

ATTACHMENT ● TO SCHEDULE A
STATEMENT OF WORK FOR
ELIGIBLE COMMUNITY PUBLIC SPACE COLLECTION
for
MASTER SERVICES AGREEMENT
Number 2022 - ●

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STATEMENT OF WORK

STATEMENT OF WORK NUMBER: ●

This statement of work (“Statement of Work”) is given pursuant to Section 3.1 of the Master Services Agreement (“MSA”), made as of ● BETWEEN ● (“Contractor”) and Circular Materials, a federal not-for-profit corporation, having a place of business at 1881 Yonge Street, Suite 800, Toronto ON M4S 3C4, operating as Circular Materials Ontario (“CMO”, and with the Contractor, each a “Party” and collectively the “Parties”), with an effective date of ● (“Statement of Work Effective Date”).

NOW, THEREFORE, in consideration of the promises, mutual covenants, and agreements contained herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties acknowledge and agree to all covenants, terms and conditions as stipulated in the MSA, as follows:

1. Beginning on the applicable Statement of Work Eligible Community Service Commencement Date listed in Exhibit 4, the Contractor shall perform the Work required by this Statement of Work for all Blue Box Material Public Space Collection Containers located within the applicable Eligible Community listed in Exhibit 4 that are in existence on such date, ~~plus all CMO Identified New Public Space Collection Locations and less all CMO Identified Removed Public Space Collection Locations.~~ For clarity, the Contractor shall perform the Work required by this Statement of Work for a Blue Box Material Public Space Collection Container located within an Eligible Community listed in Exhibit 4 on the applicable Statement of Work Eligible Community Service Commencement Date even if the Public Space Collection Location for such Blue Box Material Public Space Collection Container is not referenced in Exhibit 2.
2. The Work under this Statement of Work shall include all the Contractor’s other obligations under the MSA.
3. The time period during which the Work required by this Statement of Work is to be performed is from the earliest Statement of Work Eligible Community Service Commencement Date listed in Exhibit 4 until December 31, 2025. Pursuant to Section 2.1(b) of the MSA, CMO and the Contractor may, by Change Order, extend this Statement of Work for up to three (3) further periods of one (1) year each, by issuing a written notice to the Contractor not less than ninety (90) calendar days before the expiration of the initial term or any such additional term or terms. The initial term and any such additional term or terms are herein referred to as the “SoW Term”.
4. The full compensation for the Work under this Statement of Work shall be as set forth in Exhibit 5, which excludes Value Added Taxes. Value Added Taxes are payable by CMO to the Contractor on the price of the Statement of Work.
5. In the event of the termination of the MSA in accordance with Section 7.65 of the MSA, CMO shall only pay for the Work authorized by this Statement of Work which is performed prior to the termination date. For the purposes of clarity, CMO shall not be liable to make any other payments in connection with this Statement of Work as a result of such termination of the MSA.
6. Capitalized terms not defined in this Statement of Work shall have the meaning set out in the MSA.
7. Attached and forming an integral part of this Statement of Work are the following exhibits:
 - (i) Exhibit 1 – Scope of Work and Other Provisions;
 - (ii) Exhibit 2 – Public Space ContainerCollection Locations and Container Types;
 - (iii) Exhibit 3 – Blue Box Material Accepted in Collection System;

- (iv) Exhibit 4 – Service Commencement Dates;
- (v) Exhibit 5 – Compensation; [and](#)
- ~~(vi)~~ Exhibit 6 – ~~Sample~~ Automated Vehicle Location System Minimum Specifications for Collection Vehicles; ~~and~~
- ~~(vii)~~~~(vi)~~ [Exhibit 7 – Form of Record of Inquiries, Complaints and Complaint Resolutions Currently Equipped with GPS/AVL Hardware.](#)

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IN WITNESS WHEREOF, the terms and conditions of this Statement of Work are acknowledged and agreed to by the Parties as of the date first listed above.

[Contractor]

By: _____

Name:

Title:

By: _____

Name:

Title:

We have authority to bind the Contractor.

[CMO]

By: _____

Name:

Title:

By: _____

Name:

Title:

We have authority to bind CMO

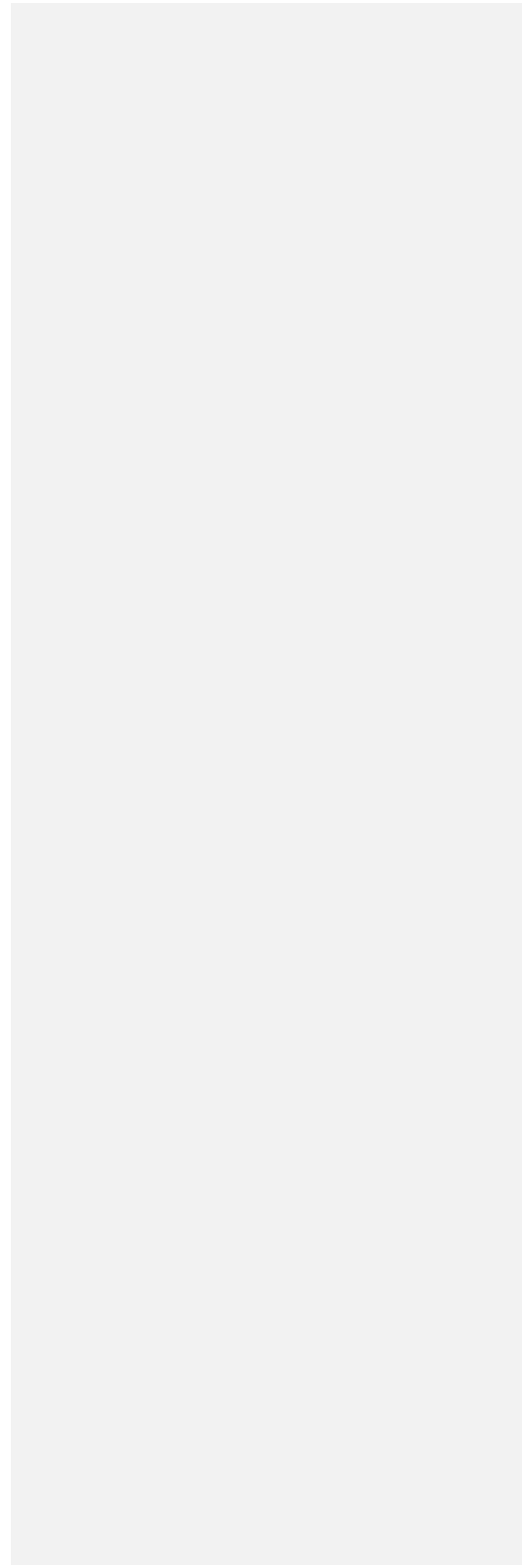


EXHIBIT 1: SCOPE OF WORK AND OTHER PROVISIONS

ARTICLE 1 DEFINITIONS

1.1 Definitions

“BLUE BOX MATERIAL PUBLIC SPACE COLLECTION CONTAINER” means a container located in a Public Space for the collection of Blue Box Material.

~~“CMO IDENTIFIED NEW PUBLIC SPACE COLLECTION LOCATION” has the meaning set forth in Section 3.1a) of this Exhibit 1.~~

~~“CMO IDENTIFIED NEW PUBLIC SPACE COLLECTION LOCATION EFFECTIVE DATE” has the meaning set forth in Section 3.1e).~~

~~“CMO IDENTIFIED REMOVED PUBLIC SPACE COLLECTION LOCATION” means locations included in the count of Public Space Collection Locations provided in Exhibit 2 that CMO has decided to remove from the count of Public Space Collection Locations provided in Exhibit 2.~~

“COLLECTION” means the collection of Blue Box Material from a Blue Box Material Public Space Collection Container and delivery of the collected Blue Box Material to a RF.

“COLLECTION SERVICES” means the portion of the Work required by this Statement of Work.

“NEW PUBLIC SPACE COLLECTION LOCATION” means a ~~Public Space Collection Location (i) located within an Eligible Community listed in Exhibit 4 and (ii) that was not in existence on~~ new public space collection location as agreed to by the applicable Statement of Work Eligible Community Service Commencement Date Parties for such the purposes of the MSA Eligible Community.

“NON-BLUE BOX MATERIAL” means material that is not Blue Box Material.

“NON-BLUE BOX MATERIAL PUBLIC SPACE COLLECTION CONTAINER” means a container located in a Public Space for the collection of Non-Blue Box Material.

“PUBLIC SPACE” has the meaning set out in the Regulation.

“PUBLIC SPACE COLLECTION CONTAINER” means a Blue Box Material Public Space Collection Container or a Non-Blue Box Material Public Space Collection Container.

“PUBLIC SPACE COLLECTION LOCATION” means ~~a(i) a public space collection location that includes referred to in Exhibit 2 or (ii) a minimum of one Blue Box Material~~ New Public Space Collection Container that meets the criteria in s.29 (1) of the Regulation and may contain one or more Non-Blue Box Material Public Space Collection Containers ~~Location.~~

“RECEIVING FACILITY” or “RF” means any facility designated by CMO as the point where the Contractor is to unload Blue Box Material, including any alternate facilities identified by CMO for use when an RF is unable to accept Blue Box Material.

“SINGLE STREAM” means Stream 1 and Stream 2 materials combined.

“SOW TERM” has the meaning set out in Section 3 of this Statement of Work.

“STATEMENT OF WORK EFFECTIVE DATE” has the meaning set out in the recitals to this Statement of Work.

[“STREAM 1” has the meaning set out in Section 3.2\(f\)\(i\) of Exhibit 1 to this Statement of Work.](#)

[“STREAM 2” has the meaning set out in Section 3.2\(f\)\(ii\) of Exhibit 1 to this Statement of Work.](#)

[“TRANSITION DATE” means the transition date for an Eligible Community set forth in the document of the \(Ontario\) Ministry of Environment, Conservation and Parks entitled “Blue Box Transition Schedule” and dated June 1, 2021.](#)

“VALUATION TYPE” or “VALTYPE” means the source of Blue Box Material including single-family residences, multi-family residences, long-term care homes, retirement homes, schools, depots and public space. The ValType ~~will~~shall be recorded on weighscale tickets at an RF.

ARTICLE 2
SCOPE OF COLLECTION SERVICES

2.1 Scope of Collection Services

- (a) The Contractor shall provide Collection Services, including picking up, ~~sorting as required,~~ Collection Vehicle compacting to ~~the~~ maximum ~~specified~~ compaction rate agreed by the Parties, hauling of material to a RF and unloading by material stream for Blue Box Material from all Blue Box Material Public Space Collection Locations/Containers, in a manner that meets or exceeds the ~~Eligible Communities~~ standard, level, scope and quality of collection services the Blue Box Material Public Space Collection Container (or, for a Blue Box Material Public Space Collection Container in a New Public Space Collection Location, a similar Blue Box Material Public Space Collection Container) received immediately prior to the Transition Date and complies with the terms of the MSA.
- (b) Without limiting the generality of the foregoing, the Collection Services shall meet the applicable requirements of the Regulation, including Sections 29 and 30.
- ~~(b)~~(c) The Contractor shall retain responsibility for, and control of, Blue Box Material from a Public Space, including a Blue Box Material Public Space Collection Location/Container, through to delivery to the RF. ~~Should Blue Box Material be lost or damaged during the act of collection and transport to the RF, the value of same shall be the responsibility of the Contractor. CMO will determine the value of such lost or damaged Blue Box Material and will deduct the value from payments due to the Contractor.~~
- ~~(e)~~(d) CMO shall not be obligated to join or instigate litigation to protect the right of the Contractor. The Contractor may independently enforce its rights under this Statement of Work against third party violators, including but not limited to seeking injunctive relief.

ARTICLE 3
SERVICE PROVISION

3.1 Addition or ~~Deletion~~Removal of Public Space Collection Locations

- ~~(a) The Contractor, upon thirty (30) calendar days' written notice by CMO, shall provide Collection Services to any New Public Space Collection Locations identified by CMO (collectively, "CMO Identified New Public Space Collection Locations"), in accordance with the provisions of the MSA at the applicable Unit Price set forth in this Statement of Work. The Contractor shall have contingency capacity to manage all additional Public Space Collection Locations without any delays in delivery of Collection Services to additional Public Space Collection Locations. Exhibit 2 shall be revised by CMO and the Contractor to reflect CMO Identified New Public Space Collection Locations.~~
- ~~(b) At least fourteen (14) calendar days prior to the start of each Quarter, the Contractor shall provide CMO with the following information in respect of each Eligible Community listed in Exhibit 4 (for CMO's review and acceptance):~~
 - ~~(i) addresses and container types of proposed New Public Space Collection Locations;~~
 - ~~(ii) addresses and container types of Public Space Collection Locations proposed to be removed; and~~
 - ~~(iii) proposed amendments to Exhibit 2 to give effect to the matters provided for in Sections 3.1b)i) and 3.1b)ii).~~
- ~~(c) The Parties shall meet to review and discuss the information provided by the Contractor pursuant to Section 3.1b) within five (5) Business Days of CMO's receipt of such information. To the extent CMO agrees with the Contractor's proposed New Public Space Locations and Public Space Collection Locations proposed to be removed, Exhibit 2 shall be revised to reflect such CMO Identified New Public Space Collection Locations and CMO Identified Removed Public Space Collection Locations. To the extent the Parties do not agree, the Parties shall settle their disagreement using the dispute resolution process described in Section 7.8 of the MSA and the resolution of such dispute shall be reflected in amendments to Exhibit 2.~~
- ~~(d) CMO, at any time, may designate a Public Space Collection Location to be an CMO Identified Removed Public Space Collection Location by Change Directive and such Change Directive shall include the necessary amendments to Exhibit 2.~~
- ~~(e) The Work for CMO Identified New Public Space Collection Locations, and the payment for such Work, shall begin on the effective date provided in the written notice ("CMO Identified New Public Space Collection Location Effective Date") pursuant to Section 3.1a).~~
- ~~(f) For an CMO Identified Removed Public Space Collection Locations, payment shall cease as provided for in the Change Directive referred to in Section 3.1d) or in the Quarter immediately subsequent to the Quarter in which the Contractor provided the information pursuant to Section 3.1b).~~

- (g) ~~New Public Space Collection Locations shall receive the same containers used by similar Public Space Collection Locations in the applicable Eligible Community.~~
- (h) ~~The Contractor will remove containers from an CMO Identified Removed Public Space Collection Location when Collection Services cease.~~

3.2 Collection Vehicles

- (a) ~~The Contractor shall always provide enough Collection Vehicles. The Collection Vehicles will be properly maintained and equipped to provide the level of services specified in or required by the MSA.~~
- (b) ~~Without limiting the generality of any other provision in the MSA, the Contractor shall provide the required number of Collection Vehicles to perform the Work for the Eligible Communities listed in Exhibit 4 and such Collection Vehicles shall be dedicated to, and solely used for, the Work for the Eligible Communities listed in Exhibit 4. The Collection Vehicles shall have a fully enclosed body of sufficient capacity and strength, capable of loading, compacting and mechanically unloading all Blue Box Material, and designed to contain any debris and liquid from the Blue Box Material. The body of Collection Vehicles shall be mounted on an adequate truck chassis. Collection Vehicles that are split body trucks must ensure there is no opportunity for cross contamination of the two streams. [NTD: revise if Contractor is collecting a single stream.]~~
- (c) ~~Under no circumstances shall Collection Vehicles used in carrying out the Work under this Statement of Work engage in collection of Blue Box Material from any source that is not a Blue Box Material Public Space Collection Container.~~
- (d) ~~Compaction on the Collection Vehicles shall not exceed a ratio of 2.5:1, including on either compartment of split body trucks.~~
- (e) ~~Collection Vehicles must be equipped with a GPS tracking system that has a web based interface capable of allowing CMO to track Collection Vehicles via a website, all as approved by CMO, and the Contractor shall comply with the requirements in Exhibit 6 Sample Automated Vehicle Locator System Minimum Specifications for Collection Vehicles. The Contractor will notify CMO no later than thirty (30) calendar days after the Statement of Work Effective Date, of the type of GPS tracking system and software proposed to be used in the Contractor's Collection Vehicles. The system must be approved by CMO prior to the commencement of Work at the first Statement of Work Eligible Community Service Commencement Date in this Statement of Work and be fully functional at that time.~~
- (f) ~~All Collection Vehicles shall be painted the corporate colour of the Contractor or approved Subcontractor undertaking the Work.~~
- (g) ~~A permanent numbering system and the Contractor's, or a Subcontractor's, company name will be stencilled on the cab of all Collection Vehicles to accommodate the necessary tracking system for vehicles entering a RF.~~
- (h) ~~In the event of Collection Vehicle breakdown, the Contractor will supply, at its own expense and without any unreasonable delay, sufficient alternative Collection Vehicles to complete the required Work.~~

- ~~(i) CMO may require the Contractor at any time after the Statement of Work Effective Date to increase the number of Collection Vehicles dedicated to the performance of this Statement of Work to ensure that Blue Box Material Public Space Collection Containers are not being utilized because Non Blue Box Material Public Space Collection Containers are overfilled. For clarity, any additional vehicles will be required to meet all requirements for Collection Vehicles under the MSA.~~
- ~~(j) The Contractor shall keep the side body panels of all Collection Vehicles used for this Statement of Work free of advertising. CMO may require the Contractor to post signs or logos proclaiming messages of public interest as approved by CMO or to promote any aspect of the Collection Services being delivered by CMO on the side body panels of any Collection Vehicle. Any such signage or logos shall be provided by CMO and installed by the Contractor at no cost to CMO.~~
- ~~(k) The Contractor will ensure that all Collection Vehicles are washed with a proper cleaning solution and that all Collection Vehicles are disinfected inside and out on a weekly basis.~~
- ~~(l) The Contractor will not allow or cause any Collection Vehicles to be loaded beyond the legal limits as specified in the manufacturer's specifications, (Ontario) Highway Traffic Act or in any other Applicable Law. The Contractor will be responsible for all consequences of Collection Vehicle overloading.~~
- ~~(m) Where in the opinion of CMO, Collection Vehicles used by the Contractor are causing or are likely to cause damage to any public or private property or roadway, CMO may direct the Contractor to make changes or substitutions for such Collection Vehicles at the Contractor's own expense.~~
- ~~(n) Prior to the Statement of Work Effective Date, the Contractor will obtain and pay for all permits or licenses necessary to perform the Work required by this Statement of Work in accordance with all Applicable Law. The Contractor shall maintain all such licenses and permits throughout the SoW Term and shall provide copies to CMO forthwith upon request.~~
- ~~(o) In addition to all legally required safety equipment, all Collection Vehicles shall be equipped with Ontario Ministry of Transportation approved back up alert signals, a flashing amber caution light mounted on the rear, and a two way radio.~~
- ~~(p) The Contractor shall ensure that all Collection Vehicles are equipped with a broom, shovel, and supply of absorbent agents for the purpose of cleaning up any spills and safely disposing of all spilled liquid or debris. The Contractor will immediately clean up all spills of liquid or debris, at its own expense, and notify CMO within two (2) hours for regular spills, including Blue Box Material, and one (1) hour for spills of pollutants, including hydraulic oil, engine oil and any other type of oil or fuel. Contractor will keep accurate and complete records of each occurrence of spillage and of its clean up, including photographs, and will make such records available to CMO on request, and if requested by CMO, as part of a regular report to be delivered with such frequency as requested by CMO (but not more frequently than weekly). Contractor expressly acknowledges it is solely responsible for any violations of Applicable Law that may result from such spillage. The Contractor shall pay all costs related to such clean up and safe disposal.~~

- (q) ~~Without limiting Section 3.2r) of this Exhibit 1, any discharge of liquid hazardous wastes or oils that may occur will be promptly cleaned up and removed by Contractor and will be remediated by Contractor at its sole expense. Contractor will comply with all Applicable Laws in respect of ground water or drainage systems safety and standards. In the event of a spill or the disposal of pollutants and spill clean up materials, the Contractor shall immediately notify the Ministry of the Environment, Conservation and Parks (MECP) Spills Action Centre (SAC) at Toll free: 1 800 268 6060 (24 hrs).~~
- (r) ~~Collection Vehicles shall be equipped to protect workers from any pinch point during the packing cycle operation. An Ontario Ministry of Labour approved system shall be installed and permanently maintained on all Collection Vehicles.~~
- (s) ~~The Contractor shall be responsible for maintenance, repair and all other costs of the Collection Vehicles, including, but not limited to fuel, licensing, insurance, washing and storage. The Contractor is obliged to maintain Collection Vehicles in good order. Where, in the opinion of CMO, the condition of any Collection Vehicle is not considered safe for use, the Contractor will, upon the written order of CMO, carry out the Work without the use of such Collection Vehicles and no allowance will be made to the Contractor resulting from such restriction. The Contractor shall provide a replacement Collection Vehicle meeting safety standards as outlined herein and the other requirements of the MSA.~~
- (t) ~~The Contractor will maintain sufficient spare Collection Vehicles for use in the event of Collection Vehicle breakdown. Spare Collection Vehicles may not be older than eleven (11) years at any time during the SoW Term and shall be maintained by the Contractor in accordance with the requirements of the MSA. Spare Collection Vehicles may not be utilized for more than seventy five (75) calendar days in any year other than the final year of the SoW Term.~~
- (u) ~~Prior to commencement of the Work under this Statement of Work, the Contractor will provide CMO with documentation showing that the spare Collection Vehicles have been maintained to all regulated safety standards and the other requirements of the MSA.~~
- (v) ~~The Contractor must hold a valid Commercial Vehicle Operator's Registration (CVOR) and must keep the CVOR in good standing throughout the SoW Term. The Contractor shall provide a copy of the CVOR and a current CVOR abstract:~~
- (i) ~~within fourteen (14) calendar days after the Statement of Work Effective Date;~~
 - (ii) ~~annually for the SoW Term; and~~
 - (iii) ~~immediately upon any change to the Contractor's CVOR safety rating.~~
- (w) ~~For all Collection Vehicles, within fourteen (14) calendar days of the Statement of Work Effective Date and annually for the SoW Term, the Contractor must demonstrate:~~
- (i) ~~compliance with the Regulation 199, under the Ontario Highway Traffic Act, R.S.O. 1990, c. H.8.~~
 - (ii) ~~periodic mandatory commercial vehicle inspections; and~~

- (iii) ~~operation and maintenance in accordance with the current and projected standards of the Ontario Ministry of Transportation.~~
- (x) ~~For all Collection Vehicles used in the performance of Work, within fourteen (14) calendar days after the Statement of Work Effective Date and annually for the SoW Term, the Contractor will supply to CMO vehicle identification numbers, license plate numbers, age and ownership information. Should any Collection Vehicle breakdown occur during performance of the Work, the Contractor shall immediately notify CMO of the Collection Vehicle identification number and license plate number of the replacement Collection Vehicle where a Collection Vehicle other than a Collection Vehicle already reported to CMO is being used.~~
- (y) ~~For all Collection Vehicles operators used in the performance of Work, within fourteen (14) calendar days after the Statement of Work Effective Date and annually for the SoW Term, the Contractor will supply to CMO names, licence numbers (confirming a minimum of a Class DZ licence), driver abstracts (current to within three (3) months) and evidence of compliance with Ontario Ministry of Transportation regulations, as applicable, for operator training and Equipment operation.~~
- (z) ~~Collection Vehicles will utilize a unique identifier (e.g., a QR code) assigned by CMO.~~
- (aa) ~~Should any Collection Vehicles or Collection Vehicle operators' information, reported pursuant to Sections 3.2u) through 3.2x) of this Exhibit 1, change during performance of the Work, the Contractor shall immediately notify CMO of the change and provide updated information.~~

CMO and the Contractor may add New Public Space Collection Locations or remove existing Public Space Collection Locations, and make related revisions to Exhibit 2, by Change Order, pursuant to Section 8.8 of the MSA.

3.33.2 Blue Box Material to be Collected

- (a) The Contractor will collect Blue Box Material from Blue Box Material Public Space Collection Locations~~Containers in the Eligible Communities, including those in the Public Space Collection Locations in the Eligible Communities~~ listed in Exhibit 2.
- (b) The Contractor will not scavenge or permit any person (including its employees) or Subcontractors to scavenge, any Blue Box Material during Contractor's performance of the Work.
- (c) ~~Collected Blue Box Material may not contain more than twenty percent (20%) by weight~~The Contractor will use best efforts to reduce the quantity of Non-Blue Box Material- in collected Blue Box Material delivered to the RF will consist of no more than twenty percent (20%) by weight of Non-Blue Box Material. ~~Collection Vehicle loads exceeding twenty percent (20%) by weight of Non-Blue Box Material may be subject to rejection by the RF.~~
- (d) If the average amount of Non-Blue Box Material collected from Blue Box Material Public Space Collection Locations~~Containers in an Eligible Community~~ in any rolling six (6) month period exceeds twenty percent (20%)~~(%)~~ the Contractor will, within ninety (90) calendar days, prepare and submit to CMO for approval a remediation~~a~~ plan designed to reduce the amount that includes identification of sources of Non-Blue Box Material and strategies and supporting

~~measures to mitigate the amounts of Non-Blue Box Material below twenty percent (20%). Following approval of the remediation plan by CMO, Contractor will execute the plan.~~ The Contractor will implement the plan and provide ~~monthly~~quarterly reporting to CMO detailing the progress and outcomes of the ~~remediation~~ plan. If improvement does not occur within ninety (90) calendar days after the start of ~~the~~ plan execution, the Contractor will work with CMO to establish additional changes and to adopt best practices recommended by CMO.

- (e) The Contractor may not collect, and collected Blue Box Material may not contain, any packaging containing hazardous or special waste.
- (f) Blue Box Material is to be collected from Blue Box Material Public Space Collection Containers, including those in the Public Space Collection Locations in the Eligible Communities listed in Exhibit 2, in two streams as follows (as such terms are generally described in Exhibit 3): **INTD: revise if Contractor is collecting a single stream.**
 - (i) Stream 1 – Paper Products and the following types of Paper Packaging:
 - paper laminates
 - kraft paper carry-out bags
 - kraft paper – non-laminated
 - corrugated cardboard
 - boxboard and other paper packaging
 - (ii) Stream 2 – Plastic Packaging, Metal Packaging, Glass Packaging and the following types of Paper Packaging:
 - gable top containers
 - aseptic containers

~~(g) CMO reserves the right to add to or delete materials from the list of Blue Box Material collected from time to time or as mandated by changes to legislation.~~

~~(h) The quantities collected will be significantly affected by seasonal fluctuations (e.g., greater quantities of containers can be expected in the summer months).~~

3.43.3 Public Space Collection Containers

~~(a) The Contractor acknowledges that in performing the Collection Services the types of containers described in Exhibit 2 are being utilized at the applicable Public Space Collection Location.~~

~~(b) The Contractor shall return all emptied Blue Box Material Public Space Collection Containers to the location from which they were retrieved for Collection, provided that under no circumstances shall they be returned to the traveled portion of any road, path or sidewalk. Care shall be used not to damage any collection containers during Collection. The Contractor shall replace any Public Space Collection Containers damaged during the act of Collection within one (1) Business Day.~~

CMO, at any time, may direct the Contractor to affix signage provided by the Administer to a Public Space Collection Container or post signage at a Public Space Collection Location. The Contractor shall affix or post such signage, as directed, within thirty (30) calendar days.

3.53.4 Unloading Blue Box Material

- (a) The locations of the RFs for each Eligible Community will be provided by CMO no later than ninety (90) calendar days prior to the Statement of Work Eligible Community Service Commencement Date for the Eligible Community.
- (b) Contractor will deliver all collected Blue Box Material to the RF identified by CMO. The Contractor will not release Blue Box Material to anyone other than the RF or dispose of any collected Blue Box Material without prior written authorization from CMO.
- (c) Delivery to [aan](#) RF shall adhere to the following steps:
 - (i) The inbound Collection Vehicle shall pass over the weighscale without exception. The operator of the Collection Vehicle must provide information such that a weighscale ticket with all required data can be generated;
 - (ii) The Collection Vehicle shall go to the designated tipping floor area of the RF. Each of the fibres and containers must be deposited into the appropriate tipping floor area. A Collection Vehicle operator must take instruction from the tipping floor supervisor and only empty when permitted;
 - (iii) Selected Collection Vehicles will be directed to return to the weighscale after emptying the first compartment to get a split weight (estimated 10% of Collection Vehicles by Eligible Community will be directed to split weigh). After split weighing, a Collection Vehicle will return to the tipping floor area for the second compartment and empty the contents of the Collection Vehicle. The Collection Vehicle will then return to the weighscale to obtain a tare weight;
 - (iv) The Collection Vehicle must empty the fibre and container compartments on every trip to the RF. The Collection Vehicle operator must ensure each compartment is completely emptied before moving to the next tipping floor area and before leaving the property. The Collection Vehicle operator shall not clean out the Collection Vehicle in a manner that causes or may cause fibre materials to be commingled with containers or vice versa;
 - (v) If the Collection Vehicle experiences a bulkhead failure, the Collection Vehicle operator shall work with the tipping floor supervisor to separate the two streams; **[NTD: revise if Contractor is collecting a single stream.]**
 - (vi) Every Collection Vehicle must have a tare weight taken once every two months without exception. To alleviate the potential for backup and delays on the weighscale, tare weight timing will be staggered; and
 - (vii) In the event [aan](#) RF is unable to accept Blue Box Material from a Collection Vehicle, the Contractor shall immediately notify CMO and the Collection Vehicle shall proceed to another RF as directed by CMO. ~~Any costs incurred by the Contractor in delivering Blue Box Material to another RF are the responsibility of the Contractor.~~
- (d) The Collection Vehicle operators shall comply with all [requirements operational protocol and procedures](#) of ~~the~~ [aan](#) RF:

3.6 — Inspections

(a) — The Contractor is responsible for ensuring the following:

~~(b)~~(d) One hundred percent (100%) during unloading of Blue Box Material has been collected in the manner required by the MSA and this Statement of Work;

- (i) — ~~All collection containers are being returned to their correct location;~~
- (ii) — ~~Employees are wearing appropriate safety equipment and otherwise observing all applicable occupational health and safety laws;~~
- (iii) — ~~Collection Vehicles are not speeding, obeying all traffic laws, and being operated in accordance with Applicable Law;~~
- (iv) — ~~Claims of damage to containers are resolved within one (1) Business Day;~~
- (v) — ~~Claims of damage to property (other than containers) are resolved within thirty (30) calendar days; and~~
- (vi) — ~~CMO is informed of all incidents, problems, complaints, and corrective actions taken daily.~~

(c) — ~~The Contractor shall permit CMO to sample material delivered by Collection Vehicles to a RF. The process will be as follows:~~

- (i) — ~~Each month, CMO will provide each RF with a list of Collection Vehicles by day, time and Public Space Collection Location from which samples will be taken.~~
- (ii) — ~~The number of Collection Vehicles to be sampled will be pro-rated by the tonnage of material being collected from each type of Public Space Collection Location.~~
- (iii) — ~~When a Collection Vehicle arrives at the RF, if it is identified as a Collection Vehicle to be sampled, the weighscale operator will direct the Collection Vehicle to a separate tipping area. At no time will one Collection Vehicle be required to provide a sample of fibres and another of containers (i.e., only one material will be sampled on any given date from one Collection Vehicle).~~
- (iv) — ~~The Collection Vehicle operator will carefully empty the contents into a pile such that the material does not touch any other material on the tipping floor.~~
- (v) — ~~The Collection Vehicle operator will empty the other compartment onto the appropriate area of the tipping floor.~~
- (vi) — ~~No Collection Vehicle will be asked to split weigh and be directed to take an audit sample on the same inbound trip.~~

3.7 — Customer Service

(a) — ~~The Contractor shall provide a dedicated, toll free telephone number for the public, which must have the capability of transferring calls between the Contractor's telephone system~~

~~and CMO's telephone system. The Contractor shall also provide CMO with contact information, including telephone numbers and email addresses, to facilitate communication between the Contractor, its supervisor, and CMO.~~

- ~~(b) The Contractor shall maintain on all days when Work is performed, during the hours of 7:00 a.m. to 6:00 p.m., a call centre with sufficient staff and facilities, including a two-way radio and digital scanner, determined at the sole discretion of CMO, to receive, record and resolve complaints and inquiries from the public, Eligible Communities, and CMO via telephone, email and live-chat/instant messages. For each complaint or inquiry received, the Contractor shall create a record of the time and date received, the name of the person, a telephone number and/or email address, the nature of the complaint or inquiry and the corrective action to address each complaint.~~
- ~~(c) The Contractor shall investigate all complaints and answer all inquiries on the same day they are received by the call centre. A copy of the record for all complaints, inquiries and complaint resolutions, as described in Section 3.7b) of this Exhibit 1, shall be delivered to CMO substantially in the form provided in Exhibit 7.~~
- ~~(d) The Contractor shall provide CMO with a copy of each claim for damage received, where damages have been sustained in relation to this Statement of Work, within two (2) Business Days of receipt of the claims and written confirmation that all claims for damage were resolved within thirty (30) calendar days of receipt.~~
- ~~(e) At all times outside of the hours described in Section 3.7b) of this Exhibit 1, the Contractor shall maintain an employee designated as on-call to receive and respond to communications from CMO. The Contractor shall provide every on-call employee with a cellular telephone and email capability and shall provide contact information for on-call employees to CMO. An on-call employee shall respond to communications from CMO within fifteen (15) minutes of receiving the communication during the hours when Work is being performed and within thirty (30) minutes of the start of the next day when Work is performed if the communication is received outside of hours Work is being performed.~~
- ~~(f) All issues, and any corrective actions, that come to the attention of supervisors, whether identified by other persons or independently by supervisors, shall be included in the reports prepared pursuant to Section 3.7e) of this Exhibit 1.~~
- ~~(g) All non routine issues that come to the attention of supervisors shall be included in the reports prepared pursuant to Section 3.7c) of this Exhibit 1 and reported to CMO within one (1) hour. The report shall include the proposed corrective action to be taken in response to the issue.~~
- ~~(h) The Contractor shall act, and shall ensure that all persons involved in performing the Work act, courteously and appropriately at all times during the performance of the Work.~~

3.8 Information

~~CMO expressly disclaims any liability whatsoever from the Contractor's reliance or non-reliance on the data provided in this Statement of Work, including in Exhibit 2. The Contractor is responsible for his/her own due diligence, including determining staffing and Collection Vehicle requirements and the exact number and location of Public Space Collection Locations.~~

ARTICLE 4
RECORD KEEPING AND REPORTING REQUIREMENTS

4.1 Record Keeping and Reporting Requirements

- (a) The Collection Vehicle operator will provide the necessary information to the RF representative such that the following data may be collected for each inbound vehicle:
- (i) Date and time;
 - (ii) Originating Eligible Community ID number;
 - (iii) Valtype as applicable to the load;
 - (iv) Blue Box Material onboard (e.g. Stream 1, Stream 2, or a singleStream material type);
 - (v) Contractor nameID number;
 - (vi) FuelCollection Vehicle number;
 - (vii) Scale ticket number;
 - (viii) Gross weight (tonnes);
 - (ix) Tare weight (tonnes, including by split load if applicable); and
 - (x) Net weight (tonnes; tonnes by compartment – Stream 1, Stream 2, where split-weighting occurs).
- (b) The Contractor shall ensure that detailed records are kept for the Blue Box Material that is collected and delivered to a RF including a record of the number of Collection Vehicles emptied per day, the weight in metric tonnes of each load, and where the load was delivered such that a cross-correlation between RF records and Contractor records can be made.
- (c) Within sixty (60) calendar days of the end of a calendar year, the Contractor shall annually provide a report to CMO, in a form approved by CMO, outlining kilometres driven and fuel consumed by Collection Vehicles in the delivery of the Work under this Statement of Work. The report will be organized to display information by Collection Vehicle category and where Collection Vehicles are used for a specific Valtype the information for Collection Vehicles will be listed separately.
- ~~(d)~~— The Contractor shall, in addition to the records specified above, maintain, and provide to CMO, in a format acceptable to CMO, a monthly, summary report of Blue Box Material collected (by Eligible Community and by Public Space collection route within each Eligible Community) under this Statement of Work. This shall include ~~, but not necessarily be limited to:~~

(e)(d) Monthly Blue Box Material Collected Report: Collection summary by Valtype, weight of each ~~collection vehicle~~ Collection Vehicle, material stream (weigh scale receipts must be maintained and made available in a format and manner as requested by CMO); ~~and~~.

(i) ~~Collection Not Made Reports: Public Space Collection Locations not serviced.~~

(e) For all Collection Vehicles that have automated vehicle location equipment, the Contractor shall ensure such equipment complies with the requirements specified in Exhibit 6.

(f) The Contractor shall:

(i) electronically transfer all Collection Data to CMO; and

(ii) make all Collection Data available for transfer to, and access by, CMO,

via an Application Programming Interface or ~~a~~ web-based portal, in a format, and in accordance with other requirements, established by CMO.

**ARTICLE 5
DOCUMENTATION AND PAYMENT**

5.1 Documentation and Payment

- (a) Starting in the first calendar month after the Statement of Work Eligible Community Service Commencement Date for an Eligible Community, the Contractor shall submit to CMO a monthly work report for the Work performed in the prior calendar month for such Eligible Community. The monthly work report must be submitted within the first fourteen (14) calendar days after the start of the calendar month.
- (b) Each monthly work report submitted by the Contractor shall be in a form acceptable to CMO and, ~~in accordance with Section 6.2c) of the MSA,~~ shall include the following in respect of the period covered by the applicable monthly work report:
 - (i) ~~Number~~total number of Public Space Collection Locations serviced ~~(Exhibit 2); and~~
 - (ii) Blue Box Material collection summary report that complies with the requirements of Section 4.41(d) of this Exhibit 1;
 - ~~(iii) — Inquiries, issues, complaints, and corrective actions report (Exhibit 7); and~~
- (c) If requested by CMO, the Contractor shall provide Collection Vehicle weighscale records.
- (d) For clarity, the Contractor may only be paid for Work under this Statement of Work every ~~three (3)~~ month provided the Contractor has submitted monthly work reports in accordance with Section 5.41(a) of this Exhibit 1 for such ~~three (3)~~ calendar month ~~period~~.
- (e) For greater certainty, except as expressly set out in the MSA there shall be no increase to the prices set out in the Statement of Work for any changes to the Contractor's responsibilities.

Article 6
SERVICE LEVEL FAILURE CREDITS

6.1— Service Level Failure Credits

(a) In view of the difficulty of ascertaining the losses which CMO will suffer by reason of the occurrence of one of the infractions described in Table 6.1 (each an “Infraction”), it is hereby agreed upon, fixed and determined by the Parties hereto, as a genuine pre-estimate of the amount of service level failure credits required to compensate CMO for an Infraction; and not as a penalty; and CMO may deduct and retain the amounts of such service level failure credits out of the monies which may be due or become due to the Contractor under the MSA in accordance with Table 6.1 below:

Table 6.1: Service Level Failure Credits

No.	Infraction	Amount	Unit
1.	Failure to replace containers properly within times specified (Section 3.4(b) of this Exhibit 1)	\$500	Per incident
2.	Failure to behave courteously or appropriately (Section 3.7(h) of this Exhibit 1)	\$1,000	Per incident
3.	Failure to resolve a claim of damage to property (other than containers) within thirty (30) calendar days (Section 3.6(a)(vi) of this Exhibit 1)	\$1,000	Per calendar day after the 30th calendar day until the claim is resolved
4.	Failure to submit a report within the required time (various Sections of this Exhibit 1)	\$500	Per calendar day until the report is submitted
5.	Submission of an inaccurate report (various Sections of this Exhibit 1)	\$1,000	Per inaccurate report
6.	Failure to clean up spillage of pollutants, including oil and fuel, within the time specified or promptly pay for clean up or disposal costs (Section 3.2(r) of this Exhibit 1)	\$5,000	Per incident
7.	Failure to clean up regular spills, including Blue Box Material within the time specified (Section 3.2(r) of this Exhibit 1)	\$500	Per incident
8.	Failure to provide necessary information to weighscale operator at RF to complete weighscale ticket (Section 3.5(e) of this Exhibit 1)	\$500	Per incident
9.	Failure to scale a Collection Vehicle in and out of a RF (Section 3.5(e) of this Exhibit 1)	\$500	Per incident
10.	Failure to prevent material scavenging (Section 3.3(b) of this Exhibit 1)	\$1,000	Per incident
11.	Unscheduled downtime affecting collection operations	\$500	Per incident
12.	Failure to provide requested reports/documentation within five (5) Business Days (various Sections)	\$500	Per incident

EXHIBIT 2: PUBLIC SPACE COLLECTION LOCATIONS AND CONTAINER TYPES

Eligible Community	Address or Site of Public Space Collection Location	Blue Box Material Public Space Collection Container		Non-Blue Box Material Public Space Collection Container	
		Type	Number at Location	Type	Number at Location
A					
B					
C					
Total					

***NOTE: The Contractor is to complete this Exhibit with current information prior to execution of the Statement of Work. CMO holds no responsibility or liability for actual information that is different from the information presented in this Exhibit.**

EXHIBIT 3: BLUE BOX MATERIAL ACCEPTED IN BLUE BOX MATERIAL PUBLIC SPACE COLLECTION SYSTEM CONTAINERS

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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<p>2.</p>	<p><u>Material and Description</u></p>	<p><u>Do Not Include</u></p>
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<p>Paper Product</p>	<p>Newspapers, inserts and flyers Daily and community newspapers and advertising flyers</p>	<p>Plastic bags used to cover newspaper/flyers Rubber bands</p>	<p>P l a s t i c</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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			P e r s
Paper Product	Magazines and catalogues All types		
Paper Product	Telephone books Phone books, directories	Hardcover or paperback books (donate or sell)	
Paper Product	Writing home/office paper, correspondence, calendars, product assembly instructions, user guides, warranty cards and safety information; printed		

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	<p>material provided at point of sale; statements from banks, credit card companies and utility companies; greeting cards</p> <p>Note pads; loose leaf paper; white or coloured computer copier and printer paper; printed paper; plain and window envelopes; shredded paper</p> <p>Place shredded paper securely inside a paper bag or box (to prevent litter) and include with your paper recycling.</p>			
Paper Packaging	Corrugated cardboard boxes	Cardboard boxes with wax coating		Ca

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	<p>Shipping boxes, grocery and corrugated boxes used to package consumer goods, pizza boxes, etc.</p> <p>Empty Boxes: Flatten large corrugated boxes and cut down to no larger than 30" wide (78 cm) X 30" tall (78 cm); staples and tape OK</p>		<p>rd e r d e * s W i t</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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			<p>h w a x e e a t i n u t</p>
<p>Paper Packaging</p>	<p>Cardboard/boxboard Boxes for cereal, shoes, tissues, pizza, frozen entrees, desserts, detergent, etc.</p>		

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	<p>Carrier trays for bulk bottled water, soft drinks, cans, food, etc.</p> <p>Cores for paper towel and toilet tissue.</p> <p>Flatten and place boxboard directly into the collection container, not inside another box</p> <p>Remove liner bags and food residue</p>			
Paper Packaging	Moulded boxboard packaging	Dirt in garden pots		
Paper Packaging	Egg cartons, take-out beverage trays, empty paper-based garden pots, etc			
Paper Packaging	Paper bags (kraft paper)	Padded envelopes filled		P

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	<p>Any colour, including brown grocery sacks, white prescription bags, brown envelopes</p>	<p>with material other than paper, foil lined bags (e.g., packaged cookies)</p>	<p>add envelopes</p>
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			<p>e o k i e s)</p>
<p>Paper Packaging</p>	<p>Multi-layer paper bags Multi-layered paper bags for flour, sugar, etc.</p>	<p>Bags with a foil layer, bags with a plastic layer</p>	<p>B a g s w i t h</p>

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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			<p>Signature</p>
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			<p>Year for Public Assessment - List</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date)</u> <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
<p>Item # identified by eligible member</p>		<p>Presented for review</p>

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<p>mutuality prior to transition</p>		<p>old before transition</p>

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		<p style="text-align: right;">Serials</p>

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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Paper Packaging	<p>Gable top cartons</p> <p>For non-alcoholic beverages, dairy, cream, substitute eggs, sugar, molasses, etc.</p> <p>• Empty and rinse cartons</p>			
Paper Packaging	<p>Aseptic boxes or cartons and straws</p> <p>For non-alcoholic beverages as well as cream, soup, broth, sauces, etc.</p> <p>• Add loose to recycling container</p>	Stand-up pouches		S t a n d - u p

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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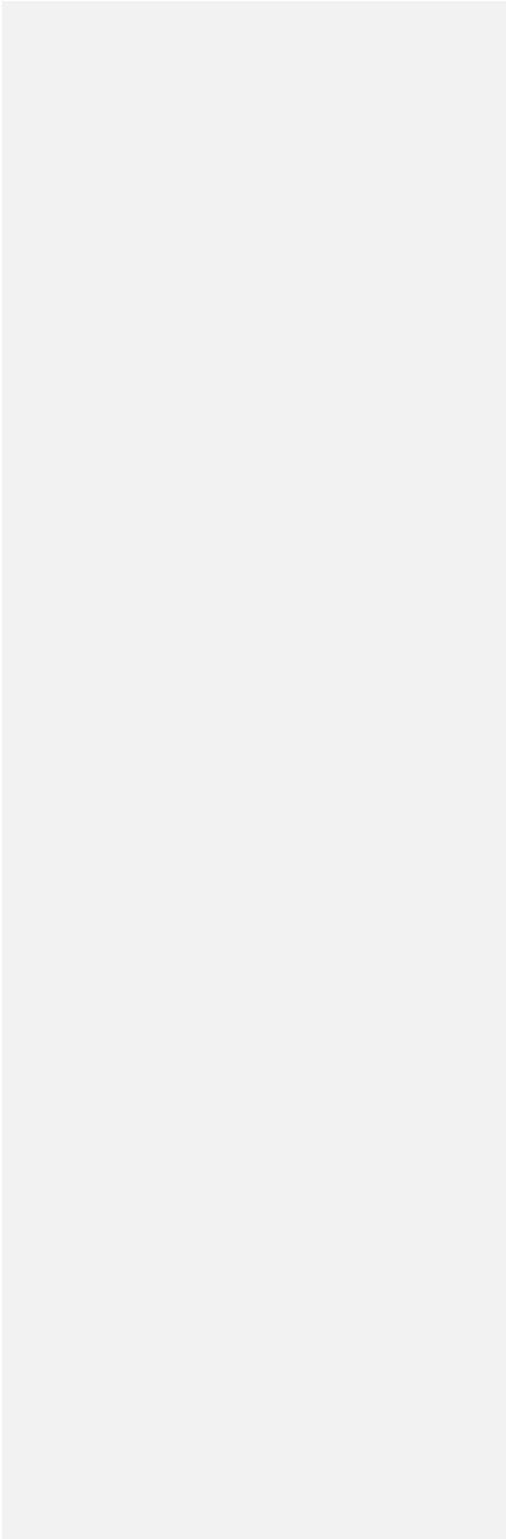
			<p>e s</p>
<p>Paper Packaging</p>	<p>Items in Column # 3 if accepted by an eligible community prior to transition</p>	<p>Items in Column # 4 if items in Column # 3 were accepted by an eligible community prior to transition</p>	<p>F r e z e n d e s s e r t</p>

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			<p>n s</p>
<p>Metal Packaging</p>	<p>Items in Column # 3 if accepted by an eligible community prior to transition</p>	<p>Items in Column # 4 if items in Column # 3 were accepted by an eligible community prior to transition</p>	<p>E S m p t y a e r o s o t e</p>

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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Metal Packaging	<p>Spiral-wound cans and metal lids</p> <p>For frozen juice concentrate, potato chips, cookie and pastry dough, coffee, nuts, baby formula, etc.</p>				
Metal Packaging	<p>Steel cans and lids</p> <p>For food including pet food; tins for cookies, tea, chocolates, etc.; include metal lid</p> <p>• Empty and rinse cans</p>	<p>Steel paint cans, coat hangers (return to dry cleaners), pots, pans and baking trays, propane cylinders, butane cylinders, CO₂</p>			

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	<ul style="list-style-type: none"> • Labels OK • Put metal lid inside can and squeeze slightly 	<ul style="list-style-type: none"> cartridges, metal toys, appliances, metal hardware or other scrap metal, wiring or metal cords, extension cords 			
Metal Packaging	<p>Aluminum cans and lids</p> <p>For non-alcoholic beverages, food, e.g. seafood, cat food, etc.</p> <ul style="list-style-type: none"> • Empty and rinse cans • Labels OK • Put metal lid inside can and squeeze slightly 	<p>Propane cylinders, butane cylinders, CO₂ cartridges, deposit cans (return for deposit refund)</p>			

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<p>Metal Packaging</p>	<p>Aluminum foil and foil take-out containers</p> <p>Foil wrap and take-out containers including pie plates, food trays, etc.</p> <p>• Empty and rinse containers</p>	<p>Chip or foil bags, foil wrap with paper backing for butter, cigarettes, etc., foil-lined cardboard take-out containers or lids</p>	<p>Chips</p>

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			ids
Plastic Packaging	<p>Plastic jugs with screw tops</p> <p>For cooking oil, laundry detergent, fabric softener, body care products, etc.</p> <ul style="list-style-type: none"> • Empty and rinse jugs • Labels OK 	<p>Containers for motor oil, vehicle lubricant, solvents, pesticides or antifreeze products</p> <p>Containers with hazardous contents</p>	

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Plastic Packaging	<p>Plastic clamshells</p> <p>For baked goods, fruit, produce, eggs, etc. Containers are clear with hinged or click-closed tops:</p> <ul style="list-style-type: none"> • Empty and rinse containers • Labels OK 	Packaging labelled biodegradable or compostable, liquid-absorbing pads		
Plastic Packaging	<p>Plastic jars and lids</p> <p>For peanut butter, jam, nuts, condiments, vitamins and supplements, personal care products and cosmetics, etc.</p> <ul style="list-style-type: none"> • Plastic jars have wide mouths with 	Plastic deposit bottles (return for deposit refund), stand-up pouches, containers for motor oil, vehicle lubricant, solvents, pesticides or antifreeze		Inde

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	<p>screw-top lids</p> <ul style="list-style-type: none"> • Empty and rinse jars • Labels OK 	<p>products</p>	<p>w i t h Q t h e r P l e x i b</p>
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				e s
	<p>Plastic bottles and caps</p> <p>For non-alcoholic beverages, food, dish soap, mouthwash, shampoos, conditioners and other personal care products, vitamins, laundry products, household cleaners, etc.</p> <ul style="list-style-type: none"> • Plastic bottles have screw caps, spray pump or pull-up tops • Empty and rinse bottles • Labels OK 	<p>Plastic deposit bottles (return for deposit refund), stand-up pouches, containers for motor oil, vehicle lubricant, solvents, pesticides or antifreeze products</p>		S t a n d - u p P e t h

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			<p>Attachment</p>
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			<p>F L o o k o u t e h e s</p>
<p>Plastic Packaging</p>	<p>Plastic trays and tops and cutlery <u>For deli chicken, single serve meals,</u></p>	<p>White, black or colour foam trays, soft plastic packaging for perishable</p>	<p>W h i</p>

<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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	<p>prepared foods, baked goods, housewares and hardware, e.g. screws, picture hangers, etc.</p> <ul style="list-style-type: none"> • Containers are clear or have black bottom trays with clear domes • Empty and rinse trays 	<p>foods, e.g. meat, poultry, fish or cheese, etc., plastic/foil packaging for items like chewing gum and pills</p>	<p>t e r b l a e k o # e o l o #</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025.</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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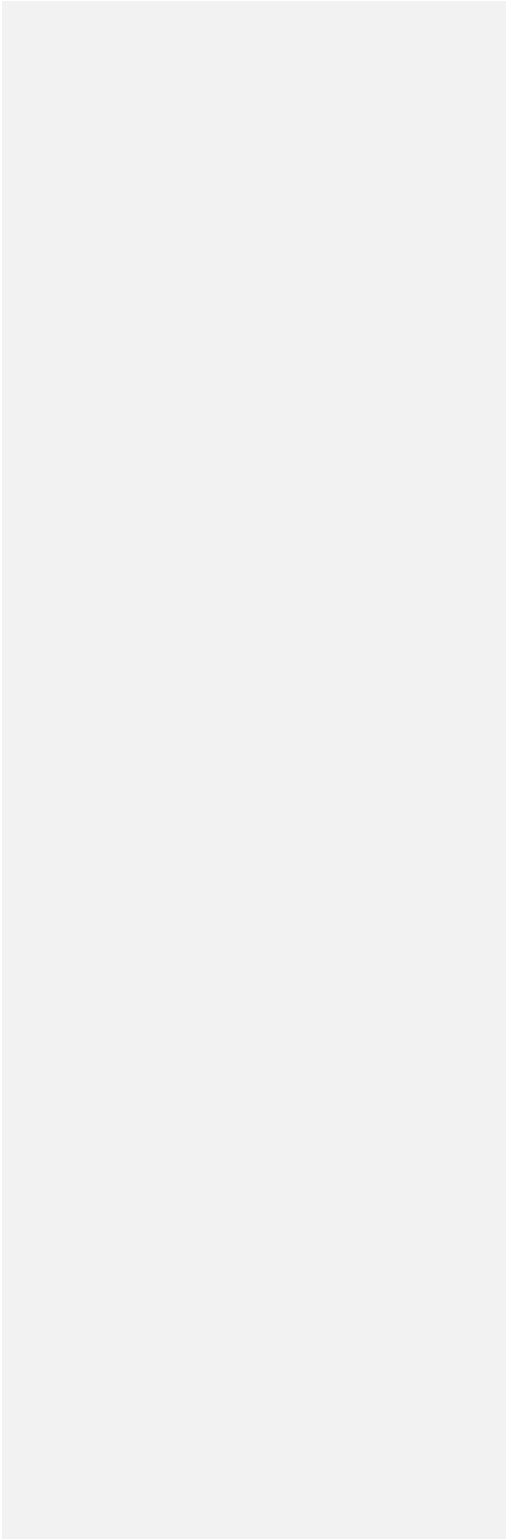
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			<p>Signature</p>
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Plastic Packaging	<p>Plastic tubs and lids</p> <p>For margarine, spreads, yogurt, cottage cheese, sour cream, ice cream, etc.</p> <ul style="list-style-type: none"> • Empty and rinse tubs • For single-use coffee and tea pods: Empty and rinse pods. 	<p>Packaging labelled biodegradable or compostable, coffee grounds (include with green waste, if applicable)</p>			S
Plastic Packaging	<p>Plastic cold drink cups with lids and straws</p> <p>Beverage take-out cups</p> <ul style="list-style-type: none"> • Empty and rinse cups 	<p>Packaging labelled biodegradable or compostable, napkins (include with green waste, if applicable)</p>			

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Plastic Packaging	<p>Plastic garden pots and trays</p> <p>For bedding plants, seedlings, vegetable plants, etc.</p> <ul style="list-style-type: none"> Remove remaining soil from garden pots and trays. 	<p>Ceramic plant pots, lawn edging, tarps, plastic furniture or toys, garden hoses, plastic string or rope</p>			
Plastic Packaging	<p>Plastic Pails</p> <p>For laundry detergent, ice cream, pet food, etc.</p> <ul style="list-style-type: none"> Pails that are less than 25L 	<p>Plastic pails larger than 25L, pails for lubricants, oils, solvents, pesticides and paint</p> <p>Pails with contents remaining</p>			

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Plastic Packaging	Microwavable bowls and cups and plastic cutlery For soups and entrees	Bowls with metal rims; napkins (include with green waste, if applicable)	B o w l s w i t h m e t a l r i
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		<p>community prior to transition</p>	<p>s t i e b a o s a h d k e r</p>
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			<p>Number of Pages</p>
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			<p>Residual Statement of Work Effective Date</p>
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			<p>Final Date</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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			<p>Footnote</p>
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			<p>© r i n k l y e l l o p h a</p>
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			<p>Refuse</p>
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			<p>Information</p>
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			<p>Properties</p>
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			<p>F P P e - w a s h e d s e l a</p>
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			<p>discontinue</p>
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			<p>How often are reports submitted?</p>
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			<p>Performance</p>
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			<p>Effective Date</p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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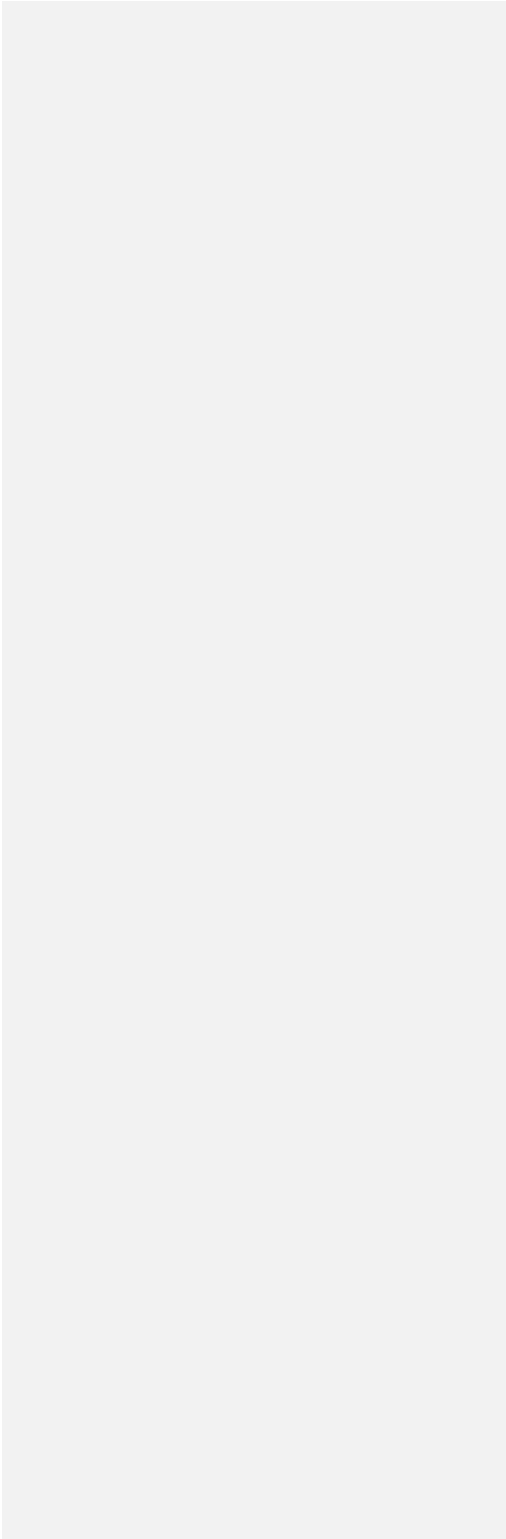
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p><u>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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<p>Eligible Community from Statement of Work Effective Date (Transition Date) to December 31, 2025 No.</p>	<p><u>Eligible Community</u></p>	<p>Applicable Exceptions for an Eligible Community that collected the materials listed below prior to the Statement of Work Effective Date (Transition Date) and will continue to collect the materials listed below for such Eligible Community after the Statement of Work Effective Date (Transition Date) <u>Blue Box Material accepted in Blue Box Material Public Space Collection Containers by the Eligible Community for this Statement of Work</u></p>
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<p>Plastic Packaging</p>	<p>Items in Column # 3 if accepted by an eligible community prior to transition</p>	<p>Items in Column # 4 if items in Column # 3 were accepted by an eligible community prior to transition</p>	<p>F o a m f e e e n t a i n</p>
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Plastic Packaging	Items in Column # 3 if accepted by an eligible community prior to transition	Items in Column # 4 if items in Column # 3 were accepted by an eligible community prior to transition	P t h e r f i e n x t i b l e p l a s t
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Plastic Packaging				<input type="checkbox"/> P t h e r e f e r e n c e
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<p>Plastic Packaging</p>	<p>Items in Column # 3 if accepted by an eligible community prior to transition</p>	<p>Items in Column # 4 if items in Column # 3 were accepted by an eligible community prior to transition</p>	<p>Part of the refuse stream excluded</p>
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***NOTE: The Contractor is to complete this Exhibit with current information prior to execution of the Statement of Work. CMO holds no responsibility or liability for actual information that is different from the information presented in this Exhibit.**

EXHIBIT 4: SERVICE COMMENCEMENT DATES

The table included below lists the Statement of Work Eligible Community Service Commencement Date when services, forming the Work described by this Statement of Work, are to commence in each Eligible Community (e.g. Public Space Collection Services will begin on date A in Eligible Community B).

No.	Statement of Work Eligible Community Service Commencement Date	Eligible Community
1.	A	B
2.		

EXHIBIT 5: COMPENSATION

1.1 For each Quartercalendar month during the SoW Term, the Contract Price for the Work performed under this Statement of Work in accordance with the requirements of the MSA shall be calculated as:

- (a) ~~a)~~ —the Unit Price multiplied by the total number of Public Space Collection Locations in Exhibit 2 at the start of the applicable Quartercalendar month (provided that the Unit Price shall be prorated for Public Space Collection Locations that did not receive Collection Services for the entire Quartercalendar month). For clarity, the number of Public Space Collection Locations listed in Exhibit 2 shall be used in the calculation of the Contract Price even if the number of Public Space Collection Locations listed in Exhibit 2 is not the actual number of Public Space Collection Locations at the start of the applicable Quartercalendar month; plus
- (b) ~~b)~~ —for each ~~CMO Identified~~ New Public Space Collection Location added during the applicable Quartercalendar month, the Unit Price prorated based on the number of Business Days during the Quartercalendar month after ~~CMO Identified~~ the effective date of the Change Order that added the New Public Space Collection Location ~~Effective Date for such CMO Identified New Public Space Collection Location.~~

For the purposes of this Statement of Work, “Unit Price” means ● **NTD: Set out applicable Unit Price.**

1.2 Fuel Price Adjustment

- (a) ~~a)~~ —Diesel Fuel
 - (i) ~~i.~~ —~~Subject to Section 1.2a)ii of this Exhibit 5, if~~ the Contractor utilizes diesel fueled Collection Vehicles for the performance of Collection Services, for the first Quartercalendar month immediately following the first anniversary of the Statement of Work Effective Date and for each subsequent Quartercalendar month in which diesel fueled Collection Vehicles are used for the performance of Collection Services, the Unit Price shall be adjusted to account for changes in the cost of diesel fuel. ~~If there is an adjustment, the quarterly~~ The diesel fuel price adjustment shall be (1) twenty percent (20%) of the Unit Price for the prior Quartercalendar month multiplied by (2) the percent change in the Southern Ontario Diesel Price published in the table of Fuel Prices located at <https://data.ontario.ca/dataset/fuels-price-survey-information> ~~www.ontario.ca/page/motor-fuel-prices~~ (“Diesel Fuel Index”) over the ~~previous three (3) prior~~ calendar ~~months~~ month (“Percent Change for Diesel”) multiplied by (3) the prorata amount of diesel ~~fuel (measured in litres)~~ used in the Eligible Communities for the Quartercalendar month for the Collection Vehicles. The diesel fuel price adjustment amount will be added to or subtracted from the Unit Price.
 - ~~ii.~~ —~~When the difference between the Diesel Fuel Index for the current Quarter and the prior Quarter is equal to or less than \$0.05/litre, there will be no payment adjustments for the current Quarter for diesel fuel.~~

- (ii) ~~iii. — If the difference between the Diesel Fuel Index price for the current Quarter and the prior Quarter is more than \$0.05/litre, an~~ An example of the payment adjustment calculation is shown below:

Diesel Fuel Price Adjustment = Unit Price for the prior Quartercalendar month x 0.20 x (Percent Change for Diesel) x prorata amount of diesel fuel (measured in litres) used in the Eligible Communities for the Quartercalendar month for the Collection Vehicles

(b) ~~b)~~ Natural Gas

- (i) ~~i. — Subject to Section 1.2b)ii of this Exhibit 5, if~~ If the Contractor utilizes compressed natural gas fueled Collection Vehicles for the performance of Collection Services, for the first Quartercalendar month immediately following the first anniversary of the Statement of Work Effective Date and for each subsequent Quartercalendar month in which natural gas fueled Collection Vehicles are used for the performance of Collection Services, the Unit Price shall be adjusted to account for changes in the cost of natural gas. ~~If there is an adjustment, the quarterly~~ The natural gas price adjustment shall be (1) twenty percent (20%) of the Unit Price for the prior Quartercalendar month multiplied by (2) the percent change in the Ontario Compressed Natural Gas Price published in the table of Fuel Prices located at <https://data.ontario.ca/dataset/fuels-price-survey-information> ~~www.ontario.ca/page/motor-fuel-prices~~ (“Natural Gas Index”) over the ~~previous three (3)~~ prior calendar ~~months~~ month (“Percent Change for Natural Gas”) multiplied by (3) the prorata amount of natural gas (measured in litres) used in the Eligible Communities for the Quartercalendar month for the Collection Vehicles. The natural gas price adjustment amount will be added to or subtracted from the Unit Price.

~~ii. — When the difference between the Natural Gas Index for the current Quarter and the prior Quarter is equal to or less than \$0.02/litre, there will be no payment adjustments for the current Quarter for natural gas.~~

- (ii) ~~iii. — If the difference between the Natural Gas Index price for the current Quarter and the prior Quarter is more than \$0.02/litre, an~~ An example of the payment adjustment calculation is shown below:

Natural Gas Price Adjustment = Unit Price for the prior Quartercalendar month x 0.20 x (Percent Change for Natural Gas) x prorata amount of natural gas (measured in litres) used in the Eligible Communities for the Quartercalendar month for the Collection Vehicles

1.3 Consumer Price Index Price Adjustment

- (a) ~~a)~~ For the first Quartercalendar month immediately following the first annual anniversary of the Statement of Work Effective Date and for each subsequent annual anniversary ~~following such first Quarter~~, the Unit Price shall be adjusted to account for changes in the Consumer Price Index and the adjustment shall be equal to eighty percent (80%) of the Unit Price for the prior Quartercalendar month (“Prior Calendar Month”).

multiplied by the CPI Change. The Consumer Price Index price adjustment amount will be added to or subtracted from the Unit Price.

- (b) ~~b)~~ — An example is shown below:

Consumer Price Index Price Adjustment = Unit Price for the ~~prior Quarter~~Prior Calendar Month x 0.80 x (CPI Change)

- (c) ~~e)~~ — For the purposes of this Section 1.3, CPI Change means (1) the average of the values for each of the prior twelve (12) calendar months for the Consumer Price Index, monthly, not seasonally adjusted – Ontario (Table 18-10-0004-01)(Formerly CANSIM 326-0020) (<https://www150.statcan.gc.ca/t1/tb11/en/tv.action?pid=1810000401>), up to and including the ~~last month in the prior Quarter~~Prior Calendar Month divided by (2) the average of the values for each of the prior twelve (12) calendar months for the Consumer Price Index, monthly, not seasonally adjusted – Ontario (Table 18-10-0004-01), up to and including the ~~last~~calendar month ~~of the same Quarter in the one (1) year prior year to the~~Prior Calendar Month. The Consumer Price Index table used to determine the CPI Change shall be subject to revision as agreed by the Parties in the case Statistics Canada materially changes such index or discontinues or replaces it.

EXHIBIT 6: ~~SAMPLE~~ AUTOMATED VEHICLE LOCATOR/LOCATION SYSTEM MINIMUM SPECIFICATIONS FOR COLLECTION VEHICLES CURRENTLY EQUIPPED WITH GPS/AVL HARDWARE

1.0 General GPS/AVL Hardware Requirements

1.1 ~~The Where Collection Vehicles are currently equipped with GPS-AVL hardware, the Contractor shall equip all~~ ensure the GPS-AVL hardware and software in Collection Vehicles, spare Collection Vehicles and on-road supervisor vehicles ~~with functioning GPS-AVL hardware and software are functional and maintained,~~ with manuals necessary to operate the system, at the Contractor's expense.

1.2 The Contractor's system shall provide, at all times, unrestricted and direct access by CMO staff via the internet, including the ability to produce reports on demand in a form acceptable to CMO.

1.3 The Contractor shall retain ownership of the GPS-AVL system throughout the term of the MSA. All maintenance, installations and removals are the responsibility of the Contractor.

1.4 The Contractor shall manage telecommunications agreements/contracts. Service and data transmission costs are the responsibility of the Contractor.

1.5 The Contractor shall utilize the GPS-AVL system for quality control to ensure delivery of the Work.

1.6 The Contractor shall ensure the GPS-AVL system and associated web-based application are operating to the satisfaction of CMO a minimum of one (1) month before the earliest Statement of Work Eligible Community Service Commencement Date. The GPS-AVL system and associated web-based application shall be tested, on a minimum of one (1) Collection Vehicle, one (1) month prior to the earliest Statement of Work Eligible Community Service Commencement Date to confirm operation to the satisfaction of CMO.

2.0 GPS-AVL Software Requirements

2.1 The Contractor shall provide CMO with a secure web-based application to view location and event data. The Contractor shall provide CMO with access to test the application two (2) months prior to the earliest Statement of Work Eligible Community Service Commencement Date.

2.2 The GPS-AVL data system must automatically collect the time and location of every identified event and all Collection Vehicle activities from ignition-on to ignition-off. Each event must be time stamped, recorded by the system and provided to CMO and shall include, but not be limited to:

- a) Collection Vehicle ignition time on and off;
- b) Collection Vehicle arrival time at and vehicle departure time from the Contractor's facility and RF;
- c) Unloading of each compartment at the RF;
- d) Time spent at the RF;
- e) For front-end Collection Vehicles, time of arrival at, time of containerized lift and time of departure from each Eligible Source location;
- f) Time of each compaction cycle made;
- g) Time of arrival at and departure from the Collection Vehicle storage location;
- h) Time spent on route;
- i) Speed and direction of Collection Vehicle;
- j) Idle times;
- k) Time of stops; and
- l) Time of Collection Vehicle breakdown and towing time.

2.3 Location data is to be collected in 15 second intervals. Location data must be in a format (i.e. UTM coordinates or address) acceptable to CMO.

2.4 CMO reserves the right to modify the events on which data must be collected.

2.5 The Contractor shall guarantee complete back up of all GPS-AVL data collected during the SoW Term with the ability to recover data lost due to system failures. Recovered data shall be available in the system within five (5) days of system failure or data restore request.

3.0 GPS-AVL Maintenance Requirements

3.1 The Contractor shall ensure that the GPS-AVL system is functioning promptly and shall promptly report all equipment malfunctions and damage to the equipment to CMO but in any event not later than eight (8) hours from the time of malfunction or damage.

3.2 The Contractor shall provide seven (7) calendar days' notice to CMO of any scheduled hardware or software activities, such as but not limited to maintenance and upgrades, that may interrupt availability of the GPS-AVL system. Maintenance shall be scheduled outside normal working hours to deliver the Work.

3.3 Should the GPS-AVL system require emergency maintenance, the Contractor shall provide CMO with written notice including a detailed explanation of the issue, mitigation, validation and expected downtime a minimum of four (4) hours prior to the maintenance.

3.4 The Contractor shall repair any GPS-AVL system hardware or software problems within three (3) Business Days. CMO may require the Contractor to replace a Collection Vehicle whose GPS-AVL is malfunctioning with a spare Collection Vehicle with a functioning GPS-AVL system until such time as the GPS-AVL system on the Collection Vehicle removed from service is repaired and fully functional.

3.5 The Contractor shall make hardware and software updates and upgrades as they become available at the Contractor's expense.

3.6 The Contractor shall not remove a GPS-AVL system from a Collection Vehicle or deactivate a GPS-AVL system in a Collection Vehicle. The Contractor shall not utilize a Collection Vehicle that is not equipped with an activated and fully functional GPS-AVL system meeting the requirements of the Statement of Work.

4.0 GPS-AVL System and Web-Based Application Requirements

4.1 The Contractor shall provide a mobile-friendly web-based application that satisfies the functionality set out in this Exhibit. The mobile-friendly application must incorporate at a minimum functionality related to location of vehicles (in proximity and by specific vehicle ID) and the option to receive driving directions to a separate vehicle from the current position.

4.2 The Contractor shall provide a native mobile application that is a separate application for the secure mobile-friendly web-based application.

5.0 GPS-AVL Data Storage and Access Requirements

5.1 Event and location data must be stored and accessible in the web application for the SoW Term. The Contractor shall provide event and location data to CMO for storage on CMO's system in an agreed upon file format.

5.2 The GPS-AVL system must have the ability to store event and location data when the communication network is unavailable such that the stored data can be sent once the network is available.

5.3 CMO reserves the right to request an electronic transfer of the database or a subset of the database in a SQL Server 2016 compatible format, based on a query of the data, at any time. The Contractor shall provide the data within forty-eight (48) hours of the request.

5.4 The GPS-AVL system must automatically log all events with vehicle identification, time stamp, location and specified driver inputs, in a format readily suitable for importing to a common database program.

6.0 System Requirements

6.1 Infrastructure

6.1.1 The Contractor shall provide CMO with secure web-based access to all GPS-AVL data through a standard web browser. The application must be compatible with Google Chrome, Internet Explorer or upgraded versions as identified by CMO during the Term of the Statement of Work.

6.1.2 The Contractor shall provide access with a 24-hour response time from a request for access by CMO.

6.1.3 CMO will identify the specific role assigned to each end user provided with access by the Contractor.

6.1.4 The Contractor shall provide a web-based application 24/7 with 99.95% guaranteed availability.

6.2 Cloud Infrastructure

6.2.1 The Contractor shall establish a system backup and restoration protocol acceptable to CMO.

6.2.2 The GPS-AVL system data shall be stored in Canada.

6.3 Security

6.3.1 The Contractor shall utilize an Intrusion Detection System (IDS) or Intrusion Prevention System (IPS) or firewall equivalent meeting CMO's approval.

6.3.2 The Contractor shall have Antivirus/Antimalware detection in place and active on the GPS-AVL system.

6.3.3 The Contractor shall implement security controls to detect, block, monitor and mitigate security threats that may compromise the system including but not limited to:

- a) unauthorized access;
- b) disabling/bypassing security controls;
- c) denial-of-service attacks; and
- d) other malicious acts that may impact the data confidentiality and/or integrity.

6.3.4 The Contractor shall ensure that each operating system, network and application is hardened to provide only ports, protocols, and services necessary for the Work.

6.3.5 The Contractor shall prepare a vulnerability management and mitigation plan for CMO's approval.

6.3.6 The Contractor shall ensure that any hardware to be discarded is securely wiped and all data digitally destroyed using a DOD 2-pass methodology for erasing content. The Contractor shall provide a certificate of destruction to CMO.

6.3.7 The Contractor shall implement semi-annual network and application penetration tests (authenticated and unauthenticated) on all layers of the GPS-AVL system using industry best practices protocol and guidance. The Contractor shall provide the test results to CMO.

6.4 Encryption

6.4.1 The Contractor shall ensure the GPS-AVL system protects sensitive information, including but not limited to passwords, database storage and backup media, using a strong encryption/hashing algorithm.

6.4.2 The Contractor shall ensure the GPS-AVL system encrypts sensitive data transmitted into and out of the system utilizing Secure File Transfer Protocol.

6.4.3 The Contractor shall provide a GPS-AVL web-based application with SSL/TLS security for end user access that adheres to TLS 1.2 or greater, at a minimum.

6.5 System Performance

6.5.1 The Contractor shall ensure the GPS-AVL web-based application meets the following system performance:

- a) Mapping response time of less than five (5) seconds for initial map load;
- b) Mapping response time of less than two (2) seconds for any map display movement such as pan or zoom;
- c) Map data query response of less than five (5) seconds for retrieving and displaying data as a result of map interactions;
- d) Report initial load of less than five (5) seconds;
- e) Data query response of less than five (5) seconds; and
- f) Identification and display of selected vehicles of less than five (5) seconds.

6.6 Application Functionality

6.6.1 The Contractor shall ensure the GPS-AVL web-based application has the following functionality:

- a) The base map on the web-based application must include the Contractor's route boundaries and the collection container locations applicable to this Statement of Work (e.g. [Eligible Source collection container locations](#) or Public Space Collection Containers);
- b) Base layers must be undated on a yearly basis at a minimum;
- c) The vehicle GPS/AVL screen must display maps for viewing and interacting;
- d) The end user map display must be modifiable by adding or subtracting any number of landmark icons on the display by turning layers on and off;
- e) The end user must be able to independently assign labels and add or remove Collection Vehicles from the display; and
- f) The end user must be able to dynamically and statically change Collection Vehicle, Collection Vehicle route and collection category symbology type, colour and size.

6.6.2 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to navigate the application via a map interface with menus and a tool tip that appears when the user's cursor hovers over a GPS point showing: vehicle (name); date/time; speed; heading; and current position (address).

6.6.3 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to filter for one or more individual vehicles including:

- a) ID number;
- b) Driver's name;
- c) Route(s);
- d) Collection category;
- e) Area served;
- f) Specific material stream(s) which, if specific to a Collection Vehicle, shall be accurate on a daily basis; and
- g) Eligible Community, Eligible Communities or Collection Catchment(s).

6.6.4 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Select or deselect all Collection Vehicles, routes, specific material stream(s), driver's name;
- b) Select a Collection Vehicle via map and form;
- c) Select the closest Collection Vehicle to an address;
- d) Locate the closest Collection Vehicle to a location on any date through any of the following methods:
 - i) Visual analysis (i.e. the user can look at all of the current Collection Vehicle locations to visually determine the closest);
 - ii) Address or intersection query (i.e. an address is entered and the closest Collection Vehicle to that location on a specific date is returned); and
 - iii) User-specialist spatial location (i.e. the user clicks on the map and the closest Collection Vehicle to that location is returned).

6.6.5 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Zoom to a selected Collection Vehicle;
- b) Search for a specific Collection Vehicle by Collection Vehicle number, route, collection category, GPS unit, material stream(s), driver's name;
- c) Identify the nearest Collection Vehicle(s) to a selected address, customer, map location or latitude/longitude location including specifying date and time range and buffer zone (distance around location);
- d) Identify and map an address or intersection;
- e) Identify and map one or more routes or collection categories; and
- f) Identify and map Collection Vehicles associated with routes and collection categories.

6.6.6 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Display selected and/or all Collection Vehicle position and movement with unique onscreen identifier;
- b) Refresh Collection Vehicle position at a minimum every fifteen (15) seconds;
- c) Display the collection category for all assigned Collection Vehicles;
- d) Display Collection Vehicle location co-ordinates expressed in Latitude/Longitude using degrees, minutes and seconds;
- e) Display all Collection Vehicle information collected by GPS;
- f) Display the condition and last reported time of on-board sensors (i.e. for compaction cycles and unloading of specific material compartments) and graphically display sensor status;
- g) Indicate the direction of travel of each displayed Collection Vehicle;
- h) Provide Collection Vehicle location by street address and GPS co-ordinates; and
- i) Monitor both current position and route progress (tracking) as part of mapping functionality.

6.6.7 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Playback selected date and time range for a Collection Vehicle and collection category for the SoW Term;
- b) View a history of a Collection Vehicle's location and events based on criteria such as time and date ranges;
- c) Display a selected Collection Vehicle's position history with an arrow icon and the Collection Vehicle's events (e.g. ignition on/off, movement starts/stops) with appropriate symbols;
- d) Select a day of the week, a route and date range, and access the playback of all Collection Vehicles used for collection within the defined parameters;
- e) View a Collection Vehicle's compaction cycle data based on end user criteria including time and date ranges on a map playback that includes date and predefined symbology representing the compaction cycle;
- f) View the time that a user-specified address was serviced and the Collection Vehicle that serviced the address;
- g) Print an end-user defined view of the current map display; and
- h) Print a standard print display.

6.6.8 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Export the end user view of the current map display in PDF; and
- b) Export the end user view of the current map display in an Esri supported format approved by CMO.

6.6.9 The Contractor shall ensure the GPS-AVL web-based application interface allows the end user to:

- a) Send system-generated standard and custom SMS text to identified end users;
- b) Send system-generated emails to identified end users; and
- c) Send automated notification of GPS-AVL units that are not communicating properly or that are experiencing issues via SMS text and emails to identified end users.

6.6.10 The Contractor shall ensure the GPS-AVL web-based application:

- a) Records the speed traveled by the Collection Vehicles;
- b) Records distances traveled by Collection Vehicles on any given day and total distances since the Collection Vehicle became operational; and
- c) Records all Collection Vehicles GPS/AVL data at fifteen (15) second intervals.

6.7 Data Extracts

6.7.1 The Contractor shall provide, within forty-eight (48) hours of a request from CMO, a whole and/or partial data extract from the application database.

6.7.2 The Contractor shall provide all data extract files via Secure File Transfer Protocol (SFTP) to CMO using the file path and server credentials provided by CMO.

6.7.3 The Contractor shall provide CMO, via SFTP, a full database backup in SQL Server version 16.x format with a data schema at the end of each calendar year through the Term of the Statement of Work.

6.8 Training Requirements

6.8.1 The Contractor shall provide training in accordance with a training plan to be submitted to CMO for approval.

6.8.2 The Contractor shall provide professional demonstration and training session(s) on the features, functionality, workflow of the web-based application, as set out in the approved training plan, to the identified end users. The demonstration and training session(s) will be conducted at times and locations acceptable to CMO not later than sixty (60) days prior to the Statement of Work Effective Date.

6.8.3 The Contractor shall provide, as part of the training, printed and searchable electronic format training manuals for the web-based application. The Contractor shall prepare self-paced training on its web-based application that can be used on demand.

6.8.4 The Contractor shall provide, at the Contractor's cost, refresher training and training for newly employed staff at CMO's request within two (2) weeks of the request.

6.9 Testing and Evaluation

6.9.1 The Contractor's web-based application shall be evaluated for a two (2) week period to confirm it meets CMO's requirements and capabilities.

EXHIBIT 7: FORM OF RECORD OF INQUIRIES, COMPLAINTS AND COMPLAINT RESOLUTIONS

No.	Eligible Community	Date and Time of Inquiry or Complaint	Contact Medium (e.g., call, email, live-chat)	Contractor Employee Logging Inquiry or Complaint		Person Making Inquiry or Complaint			Description of Inquiry or Complaint	Description of Resolution
				Name	Title	Name	Address	Contact Information		