

Operational Plan

FINAL JUNE 2021

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LIST OF ABBREVIATIONS

Acronym/Abbreviation	Description
CAM	Common Area Maintenance
CMMS	Computerized Maintenance Management System
CSP	Contract Service Provider
ESTP	Empire State Thruway Partners
FM	Facilities Management
F&B	Food and Beverage
KPI	Key Performance Indicators
O&M	Operation & Maintenance
PM	Preventive Maintenance
QAP	Quality Assurance Plan
QMS	Quality Management System
SDS	Safety Data Sheets
SRC	Service Response Center
SOP	Standard Operating Procedure
SME	Subject Matter Expert
WO	Work Order
APPA	Association of Physical Plant Administrators
ISSA	International Sanitary Supply Association
IFMA	International Facility Management Association
PWS	Performance Work Statement
BOMA	Building Owners and Managers Association

OPERATIONAL METHODOLOGY

Common Area Maintenance

- One (1) dedicated CAM staff member at each Service Area at all times of the day whose sole responsibility is to perform CAM
- Three (3) additional CAM resources allocated across all such Service Areas, seven days per week between the hours of 06:00 am and 10:00 pm; and
- Two (2) additional CAM resources allocated across all such Service Areas, seven days per week between the hours of 10:00 pm and 6:00 am

CUSTODIAL PLAN

Cleanliness and functionality of all areas used by the public.

Our processes are focused on improving indoor environmental quality, sanitation, and aesthetic appeal of the Service Areas for the benefit of all building occupants (including our staff), while minimizing environmental impacts and operating costs. Key components of our proposed program include:

- Interior routine cleaning of “front of house” areas such as public/ common areas and restrooms to include the following elements:
 1. Monitoring peak usage times with on-the-spot consumer feedback to allow modification of cleaning schedules.
 2. Ability to keep restrooms open during cleaning cycles.
 3. Implementing a 100% paperless solution using hand blowers and environmentally sound sanitizer solutions.
- Policing and cleaning of “back of house” areas such as loading areas, mechanical and electrical rooms, and the screened area for dumpsters, bulk recycling and kitchen grease storage (with appropriate vermin control measures).
- Project cleaning (i.e. high dusting, exterior windows);
- Porter cleaning as required to maintain an aesthetically appealing first impression.
- Waste (including recycling) collection.
- Exterior building cleaning (with special attention to entryways).
- Inventory management and purchasing of cleaning supplies.
- Receiving, monitoring and tracking of all requests and feedback received from users and occupants.

Outlined below are general cleaning frequency levels that we will follow:

Custodial Requirements	Frequency (As needed)	Remarks
Space Cleaning		Cleaning will also be contingent upon NY State COVID and Department of Health rules, laws and regulations, and will have to be further evaluated
- Sweeping/dust mopping	Daily	
- Wipe down all touch points	Daily	Includes light switches, door handles, and podiums, and tabletops
- Emptying waste containers	Daily	
- Low and High dusting/cleaning	Semi-Annual	This includes vents, ceiling areas, and light fixtures
- Cleaning walk-off mats and hallways	Daily	As required. Monitored for spot cleaning based on daily traffic
- Power washing	As needed	Sidewalks / spills to be power washed and cleaned as needed
- Clean interior glass	Weekly	
Floor Cleaning		
- Sweeping/dust mopping	Daily	
- Damp mop	Daily	
- Waxing/buffing	Semi-Annual	
- Scrub and Recoat	Lifecycle	
- Spot clean	Daily	
Public Restrooms		
- Clean	Daily	
- Wipe down all touch points	Daily	Includes light switches, door handles, and podiums, and tabletops
- Service/supplies	As required	
General Services		
- Blinds – all areas	Monthly	Removed, cleaned, and rehung
- Light bulb replacement	PPM	As required, paying special attention to fully illuminated means of egress and emergency exit ways, paths and routes. Work order submitted if required
- Pest Control	Monthly	As required. Work order submitted if required
Entrances		
- Empty Trash	Daily	
- Pick up cigarette butts and litter	Daily	As required. Monitored
- Waxing/buffing	Semi-Annual	
- Wipe down all touch points	Daily	Includes light switches, door handles, and podiums, and tabletops
- Dust Furniture	Daily	

- Remove chewing gum from surfaces	Daily	
- Dust Window Ledges	Daily	
- Clean interior glass	Weekly	
- Spot clean walls, doors, and graffiti	Daily	
- Disinfect drinking fountains	Daily	
Meeting Rooms		
- Empty Trash	Daily	
- Clean Whiteboards/Chalkboards	Daily	
- Wipe down all tough points	Daily	Includes light switches, door handles, and podiums, and tabletops
- Clean interior glass	Weekly	
- Waxing/buffing	Daily	
- Scrub and Recoat	Daily	
- Spot clean	Daily	
Interior Dining Areas		
- Empty Trash and recycling	Daily	
- Appliances and fixtures	Daily	As required. More frequent based on occupancy rate and AHJ
- Waxing/buffing	Semi-Annual	
- Wipe down all touch points	Daily	Includes light switches, door handles, and podiums, and tabletops
- Dust Furniture and equipment	Daily	
- Remove chewing gum from surfaces	Daily	
- Dust Window Ledges	Daily	
- Clean interior glass	Weekly	
- Spot clean walls, doors, and graffiti	Daily	Spot clean as required
Parking Areas, Playgrounds and Pet Areas		
- Empty trash receptacles	Daily	
- Exterior policing	Daily	As required. Monitored for spot cleaning based on daily traffic
Check for safety hazards	Daily	
Exterior Dining and Picnic Areas		
- Empty trash receptacles	Daily	
- Wipe down all touch points	Daily	As required. Monitored for spot cleaning based on daily traffic
- Exterior policing	Daily	As required. Monitored for spot cleaning based on daily traffic
Check for safety hazards	Daily	

Cleaning specifications will be detailed for each type of area, identifying work tasks and frequencies along with a self-check to reinforce standards. The specifications enable teams that perform the work to deliver consistent, and high-quality services.

Initial cleaning frequencies will be set with eventual routine cleaning driven by outcome-based specifications. In addition to cleaning specifications by area, a planned schedule by employee (i.e. duty list) will be developed as the primary tool for communicating schedules to staff on a weekly basis. The duty list details specific areas of responsibilities for each staff member, along with schedule and cleaning procedures, including any required project work.

MAINTAIN ALL AREAS INSIDE AND OUT INCLUDING LANDSCAPING, PLANT LIFE, PARKING AREAS AND WALKWAYS

ESTP's operational efficiencies and service quality considerations that will inform our planning of seasonal works will include:

- Use a mix of low-maintenance and native, non-invasive species of shrubs and plants (to reduce seasonal plant beds and replanting needs) and strategic usage of bark or shale (in lieu of grasses) for a more sustainable yet aesthetically pleasing landscape.
- Increased effort/labor allocation to guest-facing and main entrance areas.
- Less frequent regular maintenance requirements that are supported by sustainable "wild plantings" for back-of-house areas.
- Minimizing the use of fertilizers and/or chemical treatments and ensuring appropriate waste management procedures for compliant disposal of landscaping refuse;
- Increased service integration of custodial, pest control, and landscaping across the Project's scope
- Power washing of sidewalks and cleaning up spills as needed

FACILITY MAINTENANCE AND ASSET MANAGEMENT PLAN

ESTP's general approach to the successful delivery of our Facility Maintenance and Asset Management program

Building Equipment and Systems

ESTP's asset management program will deliver increased building equipment and system reliability while both assuring comfort for customers and increasing productivity for food and beverage (F&B) operations.

Our approach to delivering asset management will maximize asset performance and reliability at the Service Areas, thereby producing labor efficiencies and capital savings. The asset management plan will establish high minimum safety and service standards, while accounting for the following parameters: (1) criticality of the asset; (2) condition of the asset; (3) lifecycle of the asset; (4) maintenance costs; and (5) historical data. Our approach combines Preventative, Predictive, and Reactive maintenance practices integrated to take full advantage of their respective strengths.

- **Preventive Maintenance (PM):** PM will be performed to inspect and rectify abrasive, erosive, or corrosive wear-and-tear on equipment to address changes in material properties and functional reliability due to equipment age and fatigue. For each PM task, we will identify the trade to perform the task, schedule staff and resources, and update the work order (WO) processing module in our Computerized Maintenance Management System (CMMS). PM schedules typically follow a weekly cycle.
- **Predictive Maintenance:** ESTP will use condition-based monitoring and real-time data to predict maintenance needs and to prioritize or redirect resources to prevent equipment failures indicated

by sub-par operating parameters. Repairs and other measures will be planned and conducted accordingly, even if these tasks are outside the standard/master PM schedule. Our asset management systems will: (1) monitor plant and asset components to detect issues in parameter readings; (2) capture medium- and long-term trends and performance data on maintained equipment; and (3) analyze data to maximize efficiencies in program cost, operations and performance.

- **Reactive/Corrective Maintenance:** ESTP will apply a reactive or corrective maintenance strategy only for systems or components identified as having no failure consequences in terms of mission, environment, safety, security, or lifecycle cost. This approach relies on (1) maximizing equipment life by adhering to proper usage procedures but without investing PM or Predictive Maintenance resources in its upkeep; and (2) replacing the equipment at the end of usable life. This method results in savings of cost and labor.

Our technical maintenance approach includes the following key components:

- A frequently updated list of assets, such as equipment, systems, and structure;
- Assignment of an appropriate maintenance regime for each asset based on inputs, including factual data, history, criticality, and condition;
- All requisite staff training and certification programs;
- Establishing a parts inventory to support maintenance requirements, such as stocking of critical parts, and strategic purchasing (e.g. bulk) to reduce cost;
- Coordinating self-performed work and subcontractor work through scheduling, planning, and analysis of all operations and maintenance activities; and

ESTP will establish a Facilities Maintenance team and will supplement our team with subcontractors as a mechanism to ensure the most efficient use of labor and resources.

24/7/365 Service Response Capabilities

ESTP's integrated solution to asset management will rely in large part on our ability to identify, manage and address service requests through custodial, facility management and seasonal support. In this regard, our asset management plan employs the following combined elements:

- **On-Time Service Capability:** NYSTA Service Areas will be supported by an agile "on-time service" capability and labor/ vendor management approach that allows us to deploy the right resources when they are needed.
- **Service Response:** ESTP will employ a service response approach, which will enable customer service requests calls and emails to be processed as work orders, update the Project's CMMS and dispatch qualified trades technicians (e.g. HVAC, plumbing, electrical) to service sites.

Through the use of these combined elements, ESTP Site Leads will communicate daily with site management to address new and active concerns regarding facility maintenance, and supervise scheduled work at the Service Areas as follows:

- Repair/maintenance-related service requests will flow through the CMMS;
- Service response requests will be managed to ensure technician response and Work Order resolution within the required timeline applicable to the request category; and
- Each Work Order will be closed, or other actions initiated per protocol, including CMMS updates.

- CMMS deployment includes capturing the agreement on the operational performance of the maintenance department so that as work requests come in, the team can properly prioritize the work and execute on the activities in a prescribed manner.

Service Priority	Definition	Response Time (Number Only INTEGER)	Time Frame: Select Minutes/Hours/Days	Resolution Time (Number Only INTEGER)	Time Frame: Select Minutes/Hours/Days
1	EMERGENCY - Failure to provide the service requirement may give rise to an immediate health & safety or major security risk or failure to provide the service requirement will prevent the Client from conducting it's normal operations or business. (e.g.: Health and safety statutory obligations, production work stopped, critical plant operation)	x	Hours	x	Hours
2	URGENT - Failure to provide the service requirement will severely inhibit the Client from conducting it's normal operations or business (e.g. Production work affected facilities & services affected)	x	Hours	x	Hours
3	IMPORTANT - Failure to provide the service requirement will severely inhibit the Client from conducting it's normal operations or business (e.g.: general repairs to building fabric, plant, or infrastructure)	x	Days	x	Days
4	SCHEDULED - These are items to be completed on a negotiated schedule	x	Days	x	Days
5	ROUTINE - Failure to provide the service requirement will effect the ongoing provision of an acceptable standard of service delivery of facility. Service requirement of a minor or routine nature and service requirements of a very minor or routine nature	x	Days	30	Days

Communication and Notifications

Maintaining stakeholder awareness and constant communication is a critical component of a successful operation. As such, ESTP will develop a stakeholder contact list and communication plan to ensure that the appropriate agencies are notified when maintenance issues occur.

ESTP's communication plan will include notifications to Thruway Statewide Operations Center (TSOC) when any major systems go down and come back up (HVAC, exhaust, power outage/on generator power, major damage to building and anything involving fire department, EMS or State Police).

In general, all completed maintenance repairs will be documented and made available to the NYSTA Code Compliance Specialist (CCS) for review. Notification of any repairs made to kitchen exhaust systems and/or equipment and life safety systems, devices, and/or equipment will be made to the NYSTA Code Compliance Specialist (CCS) prior to execution. If necessary, permits will be obtained prior to performing the work.

The NYSTA Code Compliance Specialist (CCS) will be contacted in the event of any emergency that requires a response, especially from Emergency Services. ESTP will coordinate a follow-up with the CCS and, including any reporting requirements to Traveler Services.

STAFFING METHODOLOGY AND RETENTION

Provide trained and qualified personnel to perform tasks needed for proper and successful operation

- Our approach to staffing is based on industry best practices and an analysis of the key metrics identified below, which have been gathered and compared with information from sources such as APPA, ISSA, and BOMA Reviewing successful staffing models implemented for other contracts that are similar in scope and size to this Project, to analyze viable staffing approaches from operational and financial standpoints; and

- Collating the input of our Human Resource, Transition, and Operations experts to develop a staffing plan that optimally meets staffing needs of NYSTA, while achieving efficient resource utilization and 24/7/365 coverage.

ESTP would expect that staffing levels will be continually optimized as we gain operational knowledge and understanding of visitor throughputs based on visitor counting technology.

FACILITY MAINTENANCE AND CUSTODIAL SERVICES MANAGEMENT PLAN

CUSTODIAL UTILIZATION AND STAFFING PLAN AND DAILY TASK ASSIGNMENTS

Custodial tasks and frequency vary based on area type, usage and budget considerations. Tasks and frequency are directly linked to our authorized staffing levels and areas are based in industry standards outlined by APPA, ISSA, and IFMA.

Our cleaning program fosters flexible innovative solutions. From traditional “zone cleaning,” where cleaning staff has dedicated cleaning areas, to a highly efficient “Team Cleaning” program, where staffing deployment or building logistics is a concern. With our Team Cleaning program, staff is trained to do specific specialized work with highly efficient equipment that travels with them from location to location.

Services Table - Cleanliness and functionality are top priorities for NYSTA, and the custodial staff is held accountable to perform services and criteria, outlined below in the table below:

Item	Cleaning Criteria
Ashtrays	Empties, washed clean and dried
Baseboards	No sign of soil build-up, free of dust, scuffs, water/wax marks
Ceiling	Appears clean and free of cobwebs or stains
Chairs/Sofa	All areas appear clean, including sides and back, free of dust and crumbs under removable cushions, chair coverings in good condition
Counters	Free of dust, spills and stains, and foreign substances (such as, tape)
Doors	All surfaces clean, free of dust and streaks, no soil buildup at opening edges
Floors	Clean and free of dust, litter, black marks and streaks, visible sheen
Lights	Lamps and cords free of dust, spots and smudges
Lights - Overhead	Shades appear clean, no discoloration or visible dust or debris
Lights – Glass Bulbs	Glass visibly clean
Sinks	Clean and shiny inside and out, no noticeable grit, chrome and stainless steel fittings polished clean, no water, surrounding wall and floor areas clean
Toilets/Urinals	Bowl free of soil build up inside and out, overall shiny appearance, immediate floor and wall area are spot free and chrome fittings have polished appearance, adequate supplies in place
Vents	All surfaces appear clean, no foreign substances
Walls	All surfaces clean, free of dust, streaks and cobwebs; no foreign substances, such as tape; area around door frame and light switches is smudge free.
Wastebaskets	Remove waste, clean waste receptacles inside and out
Window – Pane Interior	Glass has no spots, streaks or other marks

QUALITY MANAGEMENT/ ASSURANCE PLAN

ESTP understands that a comprehensive Quality Management System (QMS), comprising program-wide and site-specific quality control plans, to be a critical contract deliverable and will submit compliant plans and documentation accordingly.

This Quality Assurance Plan (QAP) provides the clear specifications and standards; proper training; lines of accountability and relevant performance measures necessary to provide NYSTA and its guests with a high level of cleanliness.

Our Quality Assurance Program features high standards based on industry benchmarks in facilities management. The Quality Assurance Program uses the Quality Assurance Plan (QAP) performance standard criteria, NYSTA-specific key performance indicators (KPI), corporate experience and industry standards as the primary tools to measure our performance with an emphasis on preventing deficiencies.

Implementing the systems discussed in this plan, along with conducting QA audits, will ensure that our managers effectively monitor service quality and identify improvement opportunities at each service area.

This plan provides strategies for:

- Improving communications with staff and guests
- The inspection system
- The training programs
- Identifying and developing action plans for quality improvement
- Driving results within the organization

Forms are presented in this manual as tools to help managers effectively implement the Quality Improvement Process.

Standards for Supplies and Equipment

Compliance with standards in the PWS can only be achieved using the proper supplies and equipment. Based on this, all supplies and equipment will meet with the specifications of the facility's regulations along with all Federal, State and Local occupational health safety standards and fire safety regulations, in addition of being compliant with the latest version and provisions of all NY State Codes and regulations. The Custodial Manager, Custodial Supervisors, key personnel and the CSPs are all responsible for daily compliance with the stated standards.

The Custodial Manager will train the CSPs on the safety standards regarding all equipment and supplies used to perform services at the facility. The Custodial Manager will ensure that the CSPs fully understand proper procedures in using all supplies and equipment as specified by the manufacturer before they are authorized to use said equipment. The Custodial Manager will also ensure that the CSPs do not use any cleaning materials or equipment that can damage the facility's property and will only use chemicals that are conspicuously labeled identifying the contents, use cleaning equipment that is electrically compatible with the facility's furnished electrical sources, and are aware of the procedures for storage of equipment and supplies.

Corrective Action Methods of Early Detection and Prevention Rework

Early detection of deficient performance is a joint effort involving each person in the custodial department. Through continuous training, management and CSP personnel will be well informed and constantly updated as to the procedures necessary to achieve a sanitary and aesthetically clean facility. Performing Random Sample Inspections and other scheduled inspections on a daily basis is vital in the early detection of custodial deficiencies. Through inspections of each required task in the area inspected, any defect in performance will be apparent. With constant improvement the CSPs can more efficiently

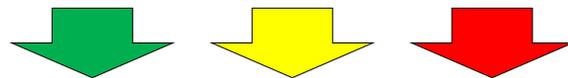
maintain adherence to the standards outlined by the PWS. Should any items be found to be non-compliant/unacceptable, it will be corrected immediately, if applicable, or a corrective action plan will be developed, with a follow-up inspection of the rework.

Performance Standards and Key Performance Indicators

KPIs set minimum standards and target service levels for reporting and assessing performance.

Development and refinement of the system, standards and the measures is an ongoing responsibility of ESTP, who will track and report performance to these KPIs, to the agreed schedule, and recommend appropriate corrective and preventative actions as agreed with the ESTP and in coordination, as necessary, with janitorial powers. The table below summarizes our approach to ensure compliance with performance standards.

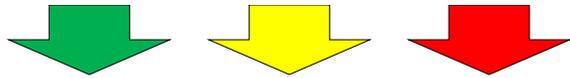
[Note: Tables to be coordinated with Appendix J]



	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
General Site Conditions				
Litter and Debris		Free and Clear	Minimal/ Arising	Build-up/ Spills not addressed
Building Site		Free and Clear	Minimal/ Arising	Build-up/ Spills not addressed
Flags & Flag Poles		Inspected; Findings addresses within 24 hours	Findings processed; Response in-progress	Inspection not documented; Findings not addressed within 24 hours
Cantilever signs and electrical appendices		Inspected; Findings addresses within 24 hours	Findings processed; Response in-progress	Inspection not documented; Findings not addressed within 24 hours
Maintenance		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress	Inspection not documented; Findings not addressed within 24 hours



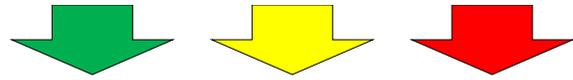
	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Vehicle Pavement		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Truck Parking		Free and Clear	Minimal/ Arising	Findings not addressed
Pedestrian Sidewalks and Curbs		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Non-Perimeter Fencing		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Pest Control/Infestations		Inspected; Findings addressed immediately	Findings processed; Response in-progress	Inspection not documented; Findings not addressed within 24 hours
Pet Areas		Free and Clear	Minimal/ Arising	Build-up not addressed
Landscaping (seasonal points)				
Grass Areas and Edging		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress;	Inspection not documented; Findings not addressed within 24 hours
Trees, Shrubs, Hedges and Mulch		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress;	Inspection not documented; Findings not addressed within 24 hours



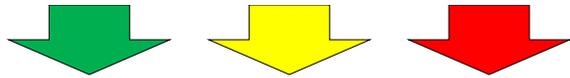
	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Flower Beds		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress;	Inspection not documented; Findings not addressed within 24 hours
Snow/Ice/Ice Melt Removal (seasonal points)				
Snow and Ice Removal (entrance, exits, & sidewalks)		All entrances / emergency exits shall be free/clean from all ice/snow and other obstructions at all times to maintain a safe path of egress/exiting away from all structures	Minimal/ Arising	Build-up not addressed
Ice Melt Removal		All entrances / emergency exits shall be free/clean from all ice/snow and other obstructions at all times to maintain a safe path of egress/exiting away from all structures	Minimal	Build-up not addressed
Exterior Cleanliness and Maintenance				
Walls, Finishes, Trim, Railings. Decorations. Acc. (cleanliness)		Free and Clear	Minimal/ Arising	Build-up not addressed



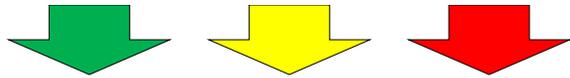
	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Walls. Finishes, Trim. Railings, Decorations. Acc. (maintenance)		Inspected; Findings addressed within 8 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours
Windows (cleanliness)		Free and Clear	Minimal/ Arising	Build-up not addressed
Windows (maintenance)		Inspected; Findings addressed within 8 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours
Doors (cleanliness)		Free and Clear	Minimal/ Arising	Build-up not addressed
Doors (maintenance)		Inspected; Findings addressed immediately	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours
Trash and Recyclables Receptacles		Free and Clear	Minimal/ Arising	Build-up not addressed
*Erosion and Sediment Control and Storm Water Drainage Systems		Inspected; Findings addressed immediately	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
*Septic Systems. Sewage Pumping Stations		Inspected; Findings addressed immediately	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
*Potable Water Wells		Inspected; Findings addressed immediately	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Maintenance and Mechanical Conditions				



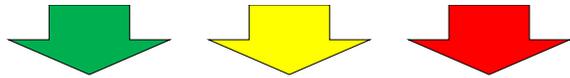
	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Roofing System Components, Skylights, Eaves Troughs, Drainage Systems, and Downspouts		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Ducts, Grills and Vents (Air Circulation)		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Mechanical Systems Maintenance and HVAC Controls, Distribution Systems and Heating/Cooling Units		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Plumbing Fixtures-, water Heaters, Pumping Systems, Supply Lines, Drain Lines, and Drinking Fountains		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Electrical Systems and Controls		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Preventative Maintenance Program		Inspected; Findings addressed within 8 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours
Signage and Way finding Systems				



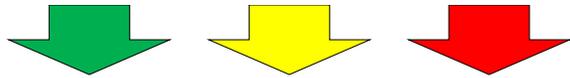
	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Signage and Way-Finding Systems (repair only)		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress;	Inspection not documented; Findings not addressed within 24 hours
Lighting Exterior/Interior				
Lighting Units		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress;	Inspection not documented; Findings not addressed within 24 hours
Furniture and Fixtures				
Exterior Tables, Benches, Seats, and Decorative Elements (cleanliness)		Free and Clear	Minimal/ Arising	Build-up not addressed
Exterior Tables, Benches, Seats, and Decorative Elements (maintenance)		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Interior Tables, Benches, Seats, and Decorative Elements (cleanliness)		Free and Clear	Minimal/ Arising	Build-up not addressed
Interior Tables, Benches, Seats, and decorative Elements (maintenance)		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Life Safety				
Emergency Exit Doors and Pathways		Inspected; Findings addressed within reasonable response time, up to 8 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours



	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Fire Safety Systems (repair only)		Inspected; Findings addressed within reasonable response time, up to 8 hours; Local authorities notified	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours; Local authorities not notified
Medical Prevention and Attention Systems		Fully stocked & operational; Findings addressed within 8 hours	Limited stock; Response in-progress	Depleted stock; findings not addressed within 8 hours
Interior Cleanliness and Maintenance				
Walls, Glass, Finishes, Trim, Railings, Decorations, Accessories Interior Doors		Free and Clear	Minimal/ Arising	Build-up not addressed
Interior Door Maintenance		Inspected; Findings addressed within 8 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 8 hours
Floors and Finishes Cleanliness		Free and Clear; hazards coned	Minimal/ Arising	Build-up/ Spills not addressed
Floors and Finishes Maintenance		Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Ceiling, Accessories, Background Music, and Finishes		Free, clear & functional; Findings addressed within 24 hours	Findings processed; Response in-progress	Findings not addressed within 24 hours
Gum, Graffiti and Vandalism		Free and Clear	Response in-progress	Build-up not addressed



	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Trash Receptacles		Free and Clear	Minimal/ Arising	Build-up not addressed
Restrooms				
Restrooms Open		Free and Clear	Minimal/ Arising	Build-up not addressed
Odor Control		Odorless	Minimal/ Arising; Response in-progress	Build-up not addressed
Restrooms (cleanliness and stocking)		Free and Clear; Fully stocked	Minimal/ Arising; Limited stock	Not cleaned 2x hourly; Depleted stock
Restrooms (maintenance)		Findings addressed within 8 hours	Findings processed; Response in-progress; hazards coned	Findings not addressed within 8 hours
ATM/ Carts/ Kiosks/ Racks/ Vending/ Tourism				
ATM's, Carts, Kiosks, Racks, Etc.	-	- Free and Clear; Fully stocked	- Minimal/ Arising; Limited stock	- Not cleaned 2x hourly; Depleted stock
Vending Equipment	-	- Free and Clear; Fully stocked	- Minimal/ Arising; Limited stock	- Not cleaned 2x hourly; Depleted stock
Tourism	-	- Free and Clear; Fully stocked	- Minimal/ Arising; Limited stock	- Not cleaned 2x hourly; Depleted stock
Tenant Operations				
Kitchen and Food Area Related Systems and Equipment	-	Free and Clear	Minimal/ Arising	Build-up not addressed
Grease Hoods/ Ductwork/ Roof Top Exhaust Fans	-	Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours



	FREQUENCY	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN TASKS	UNACCEPTABLE
Refrigeration/ Freezers/ Thermometers	-	Inspected; Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Inspection not documented; Findings not addressed within 24 hours
Convenience Stores (C-Stores)	-	Free and Clear	Minimal/ Arising	Build-up not addressed
NYS Department of Health Standards	-	Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Findings not addressed within 24 hours
Tenant Operations Manual	-	Findings addressed within 24 hours	Findings processed; Response in-progress; hazards coned	Findings not addressed within 24 hours
Service/ Administration				
Updated Menus and Price Lists Made Available to the Authority	-	Inspected; Findings addressed within 24 hours	Minimal/ Arising	Findings not addressed within 24 hours
Personnel				
On Site Personnel Available on-site 24/7/365	-	-Schedule in place - personnel on site	- Findings processed; alternative personnel required in place of	- Findings not addressed
Response to emergency situation in accordance with all applicable Performance Standards	-	Findings addressed immediately	Findings processed; Response in-progress; hazards coned	Findings not addressed within 24 hours
In proper uniform in accordance with tenant operations manual for venue/ activity being performed and neatly worn	-	Inspected; Findings addressed immediately	Minimal/ Arising	Findings not addressed

SURVEILLANCE METHODS AND CONTINUOUS IMPROVEMENT

Monitoring Activities

Monitoring activities will ensure compliance with all contract requirements: Daily/Weekly Inspections; Monthly Quality Indicators; Satisfaction Surveys; Internal/External Audits; and Customer Satisfaction Rounds

Daily/Weekly Inspections

Daily/Weekly Inspections help ensure a consistent quality level, to help identify irregularities in routine duties, and to catch effects of normal equipment or building wear and tear before they become hazardous or diminish the overall operation. Corrective actions are addressed immediately. Results of the inspections are maintained and shared with the ESTP during regular meetings and formally as part of our monthly reporting. Results are reviewed and compared to expected service levels to evaluate effectiveness.

PREVENTATIVE MAINTENANCE PROGRAM AND STANDARD OPERATING PROCEDURES

The Asset Management Planning process for *NYSTA* consists of two (2) equally important activities – Maintenance, and Asset Replacement. The combination of maintenance activities and asset replacement decisions forms the basis for ensuring that the *NYSTA* asset management strategy and objectives are followed and achieved. In this process/procedure, the term “maintenance” includes preventive, predictive, corrective, and refurbishment/re-build activities.

Information that shall be considered when deciding which activity, maintenance or replacement, includes at minimum:

- Asset condition and/or age.
- Performance monitoring data, if available.
- Asset Criticality and Risk.
- Maintenance history.
- O&M staff knowledge.
- *NYSTA* feedback/input and strategic business plans.

ASSET MANAGEMENT PLANS – MAINTENANCE ACTIVITIES

Maintenance activities are based on the identified maintenance strategy for an asset or group of assets, and the specific asset management plan designed to meet one or more asset management strategic objectives. An asset’s maintenance strategy is based initially on an asset criticality determination and then may be modified based on the current asset condition. Asset Management Plans are also adjusted as they relate to one or more Strategic Objectives:

- The maintenance strategies shall comply with all relevant contract service level agreements and key performance indicators.
- The maintenance strategies shall be the basis for maintenance job plans, work plans, checklists, frequencies/intervals of performance and other supporting documentation.
- Maintenance strategies shall be reviewed on an ongoing basis to ensure that they remain effective and consistent with the asset management strategy, objectives and the contract service specifications.

The maintenance strategy applied to a specific asset or a class of assets shall be selected on the basis of asset criticality. This allows for the selection of a mix of reactive, preventive and predictive based strategies based on the needs of the asset and the business. The asset management strategies, descriptions and associated maintenance activities applicable to maintenance and operations at *NYSTA* are defined in Exhibit 7 below:

Strategy Category	1	2	3	4
Maintenance Strategy Description	Reduce likelihood of failure or eliminate impact from failure– extend life	Reduce likelihood of failure – extend life	Manufacturers Min. Rec. – expected life	Run to failure
Performance Input				
Risk Assessment/ Failure Modes and Effects Analysis (FMEA)	Consider			
Performance Monitoring Plan	X	Consider		
Maintenance Activity				
Predictive Maintenance	X			
Preventive Maintenance	X	X	X	
Reactive Maintenance	X	X	X	X
Spare Parts	X	Consider	Consider	
Continuous Improvement				
Performance Tracking*	X	Consider		
Detailed Root Cause Failure Analysis (RCFA)	X			

**Performance Tracking – could be from instruments or staff rounds/inspections*

Servicing and adjustments shall be done during inspections unless parts need to be ordered. In the event parts are to be ordered, the person conducting the preventive maintenance inspection shall complete and submit a work order for parts and any necessary work that was not completed at the time of the inspection.

The preventative maintenance schedule will be developed in the CMMS for each service area to include the specific equipment installed at that facility, incorporating all manufacturer recommended maintenance frequencies and industry standard practices.

Every six months the Facility Manager shall review the work order log for the previous 12 months to identify trends and equipment that fails or requires adjustment more frequently than the manufacturer's recommended maintenance schedule or more frequently than other equipment of the same type. Special attention will be given to equipment under warranty.

Equipment identified as requiring an unexpected level of attention will be considered for replacement at the earliest opportunity. If appropriate, technical assistance shall be requested from the manufacturer.

Management Review of Operations and Maintenance Performance

As part of the performance review and continuous improvement process, the Management team shall establish and implement periodic "rounds" or building walkthroughs to visually (non-intrusively) observe the as-found conditions and/or appearance of the buildings under contract. In addition, the maintenance management team performs monthly Planned Safety and Equipment Space Inspections.

Both the weekly and the monthly inspections shall be documented.

CUSTODIAL AND JANITORIAL SERVICES STANDARD OPERATING PROCEDURES

STANDARD OPERATING PROCEDURES

Standard Operating Procedures (SOP) will be developed and implemented for specific custodial / janitorial activities. An indicative SOP is as follows:

FLOORS: HARD SURFACE DUST MOPPING / DRY MOPPING	
Segment	CORE
SOP or Method	Method
Category	Floors
Version (date/ editor)	1/1/0/0

#.1

Description

This Method explains how to remove loose dust and debris from hard floors.
This Method is generic and should be adapted, as appropriate, to take account of the specific risks associated with the work to be performed as well as local regulations and guidelines.

#.2

Health and Safety



- Have you read the risk assessments for the task to be performed?
- Have you been trained for the task to be performed?
- Do you have the correct Personal Protective Equipment [PPE] for the task to be performed?
- Do you have the correct equipment to carry out the task?
- Is it safe to carry out the task?

If the answer to any of the above questions is NO, then STOP and speak to your immediate supervisor.



Hazards associated with this activity:



- Hazardous materials including chemicals, mold, bacteria, dust etc.
- Manual handling (moving furniture and equipment etc.).
- Walking and working surfaces (slips, trips and falls).

- Assess your planned work schedule and check the equipment and materials is safe to use before starting the task.

#.3

Before Starting

- Operatives must:
 1. Visually inspect the work area and using the “step back” process, check the area is safe. If there is a hazard and you are not able find a solution, inform your immediate supervisor before proceeding
 2. Put on site or area specific uniform and PPE that is appropriate for the work to be performed.
- Floor dusting process in the lobby or corridors should be performed at low traffic times.

#.4

Equipment and Materials

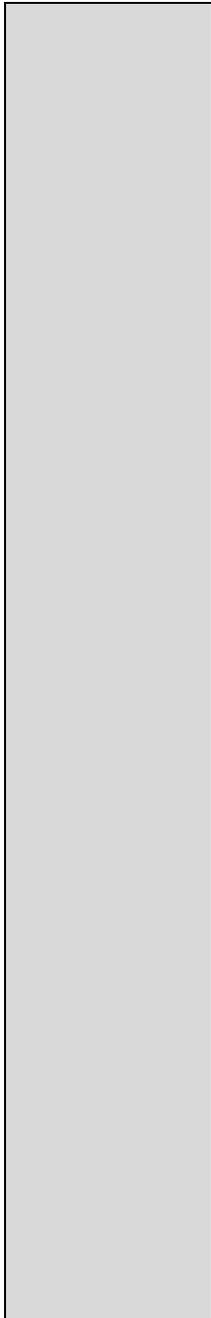


- **PPE:** safety glasses, Disposable, non-latex, moisture impervious gloves , safety shoes, masks (optional).
- Hazard warning signs.
- dusting cloths
- Dustpan
- dusting tool
- Putty knife
- Dust mop stick and frame.
- Appropriately sized dust mop. Dust mop may be color coded.
- Sweeper set (lobby dust broom and dust pan).
- Vacuum
- Scraper / putty knife.

#.5

Procedure

1. Use the dusting tool and dustpan to remove dust from corners, door frames and other hard to reach areas.
2. Use the putty knife to remove gum or any other sticky substance on the floor.
3. Place the dust mop on floor.
4. In small areas: Begin dust mopping from the furthest point from the door using figure eight strokes/pattern.
In large areas and corridors: Try to always push the dust mop forward. Do not push it and pull it back and forth.
5. Ensure dust mopping is performed along the edges and in the corners, always pushing the dust mop. Never push debris into corners and edges.
6. Be sure to remove dust from around the legs of furniture. If possible, move the furniture to dust mop the entire floor. Use until it no longer picks up dirt.
7. When wiper is completely soiled, or when you are ready to move to a different room, dispose of the dirty wiper and replace it with a new one.
8. Check your work when you are finished.
9. Ensure area is adequately ventilated (if appropriate).
10. Set up hazard warning signs so they can be clearly seen by all.
11. For rooms, place signs outside of doors in such a way as to allow safe access to the room.
12. If applicable, move all light furniture and equipment, except stationary items to allow thorough dusting to be carried out. Seek assistance if larger items need to be moved.
13. Pick up any large debris and paper with the sweeper set and place it in the refuse / trash / waste bag on your cart.

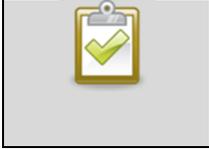


14. Put on safety glasses and mask (if applicable). Use the microfiber dusting tool to remove dust from door frames and other hard to reach spots.
15. Use the sweeper set to remove dust from the corners of the floor.
16. Use the scraper / putty knife to scrape up gum or any other sticky substance from the floor.
17. Install the appropriately sized duster head / cloth on the microfiber dust mop frame.
18. Begin at the corner of the room farthest from the door.
19. Begin by placing the dust mop on the floor and pushing it, at an angle away from you, along all corners and edges.
20. Keep the same face of the dust mop forward at all times using systematic overlapping passes ("Figure 8").
21. **SPECIAL INSTRUCTION:** Don't lift the dust mop from the floor surface until you have finished mopping the room. Clean / change the microfiber dust mop once it becomes saturated with dust / debris.
22. If space permits and a large size duster mop is preferred, you may push mop in a straight line while walking behind.
23. **REMINDER:** Be sure to mop under and behind all furniture and equipment that you cannot move.
24. Carefully sweep any dirt / dust using the sweeper set.
25. If possible, vacuum the dust mop with the vacuum cleaner as needed or while wearing gloves (and mask if applicable), hold mop over a waste receptacle and remove dust from the mop into the refuse / trash / waste bag on your cart with the counter brush or scraper / putty knife.
26. To change dust mop: While wearing gloves (and mask if applicable) carefully place the frame with the dust mop in the waste/ refuse / trash bag and remove the soiled dust mop. This will prevent any dust from re-entering the environment. If easier, the frame with the soiled mop attached can be removed from the mop stick before this process. Place clean dust mop on the frame and resume the dust mopping process.
27. Store the dust mop upside down and cover the head with a plastic bag. Empty into the refuse / trash/ waste bag on your cart carefully.
28. Replace all furniture and equipment to its original location. Seek assistance if larger items need to be moved.
29. Clean the equipment, check for safety and return it to the cart or cleaning store after use.
30. Remove, clean and store hazard warning signs.

#.6

The Final Check

- Inspect the area or room:
 1. Ensure there is no dust in corners and edges of the room.
 2. Ensure there is no dust around door frames, shelves and cabinets.
 3. Ensure there is no dust around or under any furniture on the floor.
 4. Picture Perfect Room: all furniture and items need to be replaced correctly.
 5. Correct any deficiencies in cleaning
- Equipment is clean and safe to re-use.
- PPE is cleaned and properly stored or disposed of.



- Report any damaged equipment and interiors, needed repairs or water leaks.
- Ensure waste and potentially contaminated materials are properly sorted, disposed of and stored correctly.
- Switch off lights (if appropriate).

LANDSCAPING PLAN

First impressions count. Well-maintained grounds and landscapes will show off the service areas in its best light. Our Landscaping Program delivers consistent service, with reliable processes that provide predictable quality in landscaping and grounds maintenance that ensures the delivery of optimized service in accordance with contract requirements.

We will engage subcontractor(s) to fulfil contract requirements using only selected subcontractor(s) that are appropriate for the service provision requirements, that have been pre-qualified by our supply management team. We will engage with the Landscape Subcontractor(s) to identify and implement, as appropriate, service improvements through regular reviews and audits, to ensure:

- All work has been completed in accordance with the contract requirements
- All reports and invoices related to the work activities are submitted in agreed format and timeframe
- Operating in a manner aligned with the site's Health, Safety and Environmental requirements when on site (i.e., correct PPE is worn, safety procedures are followed, responsible use of environmental resources, etc.)

MAINTENANCE AND CARE (SEASONAL)

Mowing: Lawn areas are to be cut and trimmed between April 15th and November 15th, with excessive grass clippings removed from the property after each visit.

Edging: All beds, tree rings, sidewalk edges, etc. will be edged and trimmed at a minimum of once per month to maintain a crisp, defined appearance.

Mulching: Premium Shredded Black Dyed Hardwood Mulch is to be applied in the spring at a depth of 2". All dead plants are to be removed prior to mulching. Bed preparation includes removing all weeds, cultivating existing mulch, deep edging, and applying pre-emergent herbicides to inhibit future weed growth. To be completed by May 31st.

Flower Beds: Beds will be fully stocked and mulched during the growing season with an appropriate mix of plants maintained and weeded.

Irrigation: If an irrigation system exists, will monitor its effectiveness and report deficiencies for a work order to be issued for repairs. All sprinkler system lines are to be blown out in the fall to prevent freezing.

Weeding: All beds are to be weeded throughout the growing season to maintain a neat appearance at all times. This will be performed through the use of glyphosate free pre- and post-emergent herbicides as well as hand weeding. Any herbicide shall be used according to the product label and approved for use in NY.

Turf Fertilization: Lawn areas are to receive applications of fertilizer using the recommended products for that specific turf variety.

Pruning: All ornamental plantings are to be pruned in accordance with current practices and in keeping with the function of the plantings.

Spring Clean-Up: (annually) All leaves, paper and other miscellaneous materials are to be removed from all plantings and beds. Spring clean-up must be completed as soon as the weather permits but no later than April 15th.

Fall Clean-up: (annually) Cut back all ornamental grasses, perennials, etc. Leaf removal and landscape debris to be removed throughout the landscape season as needed including a final leaf clean-up.

SNOW PLOWING AND SNOW REMOVAL PLAN

7.1 – INCLEMENT WEATHER FORECASTING, PREPARATIONS, AND SUPPORT PLAN

In the effort to prepare for snowstorm activity prior to it beginning on each service area, the following task will be performed by the Facilities Department.

Use the internet to view and download weather information from the following sites:

- a. The National Weather Service www.weather.gov

Weather reports will be communicated to the service areas .

Equipment will be prepped for any impending storm to include, but not limited to:

- a. Fueling all equipment / blowers.

Test all equipment to ensure in good working order

7.2 – SNOW AND ICE REMOVAL

It is the responsibility of the Service Area Manager to, not only clear snow from the immediate areas surrounding each building, but also on any other sidewalk or walkway within the Service Area limits. This includes curbs, area around the exterior trash receptacles, snow blocked stormwater catch basins, the employee walkway that provides access between the employee parking lot and the Service Area, and the exterior buildings within the Service Area, such as the compactor and storage buildings.

The snow is to be cleared from the service area entrances in a manner so that the operators of the snow removal equipment can collect and deposit the snow in a safe manner, away from the entry, exits and adjacent walks. Snow is to be cleared within six feet of the bottom of the landing or stairwell.

Service Area managers are responsible for all stairs adjacent to their assigned service areas. Sufficient quantities of de-icing materials shall be spread in areas where ice and/or slippery conditions are present.

Steps and large entrances to buildings shall be partially shoveled by custodian along hand railings for initial opening. Handicap entranceways are to be fully accessible. As time allows and/or immediately after the snow fall ceases, the Snow Removal Team will come back and complete the opening of the steps and large entranceways.

It will be the responsibility of the Custodial Lead to inform the building Housekeepers of their assigned duties to ensure that these tasks are carried out, as needed, in a timely and efficient manner. It is the responsibility of each Custodian to notify their direct Custodian Lead if additional ice melt supplies are needed in their building. This should be checked on a weekly basis during the winter season.

PEST CONTROL PLAN

A customized and comprehensive Integrated Pest Management (IPM) Plan ensures pests are controlled or eradicated in a safe and effective manner, and in accordance with all applicable law, to eliminate the presence of any animal and/or insect, or nesting, inside and outside the facility.

IPM is a process for achieving long term, environmentally sound pest suppression through the use of a wide variety of technological and management practices. Control strategies in an IPM Program extend beyond the application of pesticides to include structural and procedural modifications that reduce the food, water, harborage, and access used by pests. Services include:

- **Pest Treatment** - routine treatment, periodic inspections, regular spraying, reactive treatment
- **Cautionary Measures of Control** - best practice and commonsense measures of control are the basis of effective pest management. Consistent application of these methods reduces the amount of eradication required and helps keep pests in check.

We will engage subcontractor(s) to fulfil contract requirements using only selected subcontractor(s) that are appropriate for the service provision requirements, that have been pre-qualified by our supply management team. We will engage with the Pest Control Subcontractor(s) to identify and implement, as appropriate, service improvements through regular reviews and audits, to ensure:

- All work has been completed in accordance with the contract requirements
- All reports and invoices related to the work activities are submitted in agreed format and timeframe
- Operating in a manner aligned with the site's Health, Safety and Environmental requirements when on site (i.e., correct PPE is worn, safety procedures are followed, responsible use of environmental resources, etc.)
- The Contractor shall provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

Pests Included and Excluded

The Subcontractor(s) shall meet the performance expectations in suppressing the following pests:

- Indoor populations of rats, mice, cockroaches, ants, flies, spiders, and any other arthropod pests not specifically excluded from the contract.
- Populations of the above pests that are located outside of the specified buildings, but within the property boundaries of the buildings.
- Winged termite swarmer's emerging indoors.
- Individuals of all excluded pest populations that are incidental invaders inside buildings.

Populations of the following pests are excluded from this contract:

- Birds, bats, snakes, and all other vertebrates other than commensal rodents.
- Termites and other wood-destroying organisms.
- Mosquitoes.
- Pests that primarily damage outdoor vegetation.

Birds, bats and other vermin pose health and safety risks, especially at food service facilities and their entrances. Evaluate all construction methods and designs to minimize health concerns and advise why these "pests" were excluded. Note that some species of bats, birds, snakes etc. are protected by Federal and State Laws.

WATER/SEWER PLAN

Erosion and Sediment Control and Storm Water Drainage Systems:

Systems will be inspected to ensure that they function as intended and be maintained in strict accordance with all elements of the Performance Standards and in accordance with all applicable regulations, including but not limited to NYSDEC's requirements. Pollution control installations shall be maintained as required. Applicable storm water basin sumps shall be vacuumed out at frequencies consistent with Good Industry Practice but in all cases before levels of accumulation reach pipe outflows. Outflows shall be monitored in accordance with all Applicable Law.

We expect to perform from the following activities to maintain the stormwater control measures on site and will use an inspection checklist to monitor the condition of the control measures.

- Routine inspections as shown in checklists
- Landscaping services
- Litter removal and disposal
- Repairing areas of erosion
- Debris removal (blocked outlets, pipes, etc.)
- Removal of sediment at entrances to biocells, trenches, etc.
- Removal of sediment from pond forebay
- Removal of sediment from whole pond
- Inspection of manufactured treatment devices (MTDs)
- Clean-out of MTDs
- Inspection of underground chambers
- Replacing inlet filters
- Replacing cartridge filters
- Annual plan review and update

We will inspect and maintain any permanent stormwater control measures required by the NYSDEC General Permit for Stormwater Discharges from Construction Activities (GP-0-15-002 or current version) and in accordance with the NYSDEC Stormwater Management Design Manual (current version);

Septic Systems, Sewage Pumping Stations:

We will respond to any sewage breakouts emanating from distribution system in accordance with the Performance Standards. Systems shall function as intended and be maintained properly, in strict accordance with all elements of the Performance Standards. We will perform required inspection, monitoring, service or testing as may be required by manufacturers' requirements or Applicable Law, and perform any necessary corrective action as a result of failed testing.

Potable Water Wells:

We will inspect to ensure all systems shall function as intended and be properly maintained in strict accordance with all elements of the Performance Standards. We will perform required testing, inspection, monitoring, or service as may be required by manufacturers' requirements or Applicable Law, and perform necessary corrective action as a result of failed potability testing.