

## 1. Resident Care

- a) Contractor personnel are to be courteous to residents at all times.
- b) Work requiring any noise is to be conducted during the times of 8:00 am – 5:00pm. If the scope of work requires noise outside these times, prior approval must be received from the property manager.
- c) Contractor personnel are required to use the designated service elevator only and to employ the use of protective matting when delivering bulk material to the suite.
- d) Residents and their guests have the right of way, especially at entrances and elevators. In the event that a passenger elevator is in use by a resident (or about to be used), the contractor, if carrying equipment or supplies, must wait for the next elevator.
- e) Lunch breaks are not to be taken in lobbies or other common areas frequented by residents.
- f) Contractor's personnel may use the washroom facilities in the storage room and vacant suites (if work has not been completed) on the basis that the contractor will accept responsibility for providing proper housekeeping accordingly. The use of washrooms in occupied suites is strictly prohibited.

## 2. In-Suite

- a) The Contractor are:
  - totally responsible for the safety/security of the suite, the resident and their belongings at all times when work is being performed in occupied suites.
  - required to be as quiet as possible; including no door slamming, yelling, or loud music.
  - not to smoke in the suite.
  - not to engage in discussion with the residents about building problems, repair techniques, quality, standards, materials, etc. and are to direct all resident questions to the property manager.
  - to clean and remove all debris from all areas where work was done, including sinks, tubs, toilets, counters etc.
- b) When leaving a suite, the contractor is required to turn off all lights, close all windows, and lock the suite entrance door behind them.

**3. Key Control**

- a) The contractor shall sign out keys at the beginning of each business day and shall return such keys by end of business day to the building staff if necessary.
- b) Keys are the responsibility of each contractor and their employees. The contractor shall be responsible for all costs related to replacement of lost keys.

**4. Cleanliness**

- a) Contractor personnel are required to immediately clean/pick-up all work related debris as it occurs. This includes but is not limited to inside the resident's suite, corridors, elevators, stairwells, lobby and parking lot.
- b) The contractor is required to transport materials in sealed containers at all times.
- c) The contractor is required to remove daily all garbage resulting including lunches, coffee cups, cans and repair debris from the site.

**5. Environment**

- a) The contractor is not to use the building garbage chute, sinks or plumbing drains to clean equipment (e.g., paint brushes) and/or dispose of any materials.
- b) The contractor is required to support our commitment to the environment by reusing or recycling all waste in an environmentally responsible and sustainable manner.
- c) The contractor is required to operate in compliance with all applicable environmental protection laws and regulations at all times.
- d) The contractor is responsible for removing all waste generated (countertops, sinks, drywall etc.) and to dispose off site.

**6. Personal Care**

- a) While on site, contractor personnel are required to wear appropriate safety equipment and be identified (company uniform and/or photo identification badge).
- b) Smoking is NOT permitted in any public space.

- c) Contractor personnel are required to park in the contractor designated parking areas only; see building staff for approved locations.

## 7. Health & Safety

- a) At the time of signing a contract, where appropriate, the Contractor is to:
  - i. provide a copy of their company's Health & Safety Policy manual (manual can be returned to the contractor or shredded once the project is complete); and
  - ii. ensure that all staff and sub-contractors working for their company will abide by policy.

## 8. AODA – Accessible Customer Service

- a) The Contractor will provide confirmation that staff has been given training in *Accessibility for Ontarians with Disabilities Act, Accessible Customer Service*.

## 9. Insurance / WSIB

- a) The Contractor shall submit proof of adequate liability insurance protection against accidents, injuries and/or damages to the work and all persons and property.
- b) The contractor shall submit, and keep updated, a copy of their Workplace Safety and Insurance Board (WSIB) Certification.

## 10. Permits / Certification

- a) Where required, the Contractor is to obtain all required permits and provide the project manager with a copy.
- b) Where a certified electrician, plumber, gas fitter, steam fitter, sheet metal, refrigeration or air conditioning mechanic is required, the contractor must provide proof of certification in the form of a photocopy of that license or certification. Where minor repairs involving the above-mentioned trades are called upon, the contractor must provide evidence of competency as witnessed by the project/property manager.
- c) The contractor shall carry out the work in a manner necessary to safeguard the work and all persons, property and rights.

- d) The contractor shall be responsible for making good at his/her own expense any damage to the work and/or the owner's property and/or the property of any third party as may arise out of the contractor's operations.
  
- e) The contractor will provide all protection for the personnel on the site of the project and the general public, and shall ensure that all personnel directly or indirectly in his employ are provided with any safety accessories required in the performance of the work while on the site of the project, and provide all other safety measures necessary in conformity with the requirement of the contract and laws, by-laws, rules and regulations of industrial and labour departments of government, and labour and construction safety organizations having jurisdiction.