum, the following details for each Service:

- (i) the appropriate reference or extract from the Work Method Statements which describes the service inputs required to deliver the requirements set out in Schedule 3 (Payment) of this Deed;
 - (ii) the monitoring and reporting frequencies, systems, methods and tools that will be used to monitor the delivery of the requirements set out in Schedule 3 (Payment) of this Deed;
 - (iii) the methods and documentary evidence to be used to assess Project Co's performance in relation to the requirements set out in Schedule 3 (Payment) of this Deed;
 - (iv) the proposed remediation process should there be a failure to meet any of the minimum Service Standards; and
 - (v) the nominated Project Co Staff member responsible for the management and delivery of the requirements set out in Schedule 3 (Payment) of this Deed.
- (b) detail the geotechnical and structural monitoring Project Co will undertake to demonstrate compliance with the relevant Design Requirements during the Operating Phase, which, as a minimum, must include:
- (i) periodic surveying of the School Facilities by an appropriately qualified independent expert to measure vertical and horizontal displacements at the ground surface;
 - (ii) mandatory water quality testings from bore holes; and
- (c) otherwise accord with Best Operating Practices.

42.19 Complaints Management Protocol in relation to Project Co Staff Conduct

The Complaints Management Protocol in relation to Project Co Staff Conduct must be prepared and maintained in accordance with Section 35.4 and must:

- (a) set out Project Co's procedures (in conjunction with the State and / or Principal, as appropriate) for reporting, investigating, managing and recording information about conduct complaints and suspected or alleged Disciplinary Events; and
- (b) be consistent with (to the extent they are applicable) the Department's:
 - (i) Staff Conduct and Discipline Policy;
 - (ii) Code of Conduct;
 - (iii) How to Comply with our Code of Conduct handbook; and
 - (iv) Complaints Management Toolkit.

43 OPERATING PHASE LIFECYCLE MAINTENANCE PLAN

- (a) The Operating Phase Lifecycle Maintenance Plan must be prepared and maintained in accordance with Section 35.4 and, must:
 - (i) set out Project Co's plan for all Lifecycle Works for the duration of the Operating Phase;
 - (ii) set out Project Co's plan for all Lifecycle Works for all School Facility elements as set out in Annexure B (Lifecycle Works Proposal Schedule) to these Services Specifications;
 - (iii) attach a copy of Project Co's Lifecycle Works Proposal Schedule as set out in Annexure B (Lifecycle Works Proposal Schedule) to these Services Specifications;
 - (iv) include the following supporting information:
 - (A) a summary of the current and predicted future asset conditions;
 - (B) an analysis of asset life cycles, including details of any changes (including extended or reduced life) from any previous Operating Phase Lifecycle Maintenance Plan and the reasons for those changes; and

- (C) analysis of historical and predicted future breakdown maintenance (as relevant);
- (v) adopt a whole of life asset management approach and focus on elements of the School Facilities impacted in the short and medium term and a 5 year work plan for the following 5 year period, which must include:
 - (A) the information required in Section 43(a)(iv) in a greater level of detail appropriate to reflect the short term nature of the plan;
 - (B) a plan of the nature, scope, cost and timing of Scheduled Maintenance, Lifecycle Works, replacement and augmentation works at the School Facilities to be undertaken by Project Co during the 5 year period; and
 - (C) a report of asset life cycle from the previous Operating Phase Lifecycle Maintenance Plan detailing assets with extended or reduced life and supporting rationale for variation; and
- (b) Notwithstanding Section 35.4, the Operating Phase Lifecycle Maintenance Plan must be updated by Project Co in accordance with Schedule 12 (Review Procedures) of this Deed at yearly intervals to take into account:
 - (i) Incidents and Availability Faults experienced and their effect on the School Activities and School Third Party Use (irrespective of whether they were Made Safe or Rectified within the Rectification Period or Remedied within the Remedial Period);
 - (ii) the physical and aesthetic condition of each element of the School Facility; and
 - (iii) any other issues affecting, or having the potential to affect, the ability of the School Facility to satisfy the FFP Warranty, or for Project Co to otherwise meet its obligations under this Deed.

44 ANNUAL SERVICES PLAN

Each new Annual Services Plan must be prepared and maintained in accordance with Section 35.4 and, must:

- (a) set out the Scheduled Maintenance, Lifecycle Works, Minor Works, FF&E Modifications and Modifications at the School Facilities to be undertaken by Project Co during each Operating Year;
- (b) to the extent applicable, be consistent with the work described in the Operating Phase Lifecycle Maintenance Plan;
- (c) include, with respect to all work required to be undertaken in accordance with Section 44(a), details of:
 - (i) the nature and scope of the work;
 - (ii) the location of the work;
 - (iii) any specialist equipment to be used in carrying out the work;
 - (iv) the projected timing and duration of the work;
 - (v) a risk assessment in relation to the work to be undertaken, in a form agreed with the State; and
 - (vi) the way in which Project Co intends to work with the State to avoid disruption to Users and the delivery of School Activities or School Third Party Use;
- (d) detail the proposed budget for consumables expenditure; and
- (e) be in accordance with Best Operating Practice.

45 OPERATING AND MAINTENANCE MANUALS

- (a) Project Co must prepare and maintain manuals for the operation and maintenance of the School Facilities, including:
 - (i) catering equipment manuals, including all Group 2 FF&E;

- (ii) a fire safety handbook; and
 - (iii) manuals for all School Facility systems (including security systems, building management IT hardware and software, Engineering Services and Heating, Air Conditioning and Mechanical Ventilation Systems) and Group 1 FF&E.
- (b) Notwithstanding Section 35.4, Project Co must update and redistribute all manuals or updated sections of the amended manuals upon:
- (i) any change to the maintenance or operating procedures described in the manual;
 - (ii) receipt of recommendations or safety or warning advice from equipment manufacturers or suppliers; and
 - (iii) any errors or discrepancies being found in the manual.
- (c) Notwithstanding Section 45(b), where in the State's reasonable opinion, there is a risk to health or safety in connection with one or more of the factors listed in Section 45(b), Project Co must update and redistribute all manuals or updated sections of the amended manuals immediately.
- (d) The Operating and Maintenance Manuals must include instructions for operating and maintaining all aspects of the School Facilities and must, as a minimum, include (as relevant):
- (i) a description of the relevant element of the School Facility;
 - (ii) descriptions of Utilities installed and their operation;
 - (iii) procedures for starting, stopping and operating Engineering Services;
 - (iv) all essential Engineering Services operation and testing requirements;
 - (v) controlling set points;
 - (vi) relevant performance requirements;
 - (vii) an inspection, testing and maintenance schedule;
 - (viii) details of the manufacturer's recommended maintenance on each item;
 - (ix) manufacturer's literature;
 - (x) a full set of commissioning sheets and checklists;
 - (xi) a listing of contact details for designers, contractors, sub-contractors and suppliers;
 - (xii) pro-forma checklists for use in all future essential Services testing; and
 - (xiii) any other requirements as required by the Commercial Acceptance Plan.
- (e) All data that relates to the configuration and programming of equipment must be presented in a manner that enables non-technical personnel to obtain an understanding of that data without undue difficulty.
- (f) All Operating and Maintenance Manuals must be in plain English.

46 HANDOVER PACKAGE

The Handover Package must be prepared and maintained in accordance with Section 35.4 and, must include:

- (a) **(contracts)**: a list of all agreements, permits, licences or other documents which are material to the delivery of the Services, including (as appropriate) the contact number, name, address, email address, telephone and facsimile numbers of counterparties, contract price, value and subject matter;
- (b) **(systems)**: a list of systems (including communication systems, computer and otherwise) used for the delivery of the Services, together with a description of the systems and master passwords where applicable;
- (c) **(software licences)**: software licences for any software required for continued operation and management of the School Facilities, which must be transferred to the State at the end of the Operating Phase as part of the final Handover Package;

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- (d) **(daily operations)**: a list of any other information key to the daily operation of the School Facilities, including:
 - (i) the names, work and home telephone numbers of each person in possession of keys and access cards to the School Facilities;
 - (ii) lists of equipment used to provide the Services and other assets relevant to the delivery of the Services; and
 - (iii) a detailed diagrammatical representation of the organisational structure of Project Co and Project Co Associates;
 - (e) **(employees)**: details of each employee of Project Co, including:
 - (i) names, work email addresses, work telephone numbers, roles and responsibilities;
 - (ii) the date on which the employment of the employees began;
 - (iii) the terms and conditions of employment; and
 - (iv) where Project Co ceases to provide the Services, and with the relevant employee's consent, all payments, benefits or changes to the terms and conditions of employment promised to any employee;
 - (f) **(School Facility information)**:
 - (i) records relevant to location plans, Boundaries and titles to the School Facilities;
 - (ii) current and accurate "as built" and "as installed" drawings and specifications showing all modifications and augmentations constructed or installed during the Term, showing precise locations as installed, and including 3 sets of all drawings and documentation, in accordance with all relevant requirements, with 1 complete set of drawings and documentation stored in labelled CD or DVD digital format;
 - (iii) all area and Building Fabric volume data;
 - (iv) condition surveys;
 - (v) BIM drawings, CAD drawings for architectural, civil, structural, mechanical, electrical, and engineering element and systems that are to be linked to the State and the Principal's elements and systems, ensuring that all systems provided are compatible for access of information by the State; and
 - (vi) records relevant to compliance with all Laws and Quality Standards, licences and registrations maintained by Project Co;
 - (g) **(planning and building permit correspondence)**: copies of all:
 - (i) correspondence with all relevant Authority, the State, consultants, contractors and Subcontractors containing applications for planning permits and applications for building permits;
 - (ii) correspondence related to subsequent building works and alterations and additions to Services;
 - (iii) records relevant to any Approval obtained by Project Co in respect of the School Facilities and the delivery of the Services; and
 - (iv) information relating to any other building or operational issue related to the School Facilities;
 - (h) **(plans and reports)**: copies of the most recent Commercial Acceptance Plan and Commercial Acceptance Report;
 - (i) **(Operating Phase Management Plans)**: copies of the most recent versions of each Operating Phase Management Plans;
 - (j) **(guide)**: the building users' guide, which must describe the environmental features of the School Facilities and be suitable for distribution to all Project Co Staff and relevant State Associates;

- (k) **(building design)**: a report which describes the design intent of the building design; and
- (l) **(information)**: all information reasonably requested by the State, from time to time, or as otherwise required under this Deed.

ANNEXURE A – STATUTORY TESTING

- (a) Project Co must undertake inspection and testing to ensure the School Facilities satisfy the FFP Warranty.
- (b) Project Co must inspect and test:
- (i) Building Fabric, Utilities and Engineering Services to ensure they are compliant with all applicable Laws, relevant State policies, Best Operating Practices and Quality Standards; and
 - (ii) without limiting the requirements of the Service Standards, all FF&E (including Group 2 FF&E and Group 3 FF&E) as required by all applicable Laws, Best Operating Practices and Quality Standards.
- (c) Without limiting paragraph (b), Project Co must attend upon, and undertake where appropriate, any tests which may be required by Law or reasonably notified by the State or insurers in liaison with the applicable Authority or person.
- (d) Project Co must advise the State in writing 1 Month prior to carrying out any inspections or tests under paragraph (b).
- (e) Project Co must:
- (i) maintain records of all inspections and tests undertaken by Project Co; and
 - (ii) produce any reports required by applicable Laws, relevant State policies, Best Operating Practices, Quality Standards, the State or insurers,
- and must provide the records and reports, as applicable, to the State for inspection within 1 Business Day of the record or report being created.
- (f) Notwithstanding paragraph (e), where in the State's opinion, there is an immediate risk to health or safety, any records and reports in connection with that risk must be provided to the State as soon as practicable. This includes the results of legionella testing.
- (g) In addition to paragraph (f), Project Co must comply with any request by the State to produce a summary report identifying the inspections and tests that have been carried out across the School Facilities and the results of all such inspections and tests.
- (h) Project Co must:
- (i) undertake testing and tagging of all Project Co and State portable electrical equipment:
 - (A) on a periodic basis in accordance with the Quality Standards, Laws and relevant State policies; and
 - (B) as Unscheduled Maintenance within the Make Safe, Rectification Periods and Remedial Periods specified in Schedule 3 (Payment) of this Deed; and
 - (ii) prepare and reinstate any FF&E required for such tests or inspections.
- (i) Where an inspection or test identifies that corrective action or remedial work is required, Project Co must undertake the necessary corrective action or remedial work as required by this Deed, except in respect of ICT and AV equipment where Project Co must immediately notify the Principal's Representative that corrective or remedial action is required.
- (j) All corrective action or remedial work identified during inspection and testing must be treated as Priority 2 Faults, unless deemed to be a Priority 0 Fault, Priority 1 Fault or Priority 3 Fault.

Annexure B – Lifecycle Works Proposal Schedule

Refer to Attachment A

Annexure C – Certificate

To: [insert]

Monthly Performance Report Certificate

Project Co Pty Ltd ABN 91 169 900 547 (Project Co)

This Certificate is provided in connection with this Deed dated [insert execution date of this Deed] between Project Co and the State.

Capitalised terms used in this Certificate have the same meaning given to them in this Deed.

1. Representations and warranties

Project Co represents and warrants that the representations and warranties set out in Clause 44 (Representations and warranties) are correct and true on the date of this Certificate.

Dated:

Signature of Director

Title:

Signature of Director

Title:

Annexure D – Not used

Annexure E – Not used

Annexure F – Work Method Statement template

Section	Description
Organisation Structure	<p>Provide details of the management relevant to the provision of each component of the Services including:</p> <ul style="list-style-type: none"> • service organisation chart; • the job descriptions, qualifications and accreditations of key personnel proposed to provide the component of the Service; • details of the staffing levels that are applied to each Service broken down by management / supervisory and operating positions; and • proposed timing for the performance of the Services so as to comply with the Services Specification (including indicative rosters for each individual staff member).
Methodology	<p>Provide details of the proposed methodology, processes and systems for providing the component of the Services so as to meet or exceed the Service Specifications and the performance measures as detailed in Appendix E to Schedule 3 (Payment) to the Project Deed demonstrating:</p> <ul style="list-style-type: none"> • a clear understanding of the scope of each Service; • a clear understanding of the requirements stated within the Service Specifications and their impacts on the School Activities; and • a clear comprehension of all issues relating to delivery of the Services within the specific School Facility environment, with specific consideration of Services delivery during Core Hours and School Third Party Use.
Interface Arrangements	<p>Provide details of the proposed arrangement for the management of the interface between the provision of the Services at the School Facilities including:</p> <ul style="list-style-type: none"> • the proposed approach to managing the interface between the various Services specified in the Services Specifications; • the proposed approach to managing the interface between the various Services and the State and School Activities; • the proposed approach to managing the provision of the Services so as to maintain an operational secure environment; and • the proposed differences in approach to manage the different environments of the School Facilities.
Departures	<p>Provide detailed rationale for any departure, including commentary as to why the change represents VFM to the State and how the proposed change will not impede the delivery of the School Activities.</p>

Annexure G – Unscheduled Security Services Pricing

Ref No	Description	Unit	*Min No. of hours to apply	Price (\$) excluding GST
1	STATIC GUARD (<i>UNSCHEDULED</i>) MONDAY – FRIDAY	PER HOUR	4	[\$ <i>Not disclosed</i>]/hour
2	STATIC GUARD (<i>UNSCHEDULED</i>) SATURDAY		4	[\$ <i>Not disclosed</i>]/hour
3	STATIC GUARD (<i>UNSCHEDULED</i>) SUNDAY		4	[\$ <i>Not disclosed</i>]/hour
4	STATIC GUARD (<i>UNSCHEDULED</i>) PUBLIC HOLIDAY		4	[\$ <i>Not disclosed</i>]/hour
5	MOBILE PATROLS (<i>UNSCHEDULED</i>)	PER PATROL		[\$ <i>Not disclosed</i>] for up to 20 minutes on site
*The minimum number of hours to apply for each static guard assignment				

Please note: Monday – Friday rates are Day Shift Only (0600:1800), as per the Modern Award, Monday – Friday Night Shift (1800:0600) incurs penalty rates and price would be: [\$*Not disclosed*].

The above rates includes First Aid Allowance.

Annexure H – Glossary

In these Services Specifications:

Term	Meaning
<i>Abatements</i>	has the meaning given in Schedule 3 (Payment) of this Deed.
<i>Affordable Portable Fire Equipment Policy</i>	means the policy described in Section 9.2(g) of these Services Specifications.
<i>Annual Operating Documents</i>	means the documents described in Section 35.4(a) of these Services Specifications.
<i>Annual Report</i>	means the report to be prepared by Project Co described in Section 40 of these Services Specifications.
<i>Annual Services Plan</i>	means the plan to be prepared by Project Co described in Section 44 of these Services Specifications.
<i>Asset Management System</i>	means the asset management system described in Section 9.6 of these Services Specifications.
<i>Asset Register</i>	means the asset register required to be set up and maintained by Project Co in accordance with Section 9.6 of these Services Specifications.
<i>Available</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Availability Fault</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Boundaries</i>	means all boundaries including fences, walls and gates and including the boundary of the Site.
<i>Building</i>	means all buildings (including Contingency Transportable Units and Transportable Units) including external features, fire exits, stair wells, walls, skirtings, ceilings, windows, doors, hard floors, soft floors, ducts, grills and vents.
<i>Building Fabric</i>	means all Façade and Roofs, Internal Building Fabric, Doors and Door Furniture, windows, floors and floor coverings and Decorative Finishes.
<i>Building Information Modelling (BIM)</i>	has the meaning given to that term in Part G (Glossary) of Schedule 12 (Design Specifications).
<i>Caretaker Services Plan</i>	means the plan required to be prepared, updated and submitted in

Term	Meaning
	accordance with Section 42.14.
<i>Caretaker Services</i>	means the Services described as such in Part C of these Services Specifications.
<i>Cleaning Services</i>	means those Services described in Section 14 of these Services Specifications.
<i>Cleaning Services Plan</i>	means the plan described in Section 42.12 of these Services Specifications.
<i>Complaints Management Protocol</i>	means the protocol described in Section 42.19 of these Services Specifications.
<i>Complaints Management Toolkit</i>	means the toolkit described in Section 42.19 of these Services Specifications.
<i>Decorative Finishes</i>	means all decorative finishes including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements.
<i>Development Testing, Deployment and Mitigation Plan</i>	the sub-plan to the ICT Management and Integration Service Plan described in Section 42.17 of these Services Specifications.
<i>Disaster Recovery Plan</i>	the sub-plan to the ICT Management and Integration Service Plan described in Section 42.17 of these Services Specifications.
<i>Doors and Door Furniture</i>	means all doors and door furniture including locks and hold open devices.
<i>Electrical Power and Other Cabled Systems</i>	means all electrical power and other cabled systems including lighting and lighting control systems, lightning protection, ICT cabling, security systems, AV cabling, safety systems and alarm systems, including applicable systems and equipment described in Schedule 26 (Design Brief).
<i>Emergency Management Plan</i>	means the emergency management plan to be prepared for each School Facility as described in Section 42.4 of these Services Specifications.
<i>Energy and Water Management System (EWMS, E&WMS)</i>	has the meaning given to that term in Part H (Glossary) of Schedule 26 (Design Brief).
<i>Estate Services</i>	means those Services described in Part B of these Services Specifications.
<i>External Works and Services</i>	means all physical infrastructure external to the Buildings including Site Circulation Routes and Hard Landscaping, playgrounds, bicycle storage areas, hard courts, grassed areas, synthetic turf and sports pitches.
<i>Façades and Roofs</i>	means all external building fabric including external walls, cladding, roof, coping, parapets, slabs, fire escapes, walkway, safety barriers, balconies, eaves, rendering, windows and roof anchor points.
<i>Facilities Management Services</i>	means those Services described in Part C of these Services Specifications.

Term	Meaning
<i>Fire Engineering Report</i>	means a Fire Safety Engineering Report as required by the Department of Fire & Engineering Services (WA) pursuant to the Building Regulations 2012, as may be amended from time to time.
<i>Functional Area</i>	has the meaning given to that term in Part H (Glossary) of Schedule 26 (Design Brief).
<i>Functional Unit</i>	has the meaning given to that term in Part H (Glossary) of Schedule 26 (Design Brief).
<i>Further Rectification Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Further Remedial Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Grounds and Gardens</i>	means areas external to the Buildings at a Site including irrigated grassed areas, non-irrigated grassed areas, artificial grass and synthetic surfaces, flower and garden beds, trees, shrubs and hedges, Site Circulation Routes and Hard Landscaping, sports pitches and Verge Infrastructure.
<i>Grounds and Gardens Management Plan</i>	means the plan described in Section 42.9 of these Services Specifications.
<i>Grounds and Gardens Services</i>	means those Services described in Section 11 of these Services Specifications.
<i>Heating, Air Conditioning and Mechanical Ventilation Systems</i>	means all mechanical services, including heating, air conditioning and mechanical ventilation systems including fume cupboards, heating hot water systems including boilers and pumps, piping and valves, air conditioning systems including fans, cooling and heating coils, filters, dampers, ductwork and grilles, variable air volume boxes and automatic controls, chilled water systems including chillers, pumps, piping and valves, supply and exhaust ventilations systems including fans, ductwork, dampers, grilles and EWMS, including applicable systems and equipment described in Schedule 26 (Design Brief) of this Deed.
<i>Help Desk Services</i>	means those Services described in Section 17 of these Services Specifications.
<i>Help Desk User</i>	means a member of School Staff, or any other person authorised by the State or the Principal, who raises a request or reports an Issue to the Services Help Desk.
<i>Hot and Cold Water Systems</i>	means all cold and hot water systems, or any part of a hot or cold water system, including cold water supplies, rainwater recycling, domestic cold water systems, domestic hot water systems, filtration and treatment systems, including applicable systems and equipment described in Schedule 26 (Design Brief) of this Deed.
<i>ICT Management and Integration Service Plan</i>	means the plan described in Section 42.17 of these Services Specifications.
<i>Initial Complaints Management Protocol</i>	means the protocol described in Section 42.19 of these Services Specifications.
<i>Initial Rectification Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Initial Remedial Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Internal Building Fabric</i>	means all of the internal building fabric including internal walls,

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	partitions, accessible floors, staircases, balustrades and ceilings.
<i>Issue</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>LV and Small Power Distribution System</i>	means all LV distribution systems, and any part of a LV distribution system, including distribution equipment, protective devices and fuse switches, isolators, distribution boards, fuses, miniature circuit breakers, air circuit breakers, earth leakage circuit breakers and residual current devices, exposed distribution cables and check meters, including applicable systems and equipment described in Schedule 26 (Design Brief) of this Deed.
<i>Make Safe</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Make Safe Time</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Management and Integration Services</i>	means those Services described in Part D of these Services Specifications.
<i>Monthly Performance Report</i>	means the report described in Section 38 of these Services Specifications.
<i>Monthly Services Plan</i>	means the plan described in Section 37 of these Services Specifications.
<i>Operating and Maintenance Manuals</i>	means the manuals described in Section 45 of these Services Specifications as updated or amended in accordance with this Deed.
<i>Operating Phase Lifecycle Maintenance Plan</i>	means the plan described in Section 43 of these Services Specifications.
<i>Operational Environmental Management Plan</i>	means the plan described in Section 42.16 of these Services Specifications.
<i>Performance Monitoring Program</i>	means the program described in Section 34.2 of these Services Specifications.
<i>Performance Reporting System</i>	means the system described in Section 34.4.
<i>Permanent Repair</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Pest</i>	means: <ul style="list-style-type: none"> (a) insects (including ants, white ants, termites and flying insects); (b) arachnids and arthropods; (c) vermin, rodents and mammals (including feral domestic pets); (d) snakes and reptiles; (e) birds; (f) billbugs; (g) scarab beetle larvae; and (h) African black beetles.
<i>Pest Control Plan</i>	means the plan described in Section 42.10 of these Services Specifications.

Term	Meaning
	Specifications.
<i>Pest Control Services</i>	means those Services described in Section 16 of these Services Specifications.
<i>Policies and Procedures Manual</i>	means the manual described in Section 42 of these Services Specifications).
<i>Priority 0 Fault</i>	has the meaning given to that term in Section 3.2 of Schedule 3 (Payment) of this Deed.
<i>Priority 1 Fault</i>	has the meaning given to that term in Section 3.2 of Schedule 3 (Payment) of this Deed.
<i>Priority 2 Fault</i>	has the meaning given to that term in Section 3.2 Schedule 3 (Payment) of this Deed.
<i>Priority 3 Fault</i>	has the meaning given to that term in Section 3.2 Schedule 3 (Payment) of this Deed.
<i>Project Co Staff Conduct</i>	has the meaning given to that term in Annexure E (Initial Operating Phase Management Plans) to this Deed.
<i>Quarterly Performance Report</i>	means the report described in Section 39 of these Services Specifications.
<i>Rectification or Rectify</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Rectification Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Remediation or Remedy</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Remedial Period</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Retractable Seats</i>	has the meaning given to that term in Schedule 26 (Design Brief) of this Deed.
<i>Risk Management Plan</i>	the plan described in Section 42.15 of these Services Specifications.
<i>Scheduled</i>	means recurring work undertaken against a schedule contained in a document reviewed in accordance with the terms of this Deed including Schedule 12 (Review Procedures) of this Deed and these Services Specifications, or as otherwise agreed with the Principal or the State in accordance with these Services Specifications.
<i>Scheduled Daily Cleaning Services Schedule</i>	The schedule of that name included in the Cleaning Services Plan.
<i>Scheduled Maintenance</i>	means the performance by Project Co of those maintenance activities required to be performed on a regular basis, in order to ensure the School Facility and Verge Infrastructure continue to meet and comply with the Design Requirements, satisfy the FFP Warranty and meet the applicable Service Standards at all times.
<i>Scheduled Periodic Cleaning Services Schedule</i>	The schedule of that name included in the Cleaning Services Plan.
<i>School Facility Personnel Induction and Training Program</i>	means the program described in Part F, Section 42.2 of these Services Specifications as updated or amended in accordance with this Deed.

Term	Meaning
<i>Security Issue</i>	means any safety or security incident in the School Facility.
<i>Security Services</i>	means those Services described in Section 12 of these Services Specifications.
<i>Security Services Plan</i>	means the plan described in Section 42.11 of these Services Specifications.
<i>Service Improvement Plan</i>	the sub-plan to the ICT Management and Integration Service Plan described in Section 42.17 of these Services Specifications.
<i>Service Standards</i>	means the standards described as such in each Specific Service Specification.
<i>Services Help Desk</i>	means the contact point to be established by Project Co pursuant to Section 17 of these Services Specifications, which will provide the Help Desk Services.
<i>Services Help Desk Instructions</i>	means the procedures described in Section 42.6 of these Services Specifications.
<i>Services Help Desk Procedures</i>	means the procedures described in Section 42.5 of these Services Specifications.
<i>Services Provider</i>	means any Subcontractor engaged, in accordance with the terms of this Deed, to perform the Services, or any part of the Services, including the Services Subcontractor.
<i>Services Specifications</i>	means all of the specifications set out in this Schedule 27.
<i>Services Training and Induction Program</i>	means the program described in Section 42.3 of these Services Specifications.
<i>Site Circulation Routes and Hard Landscaping</i>	means driveways, roadways, footpaths, boardwalks, pavements and pavement edging, car park surface, including associated steps and ramps.
<i>Specific Service Specification</i>	means each of the specifications which relate to each Service set out in Part B and Part C of these Services Specifications.
<i>Staff Conduct and Discipline Policy</i>	the policy described in Section 42.19 of these Services Specifications.
<i>Temporary Repair</i>	has the meaning given to that term in Schedule 3 (Payment) of this Deed.
<i>Unscheduled</i>	means Services required to be performed by Project Co which are not Scheduled in accordance with these Services Specifications.
<i>Unscheduled Maintenance</i>	means the performance by Project Co of any repair and rectification work to ensure the School Facility and Verge Infrastructure continue to meet and comply with the Design Requirements, satisfy the FFP Warranty and meet the applicable Service Standards at all times, which does not constitute Scheduled Maintenance, Lifecycle Works, Minor Works or Rectification or Remediation required to be undertaken in accordance with Schedule 3 (Payment).
<i>Unscheduled Security Services</i>	means those Services described in Section 12 of these Services Specifications.
<i>Utilities Management Services</i>	means those Services described in Section 13 of these Services Specifications.
<i>Utility Services Conservation Plan</i>	means the plan described in Section 42.7 of these Services Specifications.
<i>Utility Services</i>	means the plan described in Section 42.8 of these Services

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<i>Contingency Plan</i>	Specifications.
<i>Vertical Transportation</i>	means the stairs, ramps, walkways, lifts and any other items of vertical transportation referred to in Section <i>E10 Vertical Transportation</i> of Schedule 26 (Design Brief) of this Deed.
<i>Waste Management Plan</i>	means the plan described in Section 42.13 of these Services Specifications.
<i>Waste Management Services</i>	means those Services described in Section 15 of these Services Specifications.
<i>Weekly Performance Report</i>	means the report described in Section 36 of these Services Specifications.
<i>Work Method Statements</i>	means the document described in Section 41 of these Services Specifications.