

APPENDIX 4L

SECURITY SERVICES

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PART 1. GENERAL REQUIREMENTS

1.1 Project Co will:

1.1.1 perform the Security Services in compliance with this Appendix and all other requirements of this Agreement; and

1.1.2 continuously perform the Security Services throughout the Operating Period in a manner that will promote the provision of a safe Facility 24 hours a day, 365 (366) days per year.

PART 2. SERVICES

2.1 The Security Services include:

2.1.1 Alarm response;

2.1.2 Monitoring guard services;

2.1.3 Static guard services or static services

2.1.4 After hours emergency response;

2.1.5 First Aid Coverage (Level 2 minimum); and

2.1.6 Any other service or activity provided for in this Appendix that Project Co is to provide or engage in.

PART 3. SCOPE OF WORK

3.1 Project Co will supply all labour, materials, and equipment necessary to provide the Security Services including static guards, mobile services.

3.2 All Services are to be implemented in accordance with any and all Federal, Provincial, and Municipal requirements, along with all policies, procedures, and specifications of the Authority or included in this agreement.

3.3 Where static guard coverage is being provided, Project Co will observe or where necessary, observe any local post orders identifying by the Authority. Any changes to post orders must be approved by the Authority prior to implementation.

3.4 Project Co will perform building patrols and report to the Authority's Representative problems which will include, but are not limited to:

- 3.4.1 Fire;
- 3.4.2 Safety hazards;
- 3.4.3 Security;
- 3.4.4 Maintenance hazards;
- 3.4.5 Theft;
- 3.4.6 Suspicious persons,
- 3.4.7 Emergency response
- 3.4.8 General site hazards;
- 3.4.9 Conflicts of interest; and
- 3.4.10 Unethical behavior.

3.5 Project Co will provide monthly reports in a format acceptable to the Authority.

3.6 Project Co shall provide Alarm Responses CMMS based tracking and weekly trend analysis reporting, delivered within 24 hours of request and the weekly summary each Friday.

3.7 Project Co will provide a system and card readers to the Authority to maintain photo identification badge database. All systems and data shall remain the property of the Authority unless otherwise specified in writing between Project Co and the Authority.

3.8 Project Co will maintain all posts such that no post is ever abandoned or absent an officer for any period during the hours of coverage as identified in the applicable local post order(s).

3.9 Security Equipment

3.9.1 Project Co will:

3.9.1.1 provide and maintain card reader hardware in good working order;

3.9.1.2 provide the Authority with the information, training, equipment and software needed to program cards; and

3.9.1.3 provide services in conformance with the requirements of Section 5.10 [Electronic Security Systems] of Schedule 3 [Design and Construction Specifications].

3.10 Closed Circuit Cameras

3.10.1 The placement of Closed Circuit Cameras will at all times be consistent with Schedule 3 Design and Construction Specifications and Appendix 3K [Closed Circuit Cameras Policy].

3.10.2 Project Co will monitor and review Closed Circuit Camera footage in a way that is consistent with the Authority's Policies and Procedures.

PART 4. HOURS OF WORK

4.1 Normal hours of work are the hours when Services shall be performed as per Authority's operating hours.

PART 5. GENERAL PERSONNEL REQUIREMENTS

5.1 Project Co will be responsible for all personnel matters relating to Security Officers including, but not limited to:

- 5.1.1 Annually submitting a list of uniforms, tools/equipment that is to be used for purposes of providing the Services and otherwise meeting the obligations of this Appendix for review by the Authority;
- 5.1.2 Hiring all staff and terminating any staff as required to be communicated to the Authority;
- 5.1.3 Paying all wages, benefits, insurance, training and applicable taxes;
- 5.1.4 Being responsible for all costs and administration associated with any additional security screening requirements of the Authority will be borne by Project Co;
- 5.1.5 Provincial licensing costs of security personnel;
- 5.1.6 Ensuring that Security Officers are trained not to provide comment or signature on behalf of the Authority with regard to any legal action: criminal, civil, or otherwise.
- 5.1.7 Ensuring that all Security Officers are adequately trained prior to assuming any post;
- 5.1.8 Ensuring that all Security Officers comply with any and all Authority safety guidelines as provided in writing to Project Co.
- 5.1.9 Providing all communications equipment and associated consumables to Security Officers.

PART 6. ADDITIONAL STAFFING

6.1 Project Co will, as required, provide additional Security Officers for immediate deployment to provide short-term coverage for:

- 6.1.1 Special events;
- 6.1.2 Construction activities; and
- 6.1.3 Emergency activities.

6.2 Additional Security Officer(s) will be assigned to duty within a mutually agreed upon timeframe after Notice from the Authority. The Authority shall provide one (1) week's advance Notice of additional staffing requests or as much Notice as feasible in an emergency situation.

6.3 Additional Security Officer(s) will be required to meet all standards/training requirements unless such standards and training requirements have been waived by the Authority.

PART 7. IDENTIFICATION / BUILDING PASS / ACCESS CONTROL

7.1 The Authority will ensure that all Security Officers have the proper building access badges. Any lost badges must be immediately reported to the Authority.

7.2 Upon termination, resignation or any other event leading to an employee of Project Co leaving duty under this agreement, Project Co is responsible for returning all building access passes issued to that employee.

7.3 Project Co will maintain the following information checklist for any employee, sub-contractor or supplier:

7.3.1 Termination date, badge returned with access cancelled;

7.3.2 All keys returned;

7.3.3 Phones / pagers returned;

7.3.4 All tools and manuals returned; and

7.3.5 Computers and any other equipment issued to employee returned.

7.4 If all or some of the above is not returned, Project Co will provide the Authority in writing a description of the circumstances of the employee's departure and why the above could not be recovered.

PART 8. KEY CONTROL PROCEDURE

8.1 Project Co will be responsible for all keys at the Security Post. Project Co will ensure that all keys are appropriately secured and signed out only to authorize personnel as described in the post orders. In all cases, a key sign-out log will be maintained.

8.2 If Project Co cannot account for a key in its inventory, or if a key is lost, Project Co will be responsible for the cost to re-key all locks for which the key in question provided access.

8.3 Any keys that are unaccounted for must be immediately reported.

PART 9. UNIFORMS

9.1 Initial and Annual Uniform Issue

9.1.1 Uniforms will have Project Co's logo / crest on both shoulders and will have the words "Security Guard" embossed over the left breast pocket. No other branding will be allowed.

9.1.2 Issued Photo ID badges will be worn visibly.

9.1.3 Security Officers may choose short or long-sleeved shirts;

9.1.4 Long-sleeved shirts may not be rolled up.

9.1.5 All Security Officers' trousers will be black or dark blue in colour.

9.1.6 Sweaters will be military style; black or dark blue in colour and in good condition.

9.1.7 Shoe style will be either a dress shoe or boot and black in colour. Sneakers of any kind are not allowed.

9.1.8 Jackets or coats must have the word "Security" printed on the back and on the right breast.

PART 10. LOCATION STAFFING POSITION DESCRIPTIONS

10.1 Security Officer – Patrol / Response & Reception

Duties include:

10.1.1 Disarming building and unlocking doors to open;

- 10.1.2 Arming building and locking doors to close;
- 10.1.3 Providing room access during operational hours as requested;
- 10.1.4 Conducting regular patrols for safety and security of Employees, Students, and assets;
- 10.1.5 Monitoring parking including off campus authority parking;
- 10.1.6 Providing first aid services;
- 10.1.7 Reviewing security database for alarms;
- 10.1.8 Monitoring fire safety equipment;
- 10.1.9 Conducting after hour headcounts;
- 10.1.10 Providing safe walk services;
- 10.1.11 Enforcing smoking bylaws;
- 10.1.12 Tracking lost and found items;
- 10.1.13 Assisting with emergencies and evacuations;
- 10.1.14 Responding to alarms;
- 10.1.15 Providing access for Contractors;
- 10.1.16 Provide assistance with the return of Audio visual equipment to the Authority's Av Department;
- 10.1.17 Provide extra service when required for special events occurring over and above normal opening hours based on duration and number of visitors;
- 10.1.18 Alarm response, including mobile patrol, will attend Location in the event of an alarm or at the direction of the Authority;
- 10.1.19 Conducting patrols of designated zones throughout a Location, or outlying buildings as assigned;
- 10.1.20 Performing traffic and crowd control duties during special events;
- 10.1.21 Assisting in investigating systems alarms throughout Location;

- 10.1.22 Project Co security will escort (walk), as part of the Authority's Safe Walk program, students and staff to the Authority's parking lot(s) or nearest bus stop. Security will ensure the person has entered safely into their vehicle or onto the bus. Refer to Security Post Orders section 7 and item 20 for more information. The Authority does not anticipate any costs, other than security labour, to be associated with this Service;
- 10.1.23 Responding to all emergency calls;
- 10.1.24 Conducting patrols of designated zones throughout the Location, as assigned;
- 10.1.25 Assisting emergency responders with bomb threat searches / responses and hazardous substance response where required;
- 10.1.26 Ensuring that all current property control procedures are implemented and enforce all of the Authority's policies as to access control;
- 10.1.27 Promptly reporting any safety concerns noted at Location;
- 10.1.28 Responsible for proper completion of daily activity / shift reports, incident /occurrence reports and all post required logs and registers;
- 10.1.29 Performing relief and additional duty assignments as needed to assist Location operations; and
- 10.1.30 Other duties as assigned locally.

PART 11. SERVICE STANDARDS

11.1 Security Officers must make themselves aware of their surroundings and routine site activities. This includes the routine site newspaper or mail/courier deliveries etc. Any occurrences that are not a normal routine or appear suspicious in nature are to be noted in memo books and reported immediately to a supervisor or designated representative of the Authority.

11.2 The Security Officer shall at all times maintain a highly visible presence, acting in a professional and courteous manner.

11.3 Security Officers must be visually present; they must be observant and know when to alter their post and patrol frequency as required.

11.4 While on duty inside the premises, a distance from Staff and Students must be kept unless communication is either necessary or warranted.

11.5 In the event of a criminal incident, the following shall apply:

11.5.1 Safety of Students and Staff, visitors and Security Officers is paramount. Security Officers are not to take any action that will put their life or the lives of Students, Staff or visitors at risk;

11.5.2 It is not the responsibility of Security Officers to confront, detain, capture or pursue criminal suspects, but Security officers will contact police (local enforcement);

11.5.3 Security Officers should carefully observe the suspect(s) description, direction of travel, vehicle, weapons and other pertinent information and provide these to local law enforcement agencies; and

11.5.4 Following the criminal incident, Security Officers may assist local enforcement agencies in securing the crime scene and other duties as required.

11.6 In the event of an intrusion alarm, the following shall apply:

11.6.1 The Security Officer will attend the site immediately upon dispatch.

11.6.2 The Security Officer responding to the alarm will be provided with the following information:

11.6.2.1 Time of initial alarm;

11.6.2.2 Type of alarm;

- 11.6.2.3 Distinction of alarm zone (if available);
- 11.6.2.4 Time of dispatch to security officer; and
- 11.6.2.5 Time of reset of alarm by intrusion alarm monitoring company (if any), and

the Security Officer will provide report and submit to the Authority.

- 11.6.3 Security Officers must be in possession of keys and access credentials to all Locations in their areas for which they are providing response services. Keys and access credentials must be secured.
- 11.6.4 Safety of Students, Staff and Security Officers is paramount. Security Officers shall exercise extreme caution when entering unoccupied Locations. If signs of forced entry are observed or suspected the Security Officer must withdraw to a safe distance, contact local law enforcement and maintain surveillance of the site until relieved by law enforcement officials. Security Officers may assist law enforcement at the discretion and under the direction of the responding law enforcement agency.
- 11.6.5 The Security Officer will remain at the Location until the Location is secured or until properly relieved.

END OF SECTION