

**Exhibit H: Maintenance Plan
Table of Contents**

1) INTRODUCTION	2
2) PART A – GENERAL STANDARDS.....	2
A) GENERAL CONCESSION FACILITIES STANDARDS.....	2
B) DEFINITIONS	2
C) CONCESSIONER RESPONSIBILITIES	3
D) NATIONAL PARK SERVICE RESPONSIBILITIES.....	4
3) PART B – AREA SPECIFIC CONCESSIONER RESPONSIBILITIES	5
A) GENERAL	5
B) HISTORIC BUILDINGS, STRUCTURES AND LANDSCAPES.....	5
C) NON-HISTORIC STRUCTURES.....	5
D) QUALIFIED PERSONNEL	5
E) CAPITAL IMPROVEMENTS	5
F) DEFERRED MAINTENANCE (DM)	5
G) CYCLIC MAINTENANCE/RECURRING MAINTENANCE (RM).....	6
H) STRUCTURAL FIRE PREVENTION, PROTECTION, AND SUPPRESSION	7
I) UTILITIES.....	11
J) SIGNS.....	13
K) GROUNDS, LANDSCAPING, AND PEST MANAGEMENT	13
L) ROADS, TRAILS, PARKING AREAS, AND WALKWAYS.....	14
M) ALL RESTROOMS WITHIN CONCESSION FACILITIES	14
N) GOVERNMENT ASSIGNED PERSONAL PROPERTY	14
O) NATIONAL PARK SERVICE RESPONSIBILITIES.....	15
4) PART C – CONCESSIONER ENVIRONMENTAL RESPONSIBILITIES.....	16
A) GENERAL.....	16
B) AIR QUALITY.....	16
C) HAZARDOUS SUBSTANCES.....	16
D) HAZARDOUS, UNIVERSAL AND OTHER MISCELLANEOUS MAINTENANCE WASTES	16
E) PEST MANAGEMENT	17
F) SOLID WASTE REDUCTION, STORAGE, COLLECTION, AND DISPOSAL.....	19
G) WATER AND ENERGY EFFICIENCY	21
H) WASTEWATER.....	21
5) PART D – CONCESSIONER MAINTENANCE PLANNING AND REPORTING RESPONSIBILITIES	22
A) GENERAL.....	22
6) PART E - REPORTING SCHEDULE.....	24

EXHIBIT H

MAINTENANCE PLAN

1) INTRODUCTION

This Maintenance Plan between insert concessioner name (Concessioner) and the National Park Service (Service) states the Concessioner's and the Service's maintenance duties regarding those Blue Ridge Parkway (Area) lands and facilities that are assigned to the Concessioner for the purposes the Contract authorized. If there is any conflict between the Contract terms and this Maintenance Plan, the Contract terms, including any amendments, will prevail. Following the Maintenance Plan requirements is required to satisfy the Concessioner's Maintenance duties under the Contract terms.

This plan will remain in effect until superseded or amended. After consulting with the Concessioner, the Service will review and revise this plan annually, or as the Superintendent of the Area decides is necessary. Revisions may not conflict with the main body of the Contract terms. Any revisions must be reasonable and further the Contract's purposes.

2) PART A – GENERAL STANDARDS

A) General Concession Facilities Standards

Under the Contract, the Concessioner is solely responsible for the Maintenance of all Concession Facilities to the Service's satisfaction. In fulfilling its duty, the Concessioner must follow the Maintenance Plan.

The Concessioner maintenance activities must follow Applicable Laws, as the Contract defined that term. Applicable Laws include, but are not limited to, applicable codes and standards, Service standards, DOI and NPS Asset Management Plans, NPS Management Policies, and manufacturer recommendations and specifications.

B) Definitions

Besides the defined terms in the Contract, the following definitions apply to this Maintenance Plan.

Asset – Real Property that the National Park Service desires to track and manage as a distinct identifiable entity. An Asset may be a physical structure or grouping of structures, land features, or other tangible property that has a specific service or function like an office building, lodge, motel, cabin, residence, campground, marina, etc.

Capital Improvement – Capital Improvement must have the meaning as Exhibit A to the Contract states.

Component – A portion of an Asset.

Component Renewal (CR) – The planned Replacement of a Component at the end of its Useful Life. Component Renewal examples include the replacement of foundations, building frames, window frames, windows, doors, sheathing, subfloors, drainage and roofs; the replacement of building systems like electrical distribution systems, built-in heating and cooling systems, and plumbing systems; and the rehabilitation of Components of historic Concession Facilities. Component Renewal includes the deconstruction of the existing Component and the Replacement of that Component with a new Component of equal or superior capability and performance. These actions recur on a periodic cycle of greater than seven years.

Component Renewal Reserve (CRR) – A Concessioner reserve account that is established in the main body of the Contract. CRR funds may only be used to carry out Component Renewal on a project basis that is authorized in writing by the Service and that is non-recurring within a seven year time frame. CRR funds may not be expended to construct or install Capital Improvements.

Concession Facilities – Concession Facilities must have the same meaning as the main body of the Contract.

Days – Days means calendar days, unless otherwise specified.

Deferred Maintenance (DM) – Maintenance that was not timely or properly conducted. Continued Deferred Maintenance will result in Deficiencies.

Deficiencies – Defects in an Asset or Component that result when Maintenance is not performed in a timely or effective manner. Deficiencies may not have immediately observable physical consequences, but when allowed to accumulate uncorrected, lead to deterioration of Asset performance, loss of Asset value, or both.

Facility Operations – Operational actions the Concessioner performs regularly that meet the Concession Facilities' daily operational needs. Typical Facility Operations work includes janitorial and custodial services, snow removal, the operation of utilities, and grounds keeping. Exhibit B (Operating Plan) to the Contract may include Certain Facility Operations requirements.

Maintenance – The Concession Facilities maintenance as this Maintenance Plan describes. Maintenance includes, but is not limited to, actions taken under the following maintenance categories: Component Renewal; Recurring Maintenance; Facility Operations; Preventive Maintenance; and Repair.

Personal Property – Personal Property means manufactured items of independent form and utility, including equipment and objects, that the Concessioner uses solely to conduct business. Personal Property includes, without limit, removable equipment, furniture and goods, necessary for Concessioner operations under the Contract. Personal Property may be manufactured items of independent form and utility, including equipment and objects that the Government owns but assigned temporarily to the Concessioner so that the Concessioner may use them in its operations under the Contract.

Preventive Maintenance (PM) – Planned, scheduled periodic Maintenance activities that are performed weekly, monthly, quarterly, semi-annually, or annually on selected Assets or Components, typically including, but not limited to, inspection, lubrication, and adjustment.

Recurring Maintenance (RM) – Planned work activities to sustain the Useful Life of an Asset or Component that reoccur on a periodic cycle of greater than one year. Typical Recurring Maintenance projects include, but are not limited to painting, pump and motor replacement, cleaning, repair and replacement of lighting, engine overhaul, replacement of carpeting, and refinishing hardwood floors.

Repair – Work undertaken to restore damaged or worn-out Assets or Components to a fully functional operating condition.

Replacement – Exchange or substitution of one Asset or Component for another that can perform the same function at a utility and service level equivalent or superior to the utility and service level of the original Asset or Component.

Useful Life – The Asset or Component serviceable life.

C) Concessioner Responsibilities

(1) In General

- (a) All personnel conducting Maintenance must have the appropriate skills, experience, licenses and certifications to conduct the work.
- (a) The Concessioner, where applicable, must submit project plans to the Service that are stamped by a Professional Engineer or Registered Architect licensed in the appropriate State.
- (b) The Concessioner, where applicable, must obtain the appropriate permits which federal, state or local law require and must provide copies of the permits to the Service.
- (c) The Concessioner must follow, at minimum, those LEED (Leadership in Energy and Environmental Design) standards set for achieving a silver rating for applicable maintenance. However, the Concessioner is not required to apply for and receive third-party verification or certification of LEED compliance.

- (d) The Concessioner must not construct or install Real Property Improvements as Exhibit A to the Contract defines that term as part of Maintenance or otherwise, except following the Contract including, without limit, Exhibits A and F1 clauses.
 - (b) The Concessioner must follow the Component Renewal Reserve procedures and requirements Exhibit F2 to the Contract state before, during, and after expending CRR funds.
- (2) Environmental, Historic, and Cultural Compliance
- (a) Certain Maintenance actions must follow compliance procedures under the National Environmental Policy Act (NEPA), National Historic Preservation Act (NHPA), and other Applicable Laws.
 - (b) Any proposed Maintenance actions that are subject to these compliance procedures must be submitted to the Service by the Concessioner in the format required.
 - (c) The Concessioner may be required to prepare, at its expense, environmental assessments, environmental impact statements, Section 106: NHPA, or related documents for certain Maintenance actions. The Service will give guidance to the Concessioner concerning proper process and procedure.
- (3) Maintenance Tracking
- (a) The Concessioner must schedule and track completion of all of its Maintenance actions and associated expenditures in an electronic format. The electronic format must be acceptable to the Service and must effectively provide the Service the Maintenance information that the Concessioner is required to provide under this Maintenance Plan.
 - (b) The Concessioner must, on a frequency determined by the Service and in an electronic format acceptable to the Service, provide the Service with Maintenance information that the Service requests. This information may include but is not limited to: (1) outstanding Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance listed by Asset; and (2) budgeted and actual expenditures listed by Asset for Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance. The Service, after consulting with the Concessioner, will define the specific requirements for providing requested information, including data export formats, required fields, and data structure.
- (4) Concessioner Inspections. The Concessioner must inspect Concession Facilities (no less than annually) to track how it follows this Maintenance Plan and compile information that will help in developing future Maintenance requirements.

D) National Park Service Responsibilities

Nothing in this Maintenance Plan may be construed to require the Service to conduct Maintenance of Concession Facilities of any kind except as the Maintenance Plan expressly states. Part B of this Maintenance Plan may describe certain National Park Service duties for particular Maintenance of Concession Facilities elements. Any approval or consent the Service gives, whether of any plan, permit, report, inspection, or otherwise, under this Maintenance Plan does not relieve the Concessioner or the Concessioner's contractors of any responsibility for any errors or omissions or from duty to follow the Maintenance Plan or the Contract requirements.

- (1) Inspections. The Service will from time to time (as the Service determines is necessary but no less than annually) inspect Concession Facilities condition and the progress and quality of Maintenance activities. The Concessioner must provide qualified personnel to accompany the Service when a Concession Facilities inspection is performed.
- (2) Evaluation of Concessioner Maintenance. The Service will provide the Concessioner with an annual Concession Facilities evaluation. The evaluation will be provided to the Concessioner as a record of Concession Facilities condition and will document the Concessioner's compliance with its duty to perform all necessary Maintenance. The Asset Management Program Evaluation Report (form 10-AMP) will document the evaluation findings and results and will be incorporated into the Concessioner's Annual Overall Rating (AOR).

3) PART B – AREA SPECIFIC CONCESSIONER RESPONSIBILITIES

A) General

- (1) The Concessioner must correct any Deficiencies timely to achieve the basic goals the Service's Concession Guidelines describes regard all services the Contract required.

B) Historic Buildings, Structures and Landscapes.

- (1) The Concessioner must perform repairs and maintenance of historically significant structures consistent with the Secretary of the Interior's Standards, including The Secretary of the Interior's Standards for Rehabilitation (36 C.F.R Part 67.7) and The Secretary of the Interior's Standards for the Treatment of Historic Properties (36 C.F.R. Part 68), and with NHPA, as amended. More information can be located at <https://www.nps.gov/subjects/historicpreservationfund/understanding-the-secretary-s-standards.htm>. The Concessioner must coordinate with the Service before for maintenance work involving historic structures to assure Secretary's Standards and compliance requirements are met.

C) Non-Historic Structures

- (1) The Concessioner must work with the Service to develop a Programmatic Compliance Agreement in one year following the Contract's effective date, which will generate appropriate NEPA Compliance approval for routine or frequent activities involving non-historic structures. This will likely include most Maintenance Activities and certain Component Renewal activities. The Concessioner and the Service will update this plan as needed.

D) Qualified Personnel

- (1) All personnel conducting Maintenance activities must have the appropriate skills, experience, licenses (as applicable), and certifications (as applicable) to perform the work.
- (2) For work conducted on historic structures, the Concessioner must use only qualified personnel and ensure that work is completed per the Secretary of the Interior's Standards for Treatment of Historic Properties.
- (3) Training. The Concessioner must provide repair and Maintenance training to employees who perform repairs and Maintenance. Training must include an emphasis on historic preservation work and provide employees with a complete understanding of the relevant requirements per the Secretary of the Interior's Standards for Treatment of Historic Properties.

E) Capital Improvements

- (1) The Concessioner must submit conceptual plans and construction documents for new construction, additions to structures, major rehabilitations, and all other Capital Improvements per Exhibit F1. The Service will review and comment on plans within 60 days of receipt. The Service will not review or approve plans that a Professional Engineer (P.E.) or Registered Architect (R.A.) has not stamped.
- (2) The Concessioner must house construction workers and stage construction materials outside of the Area or at a location the Service approves.
- (3) From time to time, the Service may undertake and fund construction and Capital Improvements within Concession Facilities. The Service will work with the Concessioner to manage impacts to Visitor Services and Concessioner operations. The Concessioner must work with the Service to achieve objectives and complete a quality project in a timely manner.

F) Deferred Maintenance (DM).

- (1) The Concessioner must cure, in the first two years of the Contract's term, all DM and legislatively mandated (LM) work for all Concession Facilities.
- (2) In the first year of the Contract, the Service will work with the Concessioner to develop a prioritized and comprehensive list of DM and LM task orders. (The Service will provide the Concessioner the list of work orders previously provided as an appendix to the Prospectus, which is a point-in-time list of work orders the Service believes properly represents the DM and LM that will need to be cured at the start of the Contract. Conditions and quantities at the start of the Contract may vary from the descriptions and quantities provided in the list.)

G) Cyclic Maintenance/Recurring Maintenance (RM)

- (1) **Painting.**
 - (a) Unless required more frequently per the manufacturer's recommendation or local conditions, the Concessioner must paint surfaces on a regular cycle, exteriors not less than once every five years, and interiors not less than once every seven years.
 - (b) The Concessioner must obtain approval of the quality and type of paint products from the Service. The Concessioner must use reprocessed, low volatile organic content (VOC), latex coatings when technically feasible and appropriate.
 - (c) When oil-based paints are used, the Concessioner must minimize solvent use whenever possible.
 - (d) The Concessioner must maintain data that includes paint type, formulas, and supplier information for all paint products used, including historic colors.
 - (e) Oil-based paints and solvents must be properly stored in the Area between paint cycles. Exterior paint color must be brown and approved by the Service. Exterior paint on all buildings in the Area must be consistent in terms of color and finish. A matte or semi-gloss finish is preferred.
- (2) **Carpet.** The Concessioner must keep carpeting clean, stain free, and in good repair. Unless required more frequently per the manufacturer's recommendation, or local conditions, the Concessioner must replace carpet at least every seven years. If the Service decides that carpet scheduled for replacement on the seven-year cycle does not warrant replacement, the Service may allow the Concessioner to postpone replacement until a future date the Service authorizes. The Concessioner must use recyclable and recycled content carpet where feasible.
- (3) **Interior.** The Concessioner must ensure that all interior spaces are clean.
 - (a) The Concessioner must maintain walls and ceilings free of cracks and stains, with a fresh appearance.
 - (b) Windows must be clean and unbroken.
 - (c) Grouting must be clean and in good repair.
 - (d) The Concessioner must maintain and routinely test guest unit door locking devices to ensure effectiveness.
- (4) **Interior lighting.** The Concessioner must maintain interior lighting as appropriate for its use. Where feasible and appropriate, the Concessioner will replace incandescent lights with energy conserving fluorescent (ECFL) or light emitting diode (LED) lights and incandescent exit lights with LED lights. Where feasible and appropriate, the Concessioner will use photo and motion sensors for lighting systems.
- (5) **Exterior Lighting.** The Concessioner must ensure lights are consistent with Area standards and shield them to cast light downward to preserve dark night skies. Exterior lighting must provide the minimum necessary lighting for visitor safety and security of facilities. The Service must approve new installations. The Concessioner must not use standard incandescent lighting for any of its facilities. Where feasible, the Concessioner must use motion-sensor lighting.
- (6) **Flooring.** The Concessioner must keep floors clean and litter and stain free. Vinyl floor coverings must be clean, waxed or buffed, free of cracks, chips, and worn places. free of Masonry or flagstone grouting must be clean and in good repair. Wood floors must be clean and waxed or otherwise sealed. Wood floors must be refinished or replaced at the satisfaction of the Service.
- (7) **Asbestos.** The Concessioner must maintain health and safety standards in the presence of asbestos in all Concessions Facilities. The Concessioner must repair or replace any asbestos containing surfaces per all applicable standards, including but not limited to, current OSHA regulations.
- (8) **Lead Paint.** The Concessioner must ensure health and safety standards are met in the presence of lead paint in all Concessions Facilities. The Concessioner must repair or replace any lead paint containing surfaces per all applicable standards, including but not limited to, current OSHA regulations.

- (9) Exterior. The Concessioner must maintain the structural and architectural integrity of Concession Facilities, including performing the following activities.
- (a) The Concessioner must inspect roofs annually to ensure that roofing materials are intact and free of deterioration that may affect structural quality, and that roofs are not jeopardized by adjacent vegetation or overhanging tree limbs.
 - (b) The Concessioner must ensure that gutters, downspouts, and roof drains remain attached to each of the buildings, and must inspect and clean gutters, downspouts and roof drains at least annually or as necessary to maintain the system free of obstructions and operational.
 - (c) The Concessioner must inspect doors and windows at least quarterly and maintain them to prevent moisture from causing deterioration of materials or structural damage to the building.
 - (d) The Concessioner must inspect siding at least quarterly and maintain it to prevent moisture from entering the building or causing deterioration of the siding material.
 - (e) The Concessioner must maintain the Concession Facilities walls and trim clean and unblemished, with no cracks, chipped paint or other visible damage.
 - (f) The Concessioner must inspect and maintain structural ventilation at least annually to permit air circulation as designed and to prevent wildlife entry.
 - (g) The Concessioner must inspect foundations and exterior walls annually to ensure they are structurally sound and maintain them to prevent settlement or displacement.
- (10) Excavation. The Concessioner must complete all necessary NEPA and NHPA compliance before ground disturbing activities. If excavation through a road or paved area is necessary to repair water, sewer, utilities, etc., the Concessioner must repair roads. If excavation for repairs disturbs vegetated areas, the Concessioner must preserve and replace topsoil and re-vegetate as required. When repairs to water lines are completed, the Concessioner must disinfect repaired lines per Service procedures.

H) Structural Fire Prevention, Protection, and Suppression

- (1) Fire Prevention Program. The Concessioner must implement a fire prevention program to conduct all operations and maintain the Concession Facilities in a way that minimizes the risk of fire. The Concessioner is responsible for fire prevention, detection, and protection in the Concession Facilities, following the Director's Order (DO)/Reference Manual (RM)-58, International Fire Code (IFC) and National Fire Protection Association (NFPA) codes and standards latest versions, Area's Structural Fire Management Plan and as the Maintenance Plan outlines the Service's help. Trained and experienced personnel, whether Concession staff or qualified fire protection contractors, with National Institute for Certification in Engineering Technologies (NICET) certifications at appropriate levels, must perform all required inspections, testing, and maintenance.
- a) Fire Prevention Plan. The Concessioner must prepare a documented Fire Prevention Plan per Applicable Laws and Service policy for review and approval by the Fire Code Official (FCO) or the Park Structural Fire Coordinator (PSFC) in 60 days of the Contract effective date, with updates submitted by **March 15** annually. The plan will address this Maintenance Plan section requirements.
 - b) Structural Fire Manager. The Concessioner must designate a structural fire representative to serve as the manager who will ensure the Concessioner follows its fire protection duties. This designated person will serve as the Service's point of contact for all fire protection duties; yet, the Concessioner can appoint several persons for coordination, reporting and leadership duties for the different fire protection program parts. These Structural Fire Managers will have appropriate training levels for the area they represent. (Examples: NICET for fire systems, IFC or NFPA for fire inspectors, etc. as the Fire Code Official (FCO) or the Park Structural Fire Coordinator (PSFC)).
- Individuals in these positions must have documented training and experience with fire prevention programs, and fire systems and an understanding of using and applying IFC, NFPA and RM-58 for the pertinent aspects of the program that they will serve as lead on.

They will have appropriate certifications for the area they represent. (Examples: NICET for fire systems, Level 2 for maintenance, Level 3 for design, IFC or NFPA for fire inspectors, etc. as designated by the FCO or the PSFC.)

Structural Fire Managers will coordinate with the PSFC, on the following topics.

- Inspection reports for:
 - Fire protection systems inspections, testing and maintenance
 - Fire Prevention and life safety inspections
 - Fire drills
 - Hot Work Permitting
 - Correction of fire and life safety deficiencies, hazards, and violations
 - All Concessioner new construction and renovation projects
 - Annual Certificates of Occupancy
- c) Fire Prevention Inspections. The Concessioner must ensure fire prevention inspections are conducted on all Concession Facilities. The inspections must be conducted at least annually, or more frequently, as applicable fire codes require. Before undertaking any inspection, the PSFC must be approve inspection form format and content This form should be a checklist to ensure that all pertinent parts of the fire prevention program are reviewed and documented.
- Personnel performing fire protection and life safety inspections will have documented training to meet the IFC or NFPA Certified Fire Inspector qualifications. The PSFC must review and approve NICET Certifications and associated Qualifications. The FCO or FCO's designee will witness Acceptance testing of fire detection and suppression systems.
 - The Concessioner must report the required inspections completion and submit the Fire Prevention Inspection reports for the preceding year to the Area's Concessions Management Office and PSFC by **March 15** of the following year for Service review.
 - If any inspection, conducted by either the Concessioner or Service, identifies hazards or deficiencies, the Concessioner must correct or abate them using the following processes:
 - The Concessioner must report all hazards or deficiencies noted on the fire prevention annual inspection to the Service within three working days, with a mitigation or correction plan the PSFC approved.
 - If the hazard or deficiency is an immediate life safety issue, the Concessioner must correct the hazard immediately. If the Concessioner cannot correct the hazard or deficiency immediately, the Concessioner must contact the Area's Concession Management Office and the PSFC. The Service may take interim control measures to reduce the risk to an acceptable level (including, but not limited to, closing the area or facility, or shutting down service).
 - If the hazard or deficiency is not an immediate life-safety issue, the Concessioner must correct the hazard as soon as possible. The Service will follow-up within twenty business days (four weeks) to ensure the Concessioner has made the correction.
- d) The Concessioner must employ a "no tolerance" policy and immediately discipline any employee found to have tampered with smoke or heat detectors, fire suppression systems, or fire extinguishers.
- e) The Concessioner must respond to all fire system alarms ensuring appropriate measures are taken for the employees' and visitors' safety. The Concessioner is prohibited from silencing the fire alarm signals unless the Service approved The Concessioner must cooperate with the Service in providing security when fire evacuation, vandalism, damage, theft, or unlawful

entry occur frequently or are likely to occur. Response actions must always be per established and pre-determined procedure the Service approved.

- f) The Concessioner must immediately report all fires (regardless of size or severity), all alarms (including false alarms), and all portable fire extinguisher use to the Blue Ridge Parkway Dispatch Center at (828) 298-2491.
- g) The Concessioner must ensure that appropriately trained employees are available 24 hours a day, 7 days a week to respond to alarms and fires at Concession Facilities when occupied. This may be security personnel. Training must include use of fire extinguishers, evacuation procedures, and radios to report to the Blue Ridge Parkway Dispatch Center. The PSFC must approve the Concessioners Alarm response reporting plan.
- h) The Concessioner must conduct and document fire drills per the International Fire Code requirements, or as required by the PSFC, to ensure competency of all personnel with specific fire protection and emergency situation duties and responsibilities. The Blue Ridge Parkway Dispatch Center must be notified one day before all fire drills. Drills may take place before a facility is open to the public to ensure that the personnel responsible for fire protection and emergency situation duties are understood, practiced and effective.
 - An initial fire drill will be conducted within seven business days before occupancy following the opening of a seasonal facility and as required for new staff.
 - Reports of conducted fire drills will be provided to the Service upon request.
- i) Roof Debris. The Concessioner, no less than annually, must undertake activities, like cleaning gutters and roofs, when the operating season begins or in the spring, to remove leaf and pine needle build-up, to reduce structural and wildland fire danger.
- j) Lint Traps. The Concessioner must inspect and clean lint collectors, duct work, and vents on clothes dryers in all facilities, including public and employee laundries and dormitories at the end of the season and on a cyclic schedule, including monthly re-inspections. The Concessioner must inspect and clean lint traps on clothes dryers monthly and on more frequent increased basis depending on operational use frequency as part of its housekeeping program.
- k) Fireplace, Vents, and Chimneys. Chimneys and equipment must be maintained and inspected as to not create a fire hazard per the IFC and manufacturer's requirements. All Repair and Component Renewal projects must meet the International Mechanical Code (IMC) requirements.
- l) Kitchen hoods, grease removal devices, fans, ducts, and other appurtenances must be cleaned to remove combustible contaminants before surfaces becoming heavily contaminated with grease or oily sludge.
 - (i) *Inspection*. The entire exhaust system must be inspected for grease buildup semi-annually by a properly trained, qualified and certified person(s) acceptable to the PSFC.
 - (ii) *Cleaning*. If, upon inspection, the exhaust system is found to be contaminated with deposits from grease-laden vapors, the contaminated portions of the exhaust system must be cleaned by a properly trained, qualified, and certified person(s) acceptable to the PSFC.
 - (iii) *Documentation*. After cleaning or inspection is completed, the exhaust cleaning company and the person performing the work at the location must give the system owner with a written report that also specifies areas that were inaccessible or not cleaned that will be submitted to the PSFC.
- (m) Hot Work. The Concessioner must develop a Hot Work Policy that follow the NPS Director's Order (DO)/Reference Manual (RM)-58 and the Park's Structural Fire Management Plan. The Concessioner must submit this policy to the PSFC for review and approval within 90 days of the Contract effective date. A job site operating without a Hot Work Permit may be subject to temporary closure.

- (n) Work. All planned work that could impair the operation or protection of installed fire protection systems, like minor construction, electrical work, parking lot work, must be reviewed by the PSFC.
- (2) *Fire Protection Systems*
- (a) General. The Concessioner must ensure all buildings, facilities, and support equipment within Concession Facilities meet or exceed the International Fire Code (IFC) and the National Fire Protection Association (NFPA), unless a specific variance or alternate method is approved in writing by the Service. Additionally, the Concessioner must follow requirements of NPS Director's Order (DO)/Reference Manual (RM)-58 and the Area's Structural Fire Management Plan.
- (b) The Concessioner must submit an annual plan for the upcoming year by **January 1**, annually, for the required inspections, testing, and maintenance of all fire protection systems for the PSFC's review and approval.
- (c) The Concessioner must inspect, test, operate and maintain its fire protection systems including residential and commercial smoke alarms, carbon monoxide detectors, commercial fire detection and alarm systems, main fire control panels, kitchen hood systems, portable fire extinguishers, emergency lighting and signs, and fixed and portable automatic fire suppression systems and equipment, pull stations, fire doors, etc. annually. The inspection, testing and maintenance (ITM) must be conducted per the IFC and applicable NFPA codes and standards, and manufacturer requirements.
- (d) The Concessioner must verify function and conditions of systems through documented inspections by qualified personnel annually. The Concessioner must submit copies of required annual inspections for the previous year by **March 15** of each year to the PSFC.
- (e) The Concessioner must test all battery-powered fire alarms, egress lighting, and residential smoke alarms.
- (i) The Concessioner must test monthly all smoke alarms and carbon monoxide (CO) alarms when the operating season begins. Alarm devices with standard batteries must have batteries replaced annually or when the operating season begins. Alarm devices with long-life (10-year) batteries must have batteries replaced per the alarm equipment manufacturer's published instructions. Alarms must be replaced when they fail to respond to operability tests.
- (ii) Smoke alarms must not remain in service longer than 10 years from the date of manufacture, unless the manufacturer's published instructions provides otherwise. Carbon monoxide alarms must be replaced when either the end-of-life signal is actuated, or the manufacturer's replacement date is reached. Combination smoke and carbon monoxide alarms must be replaced when the end-of-life signal actuates or 10 years from the date of manufacture, whichever comes first, unless the manufacturer's published instructions otherwise provides.
- (iii) The Concessioner must test all battery-powered egress lighting and exit signage annually or at beginning of the operating season and on a monthly basis per the IFC. Annual power tests must include a 90-minute functional test. Monthly tests must include a functional test of not less than 30 seconds.
- (iv) The Concessioner must give the PSFC documents showing the results of the alarm and egress and exit battery testing for the previous year by **March 15** of each year.
- (f) The Concessioner must install, inspect, and maintain portable fire extinguishers per IFC and applicable NFPA standards. The Concessioner must provide the PSFC with records documenting monthly inspections, testing, and maintenance of all fire extinguishers for the previous year by **March 15** of each year.
- (g) Fixed Fire Suppression Systems. The Concessioner must inspect, test, and maintain all fixed fire suppression systems, using qualified personnel, per the IFC and applicable NFPA standards. The Concessioner must give the PSFC records documenting inspections, testing and maintenance of all fixed fire suppression systems by **March 15** of each year. All

proposed changes, upgrades, or system replacements must be approved in advance by the Area's Concession Management Office. The Concessioner will give FCO a set of plans for review and approval before any work begins. All new systems commissioning will be witnessed by the NPS FCO or FCO's designee. Any changes or upgrades must be done by qualified personnel as defined by IFC and applicable NFPA standards with appropriate NICET requirements.

- (h) Repairs and Outages. The Concessioner must ensure that fire protection systems are in service at all times. The Concessioner must complete repairs as soon as possible and during times the systems are unavailable, provide adequate means of alternate protection. The Concessioner must notify the Service's Concessions Management Division and the Blue Ridge Parkway Dispatch Center immediately about any system failures or when systems are inoperable, when the systems are returned to service, and if any changes are made to the system that may affect the Service's ability to respond to any fires timely. This notification must include details of what caused the system to become inoperable as well as mitigation measures (for example, fire watch patrols) that the Concessioner initiated for the system outage duration. The PSFC will approve mitigation measures. Impairment procedures will follow applicable fire codes, NPS policies, and FCO requirements.
- i) Utilities**
- (1) General. The Concessioner must contract with independent suppliers to give year-round telephone service, internet service, and propane. The Concessioner must pay these suppliers directly.
 - (2) Utility work. The Concessioner must coordinate with the Service for utility work to be completed before surface disturbance (repairing roads, etc.) except for routine or emergency repairs.
 - (3) Electricity
 - (a) The Concessioner must maintain all secondary electrical lines and equipment (conduit, fuses, panels, switches, lines, photovoltaic arrays, etc.) in the Concession Facilities including all fixtures (lamps, cords and equipment) affixed to secondary electrical lines.
 - (b) The Concessioner must repair or replace all electrical system damage in Concession Facilities, and damage occurring beyond the Concession Facilities that result from actions of the Concessioner's employees or its contractors.
 - (c) The Concessioner must ensure that all electrical circuits under its control meet all applicable codes including but not limited to the National Electric Code.
 - (4) Water
 - (a) The Concessioner must maintain and repair the water system within the Facilities. All work on water systems must follow Applicable Laws including, without limit, state Department of Environmental Quality (DEQ) requirements. These Maintenance and repair activities include, but are not limited to, fire lines (hoses), water pipes, water heaters, faucets, and spigots. The Concessioner must activate, deactivate, and winterize system components as necessary, as part of normal Maintenance. The Concessioner must maintain and repair the water lines branching off from the main lines in the Concession Facilities.
 - (b) The Concessioner must repair or replace, as the Service directs, any water system damage in the Concession Facilities, and damage occurring beyond the Concession Facilities that results from the Concessioner acts, the Concessioner's employees, or its contractors.
 - (c) The Concessioner must maintain backflow prevention devices as needed. The Concessioner must test backflow prevention devices annually. The Concessioner must provide a copy of the annual test report to the Area's Concessions Management Office upon completion.
 - (d) The Concessioner must purchase and install meters and backflow prevention devices in all new construction.
 - (e) The Concessioner must have approved backflow devices on all outside spigots and must implement and track Maintenance procedures for these devices.
 - (f) The Concessioner must test for and repair leaks in Concession Facilities.

- (g) Before opening any facility that has been closed, the Concessioner must thoroughly flush lines with potable water. After lines are flushed, the Concessioner must ensure a steady stream of water flows from spigots until demand creates a constant flow.
 - (h) Before work commences on water distribution systems, the Concessioner must obtain the Service's approval and perform the work to per Applicable Laws including, without limit, state DEQ standards and National Plumbing Code construction specifications.
 - (i) For all repairs and replacements to water systems, the Concessioner must notify the Concessions Management Office to ensure work is inspected for proper installation, repair, disinfection, and flushing of the water lines.
- (5) Sewer
- (a) The Concessioner must maintain all sewage disposal systems, grease traps and sewer lines in the buildings and all laterals, up to the point of connection with the main sewage collection manhole.
- (6) Telephone and Internet
- (a) The Concessioner must provide and maintain all telephone and internet services and lines in and for Concession Facilities.
 - (b) The Concessioner must repair and maintain on-premises telephone and internet equipment and wiring on the user side of the connections and panels.
- (7) Grease Traps and Kitchen Hoods
- (a) The Concessioner must maintain grease traps per manufacturer's recommendations. The Concessioner must contract to have each of the grease traps pumped once a month and provide documents to the Concessions Management Office on request. The Concessioner must dispose of the grease outside the Area. The Concessioner must notify the Service within 24 hours of a grease trap failure.
 - (b) The Concessioner must submit new construction and system modification designs to the Service for review and approval.
 - (c) The Concessioner must clean kitchen hoods, grease removal devices, fans, ducts, and other appurtenances to remove combustible contaminants before surfaces becoming heavily contaminated with grease or oily sludge.
 - (d) *Inspection.* The entire exhaust system must be inspected monthly for grease buildup by a properly trained, qualified, and certified person(s) acceptable to the Area Structural Fire Coordinator.
 - (e) *Cleaning.* The entire exhaust system must be cleaned once a year at minimum. If, on inspection, the exhaust system is found to be contaminated with deposits from grease-laden vapors, the contaminated portions of the exhaust system must be cleaned by a properly trained, qualified, and certified person(s) acceptable to the Area Structural Fire Coordinator.
 - (f) *Documentation.* After cleaning or inspection is completed, the exhaust cleaning company and the person performing the work at the location must provide the Concessioner with a written report that also specifies areas that were inaccessible or not cleaned that will be submitted to the Area Structural Fire Coordinator.
 - (g) Drain lines and adjacent sewer mains that serve kitchen and cooking facilities and are susceptible to grease condensation and buildup must be jetted or otherwise routed and the discharged grease collected for proper disposal on regularly. Other intervals of jetting and routing will apply based on facility history or on an as needed basis identified by routine inspections.
 - (h) The Concessioner must track all grease preventative Maintenance and include in the Annual Maintenance Plan and Annual Maintenance Report.
- (8) Other Removable Equipment.
- (a) The Concessioner must maintain, service, and repair (per manufacturer's recommendations) all Concessioner operated appliances, machinery, and equipment, including parts, supplies, and related materials, and replace them as necessary.

- (b) The Concessioner must annually clean and inspect active chimneys and exhaust ducts.
- (9) Fuel Storage Tanks
- (a) The Concessioner is responsible for all fuel storage tanks including propane tanks and portable gasoline or fuel tanks in the Concession Facilities. All maintenance, testing, repairs, replacement, and fuel spill mitigation must be consistent with applicable environmental laws, regulations, and codes.
 - (b) The Concessioner must maintain leak detection methods or systems for all fuel tanks, associated equipment like underground and aboveground piping, hoses, and dispensing systems that are assigned to the Concessioner per Applicable Law. The Director must approve all the methods and systems before the Concessioner implements them. The Concessioner must maintain fuel storage tank system leak detection and maintenance logs and it must make the logs available to the Director on request.
 - (c) The Concessioner must notify the Blue Ridge Parkway Dispatch Center immediately of any fuel spill and notify the Concession Management Office within 24 hours.
 - (d) The Concessioner must obtain Service written approval of all plans to install new fuel storage tanks and for any work to existing propane fuel storage tanks before the Concessioner begins work.
 - (e) The Concessioner must provide secondary containment for any new fuel tank systems and replacement equipment to the extent feasible and appropriate, unless Applicable Laws requires otherwise. (Propane and natural gas systems are excluded from this secondary containment requirement).

J) Signs

- (1) The Concessioner must install, maintain, and when needed, replace all interior and exterior signs regarding operations and services in Concession Facilities. Examples of this responsibility are signs identifying the location of functions (when attached to Concessioner-operated buildings or on grounds assigned to the Concessioner), signs identifying operating services and hours, and signs identifying the Concessioner's rules or policies. The Concessioner must prepare signs professionally, appropriate for the purpose they serve, compatible with the site's historic nature, consistent with Service guidelines.
- (2) The Concessioner must maintain all signage and ensure the information is accurate. The Concessioner must replace any signs that have been defaced or removed within seven days unless the sign addresses a life safety issue, in which case the Concessioner must replace it immediately with a professional looking temporary sign.
- (3) The Concessioner must ensure that its signs follow Service sign standards including but not limited to DO 52, Park Signage. The Concessioner must submit plans for all new sign installations to the Superintendent for approval before installation. The Concessioner may not use handwritten or typed signs in Concession Facilities unless the Service approves exceptions. Public signs for which the Concessioner is responsible must be appropriately located, accurate, attractive, and well maintained.

K) Grounds, Landscaping, and Pest Management

- (1) The Concessioner must conduct its business and daily activities in such a manner as to minimize negative impacts to the natural resources. This must involve protecting native vegetation, controlling erosion, minimizing disturbance to historical and natural geological features, protecting wildlife habitats, and storm and wastewater mitigation.
- (2) The Concessioner must maintain landscaping, grounds care (watering, mowing, weeding, planting, fertilizing, pruning, etc.) and improvement of the Concession Facilities, as shown on the maps in Exhibit D.
- (3) The Concessioner may place ashtrays in outdoor areas where smoking is permitted and outside building entrances within Concession Facilities. If used, the ashtrays or receptacles must be metal, tube-style rather than open sand, and have easily readable signage indicating that the ashtray is provided for convenience only and the area around it is not a smoking area. Additionally, the

Concessioner must empty the receptacles and remove stray butts from the area at least once daily.

- (4) The Concessioner must always keep the Concession Facilities free and clear of safety hazards (broken glass, sharp objects, etc.).
- (5) *Defensible Space*. Within the Concession Facilities, the Concessioner must maintain landscaping around structures and grounds to the Service's satisfaction for wildland-urban interface clearing to ensure appropriate practices for vegetation plantings, defensible spaces between plantings and structures, and removal of hazardous fuels. The Concessioner must dispose of refuse, debris, and salvageable material from clearing in adherence with Service regulations and policy. The Concessioner must develop and maintain defensible space between buildings and open areas (100 feet up slope from buildings, maintain 30 feet space of selected vegetation clearance), including application of Service-approved herbicides in selected areas to control invasive species.
- (6) *Hazard Tree Removal and Maintenance*. The Concessioner is responsible for hazardous tree removal, trimming care, and cleanup, but may not remove hazard trees from the Concession Facilities without the Service's prior specific approval unless there is an imminent hazard. The Service will grant approval per the established Service policy for hazard tree removal. The Concessioner must remove trees promptly after receiving Service approval and dispose of salvageable material per Service regulations and policy. The Service periodically monitors and identifies hazardous trees and wildland-urban interface clearance standards in the Concession Facilities.

L) Roads, Trails, Parking Areas, and Walkways

- (1) The Concessioner must maintain and repair all roads, sidewalks, trails, curbs, gutters, culverts, and stone retaining structures in the Concession Facilities. This includes all parking area striping, asphalt and concrete repair and resurfacing, and debris clean up due to flood or wind related events. The Concessioner must obtain Service written approval of all road resurfacing.
- (2) The Concessioner must sweep, clean, and pick up litter in all parking areas and roadways.
- (3) Snow Removal.
 - (a) The Concessioner must remove or treat, as appropriate, snow and ice on all sidewalks, stairs, and walkways in the Concession Facilities.
 - (b) The Service must approve before any chemical used for removing ice. Snow and ice treatments used must not have the potential to damage or degrade concrete surfaces and environmentally friendly products must be used.

M) All Restrooms within Concession Facilities

- (1) The Concessioner must maintain the restrooms to the following standards: no iron water stains, hardware and fixtures must be non-pitted and rust-free, sinks and toilets must be free of chipping and cracking, and all fixtures will be fully operational.
- (2) The Concessioner must repair fixtures and equipment immediately upon notification of a problem. The Concessioner must leave no bathroom fixture out of order for more than 24 hours.
- (3) The Concessioner must maintain and clean all public areas at least twice per day. The Concessioner must always keep the Concession Facilities free of mildew, soap buildup, dirt, litter, graffiti, clutter and debris.

N) Government Assigned Personal Property

- (1) Maintenance. The Concessioner is assigned certain government personal property under the Contract, as Exhibit E of the Contract identified.
- (2) Regarding items Exhibit E Assigned Government Personal Property listed:
 - (a) The Concessioner must maintain, service, and repair (per manufacturer's recommendations) all government assigned personal property appliances, machinery, and equipment free of defects and per industry standards for public use.

O) National Park Service Responsibilities

The Service assumes no responsibility for performing operations or physical Maintenance work or replacing Concession Facilities assigned to the Concessioner except as stated below. The Service will assist the Concessioner in its Maintenance program by assuming and performing the following duties subject to available appropriated funds.

- (1) General
 - (a) The Service repairs or replaces any damage occurring to all utility systems assigned to the Concessioner that the Service's acts caused.
 - (b) The Service, or the utility company that has the easement, is responsible for all main line utility systems running through the Concession Facilities.
 - (c) The Service repairs roads, parking areas, trails, and walkways in areas that are disturbed by Service-related utility construction. In all other situations the Concessioner must make the repairs.
- (2) Water and Wastewater
 - (a) The Service is responsible for water treatment and distribution up to the meters.
 - (b) The Service will assist with locating and identifying water and wastewater lines.
 - (c) The Service provides bacteriological monitoring and chemical analysis of potable water as all Applicable Laws require.
 - (d) The Service maintains all primary water mains in the Area. If the Service needs to access a main in the Concession Facilities, the Service will be responsible for restoring the area unless the Concessioner has caused the need to access the main.
 - (e) The Service provides water and wastewater services. The Service maintains lift stations. The Service will review its operating costs for utility systems and services annually and will notify the Concessioner in writing of the rates 90 days before implementing new rates.
 - (f) The Service and the United States Public Health Service will conduct annual water and sewer surveys in Concession Facilities.
 - (g) The Service repairs water and sewer lines outside of the Concession Facilities.
 - (h) The Service performs major rehabilitation on the storage and distribution system outside of the Concession Facilities.
- (3) Signs
 - a) The Service provides and maintains regulatory, traffic control, or information signs that serve the Service's interest; examples include information signs along roadways, directional signs along trails, and interpretive signing.
 - b) The Service installs, maintains, and replaces the main entrance signs and major junction.
- (4) Exterior Fire Equipment. The Service maintains, repairs, replaces, and tests all fire hydrants in the Concession Facilities.
- (5) Grounds, Landscaping, and Pest Management. The Service reviews the Concessioner's landscaping plans, gives standards as needed, reviews and approves proposed work, and monitors Concessioner landscaping and pest management projects.
- (6) Paving. The Service will conduct maintenance beyond that specified above for paved access roads and public parking areas (i.e. paving, patching and repairing of potholes).
- (7) The Service will repair and replace as needed all asphalt parking lots and asphalt access roads located in the Concessioner's assigned area.

4) PART C – CONCESSIONER ENVIRONMENTAL RESPONSIBILITIES

The Concessioner must follow the following Maintenance-related environmental responsibilities. Area-required Concessioner responsibilities described in Part B may provide more specific and additional environmental requirements. When in conflict, Concessioner responsibilities described in Part B supersede those identified in this part.

A) General

While performing Maintenance under this contract, the Concessioner must minimize environmental impacts and use principles of Preventive Maintenance, waste prevention and waste reduction, sustainable design and sustainable practices and principles and incorporate best management practices. The term “feasible” means technically possible, economically reasonable, appropriate for the location and the use identified, and consistent with industry best management practices.

B) Air Quality

- (1) The Concessioner must, in performing Maintenance under this Contract, minimize impacts to air quality by using appropriate control equipment and practices to the extent feasible.
- (2) The Concessioner must use diesel fuel or heating oil containing no more than 15 parts per million (ppm) sulfur (i.e., ultra-low sulfur fuel) per United States Environmental Protection Agency (EPA) regulations.
- (3) The Concessioner must obtain Service approval before using halon fire suppression systems.

C) Hazardous Substances

- (1) In performing Maintenance, the Concessioner must minimize the use of hazardous substances under this Contract where feasible.
- (2) The Concessioner must provide secondary containment for hazardous substances storage in situations in which there is a reasonable potential for discharge to the environment. At a minimum, the Concessioner must provide secondary containment for hazardous substances located in outside storage areas, and in interior storage areas in the proximity of exterior doorways or floor drains.
- (3) The Concessioner must store all flammable hazardous substances materials in UL approved flammable storage cabinets, rooms, or buildings as defined by the National Fire Prevention Association.

D) Hazardous, Universal and Other Miscellaneous Maintenance Wastes

- (1) The Concessioner must minimize the generation of hazardous waste, universal waste and miscellaneous maintenance waste to the extent feasible.
- (2) The Concessioner must, to the extent feasible, recycle hazardous waste, universal waste, and miscellaneous maintenance waste including, but not limited to, used oil, used oil contaminated with refrigerant, used solvents, used antifreeze, paints, used batteries, and used fluorescent lamps (including CFLs).
- (3) The Concessioner must obtain approval from the Service for hazardous waste, universal waste, and miscellaneous maintenance waste storage area siting and designs.
- (4) The Concessioner must follow conditionally exempt small quantity generator (CESQG) requirements, as defined in defined in federal regulations, related to container labeling, storage, accumulation times, use of designated disposal facilities, contingency planning, training, and recordkeeping.
- (5) The Concessioner must, irrespective of its hazardous waste generator status, manage universal waste (i.e., it must store, label, train employees, and dispose of universal waste) per federal universal waste regulations.
- (6) The Concessioner must include Hazardous Waste, Universal Waste and miscellaneous maintenance wastes in its inventory of waste streams. The inventory must identify each waste type, locations stored, amount generated annually, amount typically generated per month, and amount typically stored within Concession Facilities at any one time.

- (7) The Concessioner must implement a hazardous materials reduction plan to minimize and continuously reduce the use of hazardous chemicals in its operation, and work toward the elimination of hazardous chemicals in its operation. Hazardous materials are those defined in Applicable Laws.
- (8) The Concessioner must maintain health and safety standards and take necessary mitigation and corrective measures to ensure healthy working and living environments in all Concession Facilities.
- (9) Employees who work with hazardous materials must abide by all environmental laws and regulations and attend all required trainings and education, including but not limited to, hazardous materials and waste management. Training must include Hazardous Communication and Hazardous Waste Operations and Emergency Responses for employees who work with hazardous substances in certain specific job-related duties.
- (10) The Concessioner must maintain and have available onsite, all hazardous materials records including, but not limited to, Safety Data Sheets (SDS), chemical inventories, a written Hazard Communication program, hazardous materials training attendance records, and labeling.
- (11) The Concessioner must make spill kits available, as approved by the Service, at Service approved Concessioner locations.
- (12) The Concessioner must notify the Blue Ridge Parkway Dispatch Center without delay when a release of hazardous or non-hazardous chemical or biological product occurs. The Concessioner must implement proper corrective, cleanup, and safety actions immediately.
- (13) Concessioner vehicles with a load rating greater than two tons must carry enough absorbent materials to effectively immobilize the total volume of fluids contained within the vehicle. The Concessioner must ensure operators of such vehicles are Hazardous Waste Operations (HAZWOPER) certified in case of a non-incident spill.
- (14) The Concessioner must certify and register vehicles and operators transporting hazardous materials with the Department of Transportation (DOT). Concessioner operators must know local emergency response and personal safety protocol. Hazardous materials, storage areas, and transportation vehicles must have the proper labels and placards.
- (15) The Concessioner's Environmental Management Program (EMP) must include its approach to stopping, containing, and cleaning up hazardous substance spills and releases, whether incidental or non-incident.

E) Pest Management

- (1) General. The Concessioner must conduct pest management activities including prevention and exclusion, abatement, reporting and monitoring per NPS Integrated Pest Management (IPM) procedures and the Area IPM Plan, available upon request from the Service. The Concessioner, in consultation with the Service, must develop and implement an Integrated Pest Management Program (IPMP) that will define the nature and frequency of treatment, approved chemical lists, etc. The Concessioner must submit its IPMP to the Service for review and approval, if updated.
- (2) The Concessioner must maintain Concession Facilities free of insects, rodents, and other pests including but not limited to bears. The Concessioner must employ an aggressive rodent exclusion and elimination program to reduce the likelihood of rodent-related disease. This must include winter-keeping activities to reduce to the extent possible rodent populations in Concession Facilities. The Concessioner must eradicate any pest infestation in personal or other property and in all Concession Facilities, including infestation that requires fumigation and tenting for termites or other pests, consistent with the Service's Integrated Pest Management (IPM) program for the Area.
 - (a) *Noxious Weeds*. The Concessioner must control and remove noxious weeds within the Concession Facilities in consultation with the Service's IPM Biologist or Vegetation Biologist.
 - (b) *Mice*. The Service approves the use of snap traps for eliminating mice. The Concessioner must provide a request for the use of any other methods, like live traps or baited stations, to the Service for review and approval before implementation. If catch methods are used in public areas (e.g., guest rooms) the Concessioner must establish protocol for staff on how to

safely handle caught rodents and provide Area guests with the appropriate educational material.

- (3) The Concessioner must request Service evaluation and approval of any soil, geologic products or by-products (rock, gravel, etc.) or use of heavy equipment that may be exposed to such before project initiation. The Concessioner must clean contaminated equipment outside of the Area with approved cleaning practices before bringing them into the Area.
- (4) The Concessioner must contract with a licensed pest control contractor to inspect all Concession Facilities within one year of the effective date of the Contract. The Concessioner must submit a copy of the inspection reports to the Superintendent, upon receipt.
- (5) *Pesticide Use Requests*. The Concessioner may apply any herbicide or pesticide or engage in any pest control or non-native species activity in buildings, residences, or in grounds and landscape materials only per the IPMP, and with Service Approval. The Concessioner must request annually, and before of any use, approval for chemical treatments to control, repel or destroy the growth of any plant or animal pest. This includes but is not limited to any pesticides used in Concession Facilities by the Concessioner or contractors (i.e., pest control operators). Even if an identical chemical treatment was approved for use in previous years, the Concessioner must obtain permission from the Service for its use in subsequent years. The Concessioner must submit its initial written request for product review to the Service within 90 days following the effective date of the Contract, and then annually before **December 31**. The Concessioner's request must provide:
 - Product Name
 - EPA Registered Number
 - A copy of the label and Material Safety Data Sheets (MSDS)
 - Pest proposed to treat
 - Amount proposed to use
 - Timing of application
 - Site description of infestation
 - Location the Concessioner proposes to treat
 - Approximate amount of area to be treated (for example, square feet or acreage)
 - (a) The Service will respond to the Concessioner in writing noting whether the use of each product is approved or not.
 - (b) If the Concessioner wishes to use any additional pesticides during the year, the Concessioner must provide the Service with a subsequent written request describing the pest issue and providing the information listed above for the proposed treatment.
- (6) *Pesticide Use Reports*. The Concessioner must track pesticide use. Annually, the Concessioner must report the pesticides it has used during the previous year. The Concessioner must submit this report to the Service no later than **January 15th**. The report must include:
 - (a) Pesticide product used
 - (b) Total quantity of product used
 - (c) Actual area treated and unit of measurement (ex. square feet, linear feet, acreage)
 - (d) Specific application location (building name and description of the area where the product was applied, whether the Concessioner used the product outdoors or indoors, etc.)
 - (e) Reason for application (target pest, description of problem).
- (7) *Pesticide Storage*. The Concessioner must obtain Service approval for the site and design of its pesticide storage.
- (8) The Concessioner must take adequate steps to prevent the introduction and importation of exotic plants and species into the Area. To reduce the potential for introducing the spread of exotic species in the Area, the Concessioner must:

- (a) Require all contractors to power wash large equipment (e.g., backhoes, tractors, etc.) before entering the Area.
 - (b) Consult with and gain approval from the Service before purchasing and bringing in any landscaping plants into the Area. The Service may provide the plants to maintain the genetic integrity, if necessary.
- (9) Landscaping
- (a) The Concessioner must work closely with the Service for approval in the selection of plants, trees, and grass mixes to ensure a high level of genetic integrity.
 - (b) Landscaping must emphasize native plant species or grass seed mixes throughout the Area.
 - (c) Landscape gravel must match surrounding area in terms of color and size.
 - (d) Hazard trees must be addressed per Maintenance Plan Sec 3(K)(6) above.

F) Solid Waste Reduction, Storage, Collection, and Disposal

- (1) Source Reduction. The Concessioner must implement a source reduction program designed to minimize its use of disposable products in its operations. Purchase and reuse of materials is encouraged where feasible as the first choice in source reduction.
- (a) Where disposable products are needed, the Concessioner must use products that have the least adverse impact on the environment. The Service encourages the use of post-consumer recycled products whenever possible.
 - (b) The Concessioner must reuse materials where allowable and where the collection of the materials does not present public health, safety, or environmental concerns. Opportunities include the reuse of retail product packaging and offering bag or no bag options.
- (2) Litter Abatement
- (a) The Concessioner must develop, promote, and implement a litter abatement program and provide litter free messages on appropriate materials and in appropriate locations.
 - (b) The Concessioner must keep all Concession Facilities free of litter, debris, and abandoned equipment, vehicles, furniture, and fixtures.
- (3) Solid Waste Storage, Collection and Disposal
- (a) The Concessioner must dispose of all solid waste in the most environmentally friendly way possible.
 - (b) The Concessioner must provide an effective system for the collection, storage, and disposal of solid waste and recyclables generated by its operations and services as well as the solid waste generated by the visiting public within the Concession Facilities.
 - (c) The Concessioner must conduct solid waste collection and disposal on a schedule approved by the Service, at a frequency necessary to prevent the excessive accumulation of waste.
 - (d) Solid waste that is not recycled must be properly transported and disposed of at an authorized sanitary landfill or transfer station. Recyclables must be transported to an authorized recycling center.
 - (e) The Concessioner must keep the Concession Facilities litter free, garbage, and abandoned equipment and vehicles.
 - (f) The Concessioner must remove all solid waste, including untreated wood and tree branches, from the Area at the Concessioner's expense and dispose of it outside the Area.
 - (g) The Concessioner must provide its own garbage cans and dumpsters in adequate numbers. Minimally, the receptacles must be waterproof, vermin-proof, bear-proof, and covered with working lids. The Concessioner must use dumpsters fitted with a Service-approved latch to make them vermin proof.
 - (h) To prevent pest attraction and breeding, the Concessioner must adequately bag, tie, and store solid waste in sealed containers. The Concessioner must ensure that indoor receptacles are waterproof and, where appropriate, vermin proof and covered.

- (i) The Concessioner must locate its solid waste containers (cans, "roll-off" containers, dumpsters, etc.) conveniently and in sufficient quantity to handle the needs of its operations. The Concessioner must not allow waste to accumulate in containers to the point of overflowing.
 - (j) The Concessioner must maintain refuse storage areas in such a way to exclude rodent activity, wild animal intrusions, and unpleasant odors.
 - (k) The Concessioner must keep its receptacles clean, well maintained, painted in Service-approved colors, and serviceable. The Concessioner must ensure that containers are clearly signed and that sites are free of spills, waste, and odors. All solid waste containers must remain closed when containers are not in use.
 - (l) The Concessioner must obtain Service approval of its central collection points for solid waste collection and pickup. The Concessioner must screen from public view any bulk solid waste storage facilities.
- (4) Recycling Program
- (a) The Concessioner must develop, promote, and implement a recycling program that at a minimum supports the efforts of the Service and recycles or upcycles the broadest range of products.
 - (b) The Concessioner must remove all recyclable materials from the Area and transport it to an authorized recycling center. With Service approval, the Concessioner may contract with an independent vendor to provide recycling services.
 - (c) The Concessioner must provide an adequate number of recycling receptacles for the public and Concession employees, including in each lodging room. The Concessioner must ensure recycling containers are waterproof, vermin-proof, and clearly signed. The Concessioner must ensure that public recycling container lids have openings or holes sized to limit the types of materials deposited and to minimize contamination in recycling containers.
 - (d) The Concessioner must maintain collection sites free of spills, waste, and odors.
 - (e) Products the Concessioner must seek to recycle include, but are not limited to, paper, newsprint, cardboard, bimetals, plastics, aluminum, glass, waste oil, antifreeze, mercury, computers and other electronic equipment, appliances, batteries, and used tires.
 - (f) The Concessioner must provide recycling services for consumer batteries at each of its retail operations. The Concessioner must prominently advertise this service to Area visitors.
 - (g) The Concessioner must recycle electronic equipment like computers, computer monitors and televisions when economically and technically feasible. It must also recycle appliances.
- (5) Composting Program.
- (a) The Concessioner must use solid waste composting as a waste management method if feasible.
 - (b) The Concessioner must maintain food composting infrastructure to appropriate mixtures to reduce smell and ensure proper breakdown of materials added.
 - (c) The Concessioner must remove compost from the Area on a regular basis. The Concessioner must not store compost beyond the holding capacity identified by the Service as part of the food service solid waste diversion program infrastructure approved by the Service. The Concessioner promptly must address all concerns related to rodent or insect infestations resulting from the compost material.
- (6) Baseline Waste Audit and Solid Waste Inventory
- (a) Baseline Waste Audit. The Concessioner must undertake a baseline waste audit between July 1 and August 20 of the first year of operation. The Concessioner must collaborate with the Service in the development of this waste audit scope. The objective of the waste audit is to identify the baseline level of pre- and post-consumer waste that the operation generates and to identify opportunities to reduce waste over the term of the Contract.
 - (b) Solid Waste Inventory. The Concessioner must address Solid Waste in its Inventory of Waste Streams. The inventory must identify waste types including trash, each category of

recyclables, green waste, construction debris, and other Solid Waste streams. The inventory must specify amount generated by weight, annually. Annual reports are due by **January 15** for the previous year.

G) Water and Energy Efficiency

- (1) The Concessioner must consider water and energy efficiency in all facility management practices and integrate water-conserving and energy-conserving measures whenever feasible.
- (2) Besides meeting standards established per Applicable Laws, the Concessioner's equipment and practices within the Concession Facilities must be consistent with water and energy efficiency standards established for federal facilities and operations where feasible.
- (3) All new equipment must meet Energy Star standards where feasible.

H) Wastewater

- (1) The Concessioner must minimize impacts to water quality under this Contract by using appropriate control equipment and practices.
- (2) The Concessioner must prevent discharges to the sanitary sewer system that could result in pass-through of contaminate, or that could interfere with the operation of the sanitary wastewater treatment system.
- (3) The Concessioner must maintain assigned wastewater treatment systems in accordance with Applicable Laws. The Concessioner must provide its maintenance logs for wastewater treatment equipment to the Service upon request.
- (4) The Concessioner must minimize the storage of equipment and materials in the Concession Facilities in a manner that would cause stormwater contamination (i.e., storage outside without weather protection).
- (5) In the event of a grease trap failure, the Concessioner must notify the Blue Ridge Parkway Dispatch Center immediately.

5) PART D – CONCESSIONER MAINTENANCE PLANNING AND REPORTING RESPONSIBILITIES

A) General

The Concessioner must provide to the Service the following plans and reports for the Service's review and approval per the frequency and due dates Section 6, Reporting Schedule defines .

- (1) *Concessioner Maintenance Plan and Report*. The Concessioner must give to the Service (for the Service's review and approval) a Concessioner Maintenance Plan and Report (CMPR) that is applicable to all Concession Facilities. The CMPR must identify projected Maintenance activities 12 months before the work begins . The CMPR must identify work that requires planning and design the year before planning and design begin. The CMPR's purpose is to identify the need and tentative scope of activities a complete year before actual work to allow adequate time to prepare for work commencement and report status. Projects the CMPR show must include at a least the NPS asset number; work order number, work order subtype, work order open date; project title; concept description; justification; and anticipated NEPA and Section 106 planning and compliance; status; and work order completed date. The CMPR should break down activities to be performed in sufficient detail to identify, plan, locate and track work performed.
 - (a) The Concessioner Maintenance Plan for 2025 and 2026 must be submitted in 90 days following the Contract's effective date. Concessioner Maintenance Plans for the remainder of the Contract term must be submitted by **January 1** of the preceding year.
 - (b) Concessioner Maintenance progress and completion reports are due on **January 15** after the reporting year.
- (2) *Concessioner Project Plan and Report*. The Concessioner must provide to the Service (for the Service's review and approval) a Concessioner Project Plan and Report (CPPR) that is applicable to all Concession Facilities. The CPPR must identify new construction, Major Rehabilitation and Component Renewal projects one year before the individual project begins. Projects that require planning and design before construction must be identified in the CPPR the year before planning and design begins. The CPPR's purpose is to identify the need and tentative scope of projects a complete year before the actual work to allow adequate time to prepare for project commencement and report project status. Projects the CPPR show must include at least the NPS asset number; work order number, work order open date; project title; concept description; justification; and anticipated NEPA and Section 106 planning and compliance; status; and work order completed date. Additionally, the Concessioner must report on Project activities completed and in progress from the previous year.
 - (a) The CPPR for 2025 and 2026 must be submitted within 90 days following the Contract's effective date. The CPPRs for the remainder of the Contract term must be submitted by **January 1** of the preceding year.
- (3) *Component Renewal Reserve Plans and Reports*. Besides applicable Component Renewal Reserve expenditure approval requirements stated in Exhibit F2 of the Contract, the Concessioner must give the Service with the following plans and reports:
 - (a) Multiyear Component Renewal Reserve Plan. The Concessioner must provide the Service (for review and approval) with a Multiyear Component Renewal Reserve Plan that covers all Concession Facilities. The Concessioner must deliver the plan by **January 1** to the Superintendent and must include:
 - A forecast, by year, of projects that will use Component Renewal Reserve over the Contract's remaining life.
 - The plan must provide for expenditure of all funds the Concessioner will deposit into the Component Renewal Reserve before the Contract expires.
 - (b) Component Renewal Reserve Status Reports. The Concessioner must submit a monthly report on the status of projects funded by the Component Renewal Reserve by the 15th of each month and an annual summary report by **January 15** of the following year.
- (4) *Fixture Replacement Report*. The Concessioner must provide to the Service (for the Service's review and approval) a Fixture Replacement Report (FRR) monthly by the 15th of each month of operation that documents fixture replacements that occurred in the previous month. Additionally,

the Concessioner will provide an annual fixture summary report by **January 15** for the previous year.

- (5) *Personal Property Replacement Plan and Report.* The Concessioner must provide to the Service (for the Service's review and approval) a Personal Property Plan and Report annually by **November 15**. It must document the Concessioner's schedule for Personal Property replacement, rehabilitation, and repair for the next calendar year and report on replacements and repairs completed in the previous year. The Concessioner must include the specifications, item description, estimated replacement date, estimated replacement cost, expected life of replacement property, and expected salvage value of replaced Personal Property at time of replacement.
- (6) *Hazardous Substance Inventory.* The Concessioner must provide an inventory of Hazardous Substances to the Service within 90 days following the Contract's effective date and then annually by **December 31** or a statement that it has no Hazardous Substances. The inventory must identify each substance, location, and amounts stored.
- (7) *Pesticide Use Log.* The Concessioner must submit to the Service annually by **January 15** a Pesticide Use Log which documents the Concessioner's pesticide use for the prior calendar year.
- (8) *Pesticide Use Request Form.* The Concessioner must submit to the Service annually by **December 31** (for the Service's review and approval) a pesticide request form documenting anticipated pesticide use for the next calendar year.

6) PART E - Reporting Schedule

The following chart summarizes the plan and reporting dates established throughout this Maintenance Plan.

Requirement	Schedule	Due Date
Fire Prevention Plan	Initial and Annual	Within 60 days following Contract effective date and thereafter by March 15
Fire Prevention Inspection records	Annual	March 15
Hot Work Policy	Initial	90 days after Contract effective date
Fire Protection Systems ITM Plan	Annual	January 1 for upcoming year
Fire Protection Systems Inspection records	Annual	March 15
Smoke alarm and egress/exit battery testing record	Annual	March 15
Fire Extinguisher ITM records	Annual	March 15
Fire Suppression Systems ITM records	Annual	March 15
Pest Inspection and Report	Initial	Within one year following Contract effective date
Pesticide Use Request	Initial, Annual, and as needed	Within 90 days following Contract effective date; thereafter December 31 and before use
Pesticide Use Report	Annual	January 15
Solid Waste Inventory	Annual	January 15
Concessioner Maintenance Plan and Report (CMPR)	Annual	Within 90 days of Contract effective date and thereafter by January 1
Concessioner Maintenance Progress and Completion Reports	Annual	January 15
Concessioner Project Plan and Report (CPPR)	Initial and Annual	Within 90 days of Contract effective date and annually thereafter by January 1
Multiyear Component Renewal Reserve Plan	Annual	January 1
Component Renewal Reserve Status Report - Monthly	Monthly	15 th of each month of operation
Component Renewal Reserve Status Report – Annual Summary	Annual	January 15
Fixture Replacement Report - Monthly	Monthly	15 th of each month of operation
Fixture Replacement Report-Annual Summary	Annual	January 15
Personal Property Replacement Plan and Report	Annual	November 15
Hazardous Substance Inventory	Initial and annual	90 days after Contract effective date and by December 31 annually

ATTACHMENT 1**DEFERRED MAINTENANCE**

Asset	Work Order	Description	Quantity	Unit	Type
5227	Repair and repaint exterior walls	Repair and repaint exterior. Damage was observed on site to the exterior walls which requires immediate repair. Remove and repair rotted wood, cut out defective masonry and replace with new, remove flaking paint and refinish all surfaces with paint per manufacturers recommendations.	5198	SF	CRDM
5227	Rebuild exterior concrete stairs facing lake	Rebuild concrete exterior stairs facing lake. The concrete stairs leading from the breezeway areas to the landscaping below are in a state of disrepair and the concrete is spalling and deteriorating. In their current state, the stairs present a trip risk. Carefully break out concrete staircase and dispose of materials. Prepare sub-base, compacting as necessary, form shuttering, install reinforcement and cast in place new concrete, including new bottom landing to discharge onto grassed area in front of lake.	100	SF	DM
109522	Perform structural assessment and required repairs, breezeway areas	Perform structural assessment and required repairs at breezeway areas. During out assessment, at the sprinkler riser room it was noted that concrete to the soffit (underside of the concrete staircase above) in the sprinkler room is damaged. High humidity in the roof has caused corrosion of the embedded steelwork in the concrete, spalling of the concrete, and damage. The concrete should be investigated by a structural engineer immediately and if allowed to further deteriorate the structural stability of the staircase above could be compromised. Repairs are anticipated to consist of removal of spalled concrete, treatment of corroded steelwork with a rust inhibitor, replacement of concrete, and repainting. The source of the humidity should be investigated and rectified and if necessary, ventilation installed to prevent a buildup of humidity in the room.	50	SF	DM

Asset	Work Order	Description	Quantity	Unit	Type
5227	Replace PTAC Units in guestrooms	Replace PTAC units throughout guestrooms. Based on age and condition, replacement of all PTAC units is anticipated during the study period.	18	EA	DM
109522	Repair damage to exterior CMU gable walls	Repair damage to exterior CMU gable walls. At the gable wall of lodge building three, deterioration was noted to the concrete masonry unit walls. A vinyl paint has been used which has trapped moisture in the blockwork and mortar joints which has led to spalling and deterioration to the CMU blockwork and mortar joints. The existing paint should be stripped off, damaged CMU blocks cut out and replaced, and mortar joints replaced. On completion of the works, the exposed CMU blockwork needs to be repainted with a suitable exterior-grade breathable paint. Works should be completed immediately to prevent further deterioration to the exterior walls.	1600	SF	CRDM
5227	Perform structural assessment and required repairs at lower walkway/breezeway area	Perform structural assessment and required repairs, lower walkway/breezeway area. During our assessment, evidence of movement to the retaining walls at the walkway/breezeway areas at the lower levels were observed. This should be investigated by a structural engineer and necessary repairs undertaken per any resulting report (475 SF measurement)	475	SF	CRDM
109522	Perform structural assessment and required repairs, lower walkway/breezeway area	Perform structural assessment and required repairs, lower walkway/breezeway area. During our assessment, evidence of movement to the retaining walls at the walkway/breezeway areas at the lower levels were observed. This should be investigated by a structural engineer and necessary repairs undertaken per any resulting report.	475	SF	CRDM
109521	Perform structural assessment and required repairs, lower walkway/breezeway area	Perform structural assessment and required repairs, lower walkway/breezeway area. During our assessment, evidence of movement to the retaining walls at the walkway or breezeway areas at the lower levels were observed. This should be investigated by a structural engineer and necessary	700	SF	CRDM

Asset	Work Order	Description	Quantity	Unit	Type
		repairs undertaken per any resulting report.			
109522	Repair screen doors, guest rooms	Repair damaged screens to doors in rooms 302, 307, 309, 310, & 314. Damage from impact and improper closing was observed which should be repaired to ensure the doors are secure and are in good decorative order.	5	EA	DM
5227	Replace shiplap siding below guest room windows	Replace shiplap siding. The siding below the windows at the guestroom bedrooms is rotten, warped, and deteriorated. Replace aged and damaged siding below windows. Carefully remove defective and rotten siding and replace with new material to match original appearance of removed materials. Seal, prime and paint all per manufacturers recommendations. Works to be completed simultaneously with the planned window replacement at these areas also.	900	SF	CRDM
109522	Replace shiplap siding below guest room windows	Replace damaged siding below picture windows. The siding below the windows at the guestroom bedrooms is rotten, warped, and deteriorated. Replace aged and damaged siding below windows. Carefully remove defective and rotten siding and replace with new material to match original appearance of removed materials. Seal, prime and paint all per manufacturers recommendations. Works to be completed in conjunction with the planned window replacement at these areas also.	900	SF	CRDM
10166	Perform electrical repairs in electrical room/maintenance store	Perform electrical repairs in electrical room/maintenance store. Two breakers within Panel B have lock out tag out safety tags dating from 2014. This is not appropriate use of the tag out procedure. If breaker circuits are no longer in use, they should be properly decommissioned, removed and the breaker locations blanked off within the breaker panel.	1	EA	CRDM
109521	Repair screen doors, guest rooms	Repair damaged screens to doors in rooms 204, 212, 216 and 220. Damage from impact and improper closing was observed which should be repaired to ensure the doors are secure and are in good decorative order.	4	EA	DM

Asset	Work Order	Description	Quantity	Unit	Type
10166	Repair water leaks, domestic water heater in men's changing room in basement	Repair water leaks, domestic water heater in men's changing room in basement. One water tank protected with polythene sheet and various other active leaks noted to water tanks in men's staff locker room in basement. Shut off water as necessary and repair leaks, replacing pipework, valves and fittings as necessary.	1	LF	DM
10166	Resolve trip hazard, junction of bridal suite to exterior walkway	Resolve trip hazard, junction of bridal suite to exterior walkway. Where concrete and asphalt meet, asphalt has dropped away, creating a trip hazard. The asphalt should be patch repaired in this location to create a smooth level intersection between the asphalt and the concrete stair head.	5	SF	CRDM
10166	Repair retaining wall at stair from bridal suite to exterior walkway	Repair retaining wall. Retaining wall to upper side of stairwell has moved. Ground level above should be adjusted to reduce load on wall/wall should be re designed and rebuilt to safely accommodate load of soil above.	97	SF	CRDM
5227	Repair exposed perimeter, concrete slabs at patio area	Repair exposed perimeter of concrete slabs at patio areas. Spalled and damaged concrete was observed at the edges of the patios. Remove any loose or damaged concrete, and re-cast concrete at damaged area.	250	SF	DM
109521	Repair exposed perimeter, concrete slabs at patio area	Repair exposed perimeter of concrete slabs at patio areas. Spalled and damaged concrete was observed at the edges of the patios. Remove any loose/damaged concrete, and re-cast concrete at damaged area.	250	SF	DM
109522	Repair exposed perimeter, concrete slabs at patio area	Repair exposed perimeter of concrete slabs at patio areas. Spalled and damaged concrete was observed at the edges of the patios. Remove any loose/damaged concrete, and re-cast concrete at damaged area.	250	SF	DM
10166	Replace stone flags at main entrance	Replace stone flag floor at entrance area. Carefully lift existing slabs and set aside for re use, allowing for 30% replacement with new to match existing. Prepare base and re-set slabs, old and new in pattern to make for a smooth level and accessible surface with limited gaps which must be sealed with suitable concrete/cement mix, used as grout.	450	EA	CRDM

Asset	Work Order	Description	Quantity	Unit	Type
		Clean off surface and leave ready for use.			
10166	Perform repair at insect damage, exposed timber rafters and joists at main entrance	Perform repair at insect damage, exposed timber rafters and joists at main entrance. Damage was reported to us and noted during our assessment. To avoid damage to the structural wood frame of the building, repair insect damage to expose structural framing to pitched roof porch at main entrance.	1	EA	CRDM
109522	Rebuild concrete stairs, leading to lake	Rebuild concrete stairs. The concrete stairs leading from the breezeway areas to the landscaping below are in a state of disrepair and the concrete is spalling and deteriorating. In their current state, the stairs present a trip risk. Carefully break out concrete staircase and dispose of materials. Prepare sub-base, compacting as necessary, form shuttering, install reinforcement and cast in place new concrete, including new bottom landing to discharge onto grassed area in front of lake.	46	SF	DM
10166	Repair stair from banquet room to exterior walkway to ensure even risers	Repair stair from banquet room to exterior walkway to ensure even risers. Exterior stair has uneven rise from step to step which is a trip hazard. The stairs should be refinished- re cast to have even rise and going from ground to landing.	155	SF	CRDM
65254	Refix and repair exterior lighting around campus	Refix and repair exterior lighting around campus. Bollard lights were noted in places to be loose and improperly fitting, and wood to pole lights was damaged and deteriorated. Inspect all exterior light fittings and re-secure/attach and repair as required.	46	EA	DM
109521	Extend/modify drainage lines from ice machine, breezeway vending area	Extend/modify drainage lines from ice machine at breezeway vending area. Drains from the ice machine are discharging directly at grade level on the elevation facing the lake. The draining water is causing staining to exterior paint finishes and saturating the ground at grade level. The drainage lines should be re-routed and connected into below-grade drainage runs to prevent damage to exterior wall finishes, foundations, and water ingress into the building.	1	EA	DM

Asset	Work Order	Description	Quantity	Unit	Type
109521	Repair damage to exterior CMU gable walls	Repair damage to exterior CMU gable walls. At the section where lodge buildings one and two meet, on the elevation facing onto the lake, deterioration was noted to the concrete masonry unit walls. A vinyl paint has been used which has trapped moisture in the blockwork and mortar joints which has led to spalling and deterioration to the CMU blockwork and mortar joints. The existing paint should be stripped off, damaged CMU blocks cut out and replaced, and mortar joints replaced. On completion of the works, the exposed CMU blockwork needs to be repainted with a suitable exterior-grade breathable paint. Works should be completed immediately to prevent further deterioration to the exterior walls.	2200	SF	CRDM
5227	Repair damaged siding, gable wall	Repair damaged siding, gable wall. A section of siding at the gable wall was rotten and damaged. The wall should be repaired to ensure that water ingress and damage to the building does not occur. Remove the sections of damaged wood siding, replace any damage (if required) to the underlying blockwork walls, and replace wood board and batten siding to match the existing siding. Upon installation, repaint new wood finishes to match existing gable wall finishes.	200	SF	DM
109521	Attach upstand to bottom balustrade to prevent falling, upper-level balconies	Attach minimum 4" high upstand to bottom of balustrade at upper-level balconies to prevent small child or belongings from rolling off balcony and onto person or ground below. Upon completion repaint balustrade railings and upstand complete for uniform color and weather protection.	168	LF	LMCO
10166	Repair barrier at dumpster/loading dock in side yard area	Repair barrier at dumpster/loading dock. The trash cart/loading dock barrier has been damaged. The barrier and attached metal dumpster loading dock should be properly restored to correct location and properly fixed to concrete loading dock.	20	SF	CRDM
109522	Repair and repaint exterior walls, throughout	Repair and repaint exterior, throughout. Damage was observed on site to the exterior walls which requires immediate repair. Remove and repair rotted wood,	5198	SF	CRDM

Asset	Work Order	Description	Quantity	Unit	Type
		cut out defective masonry and replace with new, remove flaking paint and re finish all surfaces with paint per manufacturers recommendations.			
5227	Attach upstand to bottom balustrade spanning all upper balconies to prevent falling, upper balconies/sun decks	Attach minimum 4" high upstand to bottom of balustrade spanning all upper balconies to prevent small child or belongings from rolling off balcony and onto person or ground below. Upon completion repaint balustrade railings and upstand complete for uniform color and weather protection.	108	LF	LMCO
109522	Attach upstand to bottom balustrade to prevent falling, upper-level balconies	Attach minimum 4" high upstand to bottom of balustrade at upper-level balconies to prevent small child or belongings from rolling off balcony and onto person or ground below. Upon completion repaint balustrade railings and upstand complete for uniform color and weather protection.	108	SF	LMCO
109522	Replace PTAC Units in guestrooms	Replace defective PTAC Units to rooms 218 and 222	2	EA	DM
10166	Repair drainage, stairway from bridal suite to exterior walkway	Repair drainage, stairway from bridal suite to exterior walkway. The floor drain at bottom of stairwell has been covered with a sheet of plastic with small holes drilled in it. At the time of inspection these were blocked. Effective drainage needs to be maintained in this location. Remove blocked and damaged drain cover and replace with new drainage cover or drainage channel which is designed for use in such locations.	97	SF	CRDM
10166	Repair suspended ceiling, offices behind reception desk and basement hallway	Repair suspended ceiling. The suspended ceiling to offices behind reception desk and basement hallway in poor condition and in need of repair/replacement.	185	SF	DM
109521	Repair ceilings, guest rooms	Repair damaged ceilings to Room 200. Damage from former leaks and/or impact damage from guest damage was observed. Remove the existing damaged plaster finishes and replace including repainting.	5	SF	DM
10166	Replace shower and bathtub controls, accessible rooms	Replace shower and bathtub controls, accessible rooms (ABA/App. IX recommendation). Bathtub and shower controls require twisting to operate.	3	EA	LMAC

Asset	Work Order	Description	Quantity	Unit	Type
		Remove fittings and replace with suitable fittings to achieve compliance.			
10166	Clean/replace diffusers and grilles at kitchen	Clean/replace diffusers and grilles at kitchen. Vent grills and return air grills in main kitchen appear corroded and dirty. Clean and repaint/replace as necessary.	3	EA	DM
5227	Repair structural concrete at soffit/staircase of sprinkler riser rooms	Repair structural concrete at soffit/staircase of sprinkler riser rooms. During out assessment, at the sprinkler riser room it was noted that concrete to the soffit (underside of the concrete staircase above) in the sprinkler room is damaged. High humidity in the roof has caused corrosion of the embedded steelwork in the concrete, spalling of the concrete, and damage. The concrete should be investigated by a structural engineer immediately and if allowed to further deteriorate the structural stability of the staircase above could be compromised. Repairs are anticipated to consist of removal of spalled concrete, treatment of corroded steelwork with a rust inhibitor, replacement of concrete, and repainting. The source of the humidity should be investigated and rectified and if necessary, ventilation installed to prevent a buildup of humidity in the room.	50	SF	DM
109521	Repair structural concrete at soffit/staircase of sprinkler riser rooms	Repair structural concrete at soffit/staircase of sprinkler riser rooms. During out assessment, at the sprinkler riser room it was noted that concrete to the soffit (underside of the concrete staircase above) in the sprinkler room is damaged. High humidity in the roof has caused corrosion of the embedded steelwork in the concrete, spalling of the concrete, and damage. The concrete should be investigated by a structural engineer immediately and if allowed to further deteriorate the structural stability of the staircase above could be compromised. Repairs are anticipated to consist of removal of spalled concrete, treatment of corroded steelwork with a rust inhibitor, replacement of concrete, and repainting. The source of the humidity should be investigated and rectified and if necessary, ventilation installed to prevent a buildup of humidity in the room.	50	SF	DM

Asset	Work Order	Description	Quantity	Unit	Type
109522	Replace shims, wood support posts to structural frame at breezeway areas	Replace shims, wood support posts to structural frame at breezeway areas. The steel shims/rot preventers under the wood support posts at the breezeway/walkway areas have corroded. Under guidance of structural engineer, carefully remove shims and replace with suitable material to provide structural support, avoid further corrosion and continue to prevent wood rot in wood structural posts.	17	EA	CRDM
5227	Replace shims, wood support posts to structural frame at breezeway areas	Replace shims, wood support posts to structural frame. The steel shims/rot preventers under the wood support posts at the breezeway/walkway areas have corroded. Under structural engineer guidance, carefully remove shims and replace with suitable material to provide structural support, avoid further corrosion and continue to prevent wood rot in wood structural posts.	17	EA	CRDM
10166	Repair drainage, basement of restaurant	Repair drainage, restaurant basement. Sanitary drain is daubed with caulk in an apparent repair. Remove defective joints and pipework and replace with correct elbow.	6	LF	DM
109521	Replace shims, wood support posts to structural frame at breezeway areas	Replace shims, wood support posts to structural frame at breezeway areas. The steel shims/rot preventers under the wood support posts at the breezeway/walkway areas have corroded. Under guidance of structural engineer, carefully remove shims and replace with suitable material to provide structural support, avoid further corrosion and continue to prevent wood rot in wood structural posts.	17	EA	CRDM
10166	Repair damaged wall board at office and maintenance store/electrical room	Repair damaged gypsum wallboard between office and maintenance store/electrical room. Damage was observed from impact and heavy usage of the area. Repair the wall to ensure that it remains functional.	3	SF	CRDM
87446	Replace signs, accessible parking bays on access road/parking route	Replace signs, accessible parking bays on access road/parking route. Current signs are not installed at a compliant height and are also approaching the end of their useful life. Remove the existing	3	EA	LMAC

Asset	Work Order	Description	Quantity	Unit	Type
		signs and replace with new, compliant signs.			
5230	Undertake various adjustments to restroom fittings, male and female bathrooms	Undertake various adjustments to restroom fittings, male and female bathrooms (ABA/App. IX recommendation). Numerous non-compliances at the bathrooms were identified which require minor adjustments/fixes. The follow works should be completed at both male and female bathrooms: reposition the soap dispensers, install pulls to each side of the accessible stalls, reposition the coat hooks, reposition the toilet paper dispensers, reposition the mirrors.	2	EA	LMAC
10166	Repair pothole adjacent to gate stay, rear yard at restaurant	Repair pothole adjacent to gate stay, rear yard at restaurant. The asphalt around gate stay in yard is forming pothole. Repair pothole in include proper sleeve for gate stay to drop into.	1	LF	DM
5227	Repair ceilings, guest rooms 102 and 107	Repair damaged ceilings to Room 102 and 107. Damage from former leaks and/or impact damage from guest damage was observed. Remove the existing damaged plaster finishes and replace including repainting.	50	SF	CRDM
10166	Repair roof drainage, flat roof above kitchen and banquet area	Repair roof drainage, flat roof above kitchen and banquet area. Roof over external doors to bridal suite does not drain correctly. Roof supports can be raised to effect proper drainage. Repair roof to ensure proper drainage.	97	SF	DM
5230	Replace non-compliant and install missing signage, exterior walls and interiors, throughout building	Replace non-compliant and install missing signage, exterior walls and interiors, throughout building (ABA/App. IX recommendation). Signage was not accessibility compliant where installed or was missing. Remove non-compliant signage and replace and install missing signage throughout the building to achieve compliance. 10 EA UOM.	10	SF	LMAC
10166	Replace grab bar in toilet attached to partition wall, accessible bedroom #319	Replace grab bar in toilet attached to partition wall, accessible bedroom #319, and install missing grab bars (ABA/App IX. recommendation). In room 319, grab bar on the side wall is only 12" long, and there are not two high/low grab bars provided. Remove existing grab bar and replace with compliant grab bar and	8	SF	LMAC

Asset	Work Order	Description	Quantity	Unit	Type
		install missing grab bars to ensure compliance. 8 EA UOM.			
10166	Repair gate latch at loading dock	Repair gate latch at loading dock. Gate latch to loading dock safety gate has broken. This could result in a run-away trolley or cart running off the loading dock. The gate should therefore be repaired to prevent an accident.	1	EA	CRDM
5228	Replace sidewall grabrail to male restroom	Replace sidewall grabrail to male restroom. The sidewall grabrail is on 36" long. Replace with compliant grabrail. 1 EA measurement.	1	SF	LMAC
10166	Repair handrail, stair from banquet area to exterior walkway	Repair handrail, stair from banquet area to exterior walkway. The handrail to stair is showing signs of age and temporary fixes. Replace the handrail with a new wood handrail on a like-for-like basis.	155	SF	CRDM
109522	Repair ceilings, guest rooms	Repair damaged ceilings to Room 309A. Damage from former leaks and/or impact damage from guest damage was observed. Remove the existing damaged plaster finishes and replace including repainting.	10	SF	DM
10166	Remove storage obstruction, basement area	Remove storage obstruction, basement area. The corridor immediately outside the rest rooms is being used for storage and is obstructing the electrical breaker boxes. Corridors are designed as a fire safe route for building occupants to use and should not therefore be used for storage and storage which blocks safe access to electrical panels in not permissible either. Therefore, the storage needs to be relocated out of the corridor and in a location that meets code requirements for access to electrical panels.	2	EA	LMCO
10166	Remove storage obstruction, basement area	Remove storage obstruction, basement area. Electrical room is being used as an office. Combustible materials are not permitted to be stored within and electrical room, furniture should therefore all be removed.	1	EA	DM
10166	Reposition toilet, common area restroom	Reposition toilet, common area restroom (ABA/App. IX recommendation). The toilet in the accessible stall is installed at 19" from the closest wall (16-18" is the permissible range). Reposition toilet to	1	EA	LMAC

Asset	Work Order	Description	Quantity	Unit	Type
		compliant distance to achieve compliance.			
109522	Repair bathtubs in guestroom bathrooms	Repair deficiencies to bathtubs, including missing stoppers and dripping faucets to rooms 308, 309A, & 316	4	EA	DM
5228	Replace sign on female restroom door, side elevation	Replace sign on female restroom door, side elevation. Women's restroom has an accessible stall, but it is not noted on the door. Remove the existing sign and replace with a compliant sign.	1	EA	LMAC
10166	Remove storage obstruction, basement area	Remove storage obstruction, basement area. Electrical room is being used for maintenance storage and as an office. Combustible materials are not permitted to be stored within and electrical room, furniture should therefore all be removed. Materials obstructing electrical equipment is not permitted by code and must therefore be removed and stored in a different location	1	EA	LMCO
109522	Replace light in sprinkler closet	Replace light in sprinkler closet. The light fitting in the sprinkler closet is loose and damaged, exposing live electrical parts that could cause a shock risk if touched. Remove the existing light fitting immediately and replace, ensuring that all live parts are concealed.	1	EA	LMCO
10166	Reposition water bottle filler, adjacent to restrooms in basement corridor of restaurant building	Reposition water bottle filler, adjacent to restrooms in basement corridor of restaurant building (ABA/App. IX recommendation). The water fountain is not a high/low design and the spout height is not compliant. Reposition the existing bottle filler so that it is at a correct height, before replacement later on in the study term.	1	EA	LMAC
5228	Adjust restroom stall door, female restrooms	Adjust restroom stall door, female restroom. Door to accessible stall is not self-closing, the coat hook is at 60" instead of 48", and the door is missing pull handles. Adjust door to achieve compliance.	1	SF	LMAC
10166	Relocate AED device, interior wall near elevator	Relocate AED device, interior wall near elevator (ABA/App. IX recommendation). There is an AED device near the elevator that projects 7" from the wall and the bottom edge is 57" AFF. Remove and relocate the AED device so that it does not project into the accessible route.	1	SF	LMAC

Asset	Work Order	Description	Quantity	Unit	Type
5228	Relocate toilet paper holders, male and female restrooms	Relocate toilet paper holders, male and female restrooms. Toilet paper holders are mounted too far in front of the water closet and at non-compliant heights which are restricting access. Relocate the existing toilet paper holders. Cost based on 1 HR of labor.	1	SF	LMAC
5228	Adjust mirror height, female restroom	Adjust mirror height, female restroom. Mirror bottom edge is higher than 40". Adjust to the correct height to ensure compliance.	6	SF	LMAC