

Schedule 4.2 - Attachment C: Building and Office Support Services

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1	Office Support Services	Photocopying and Bindery Services:	Receive materials and timelines from clients; recommend/review paper stocks, output and assembly options; prepare documents; process request; and arrange for pickup or delivery. This is done at Edmonds and Dunsmuir.							
2			Provide photocopying and bindery services using ABSBC resources. Services to include: high speed black & white copying, colour paper, card stock, various bonds & weights, single and double-sided, 8.5x11 up to 11x17 (colour and black & white), large black & white engineering copies (up to 24x36), enlarging, reducing, colour copies, colour transparencies, tabs, 3-hole punching, stitching, stapling, cerlox binding, collating, business card, ID, card and photo laminating (up to 8.5x11), cutting, padding, and assembly of report/binder materials.				ABSBC		BOS Base Services	
3			Provide photocopying and bindery services using external vendors . Services to include: high speed black & white copying, colour paper, card stock, various bonds & weights, single and double-sided, 8.5x11 up to 11x17 (colour and black & white), large black & white engineering copies (up to 24x36), enlarging, reducing, colour copies, colour transparencies, tabs, 3-hole punching, stitching, stapling, cerlox binding, collating, business card, ID, card and photo laminating (up to 8.5x11), cutting, padding, and assembly of report/binder materials.				ABSBC-SP		3rd Party Pass Through	
4			Manage external vendors and determine when circumstances are appropriate for utilizing external vendors.				ABSBC		BOS Base Services	
5			Provide materials required to complete BCH requests.				ABSBC-SP		3rd Party Pass Through	
6		Design Services	Receive project/work requisition from clients; review project and timelines; recommend/review design options and final output; design communication materials; review drafts and make changes; arrange for printing quotes (if required); select printer; package and deliver electronic files to printer; review colour proofs and blueline; and arrange for delivery. This is done at Edmonds and Dunsmuir.							
7			Provide design services using ABSBC resources. Services to include: brochures, bill inserts, table cards, CD labels, magnets, newsletters, manuals, annual report, handbooks, posters, tent cards, cards, invitations, maps, entry forms, binder covers & spines, certificates, info sheets, graphic elements/logos, tags, business cards, envelopes, letterhead, memo pads, labels, forms (any new document which is requested as a form), powerpoint slides, charts/graphs, and advertisements (includes newspaper booking and delivery).				ABSBC		BOS Base Services	
8			Provide design services using external vendors . Services to include: brochures, bill inserts, table cards, CD labels, magnets, newsletters, manuals, annual report, handbooks, posters, tent cards, cards, invitations, maps, entry forms, binder covers & spines, certificates, info sheets, graphic elements/logos, tags, business cards, envelopes, letterhead, memo pads, labels, forms (any new document which is requested as a form), powerpoint slides, charts/graphs, and advertisements (includes newspaper booking and delivery).				ABSBC-SP		BOS Base Services	

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9			Manage external vendors and determine when circumstances are appropriate for utilizing external vendors.				ABSBC		BOS Base Services	
10			Provide materials required to complete BCH requests.				ABSBC-SP		3rd Party Pass Through	
11		Graphic Services	Receive project/work requisition from clients; review project and timelines with client; recommend/ review options; ensure final product meets client approval; arrange for pickup or delivery. This is done at Edmonds and Dunsmuir.							
12			Provide graphic services using ABSBC resources. Services to include: foamcore mounting, digital colour prints, oversize prints (colour and black & white), colour overhead transparencies, store & retrieve graphic files (of client projects), scan photos, slides, transparencies, maps, drawings, CD burning, file conversion, large-scale laminating (2.5 feet wide by x), maintenance of intranet web pages (low level changes), download digital camera images, electronic photo library, digital camera rental, convert documents to pdf, and add bookmarks & links to pdfs.				ABSBC		BOS Base Services	
13			Provide graphic services using external vendors . Services to include: foamcore mounting, digital colour prints, oversize prints (colour and black & white), colour overhead transparencies, store & retrieve graphic files (of client projects), scan photos, slides, transparencies, maps, drawings, CD burning, file conversion, large-scale laminating (2.5 feet wide by x), maintenance of intranet web pages (low level changes), download digital camera images, electronic photo library, digital camera rental, convert documents to pdf, and add bookmarks & links to pdfs.				ABSBC-SP		BOS Base Services	
14			Manage external vendors and determine when circumstances are appropriate for utilizing external vendors.				ABSBC		BOS Base Services	
15			Provide materials required to complete BCH requests.				ABSBC-SP		3rd Party Pass Through	
16		Signage Services	Receive project/work requisition from clients; review project and timelines; recommend/review signage and final output options; arrange for external supplies (if needed); design signage materials; review drafts and make changes; arrange for final output and delivery. This is done at Edmonds and Dunsmuir.							
17			Provide signage services using ABSBC resources. Services to include: design & output of large colour banners & posters (up to 3 feet wide by 12 feet), design of outdoor signage (with materials ordered from sign supplier), output of vinyl lettering for placement on windows, walls & signs, and create indoor building floor signage & work station name plates.				ABSBC		BOS Base Services	
18			Provide signage services using external vendors . Services to include: design & output of large colour banners & posters (up to 3 feet wide by 12 feet), design of outdoor signage (with materials ordered from sign supplier), output of vinyl lettering for placement on windows, walls & signs, and create indoor building floor signage & work station name plates.				ABSBC-SP		BOS Base Services	
19			Manage external vendors and determine when circumstances are appropriate for utilizing external vendors.				ABSBC		BOS Base Services	
20			Provide materials required to complete BCH requests.				ABSBC-SP		3rd Party Pass Through	
21		Other Services	Provide miscellaneous services. This is done at Edmonds and Dunsmuir.							
22			Provide mail sorting and delivery for Dunsmuir BC Hydro occupants			LOB Corp	ABSBC		BOS Base Services	
23			Administer province-wide Telus white pages listings.		LOB Corp	LOB Corp	ABSBC Corp		BOS Base Services	

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24			Assign stationary and form numbers to BC Hydro publications that are given to ABSBC.			LOB Corp	ABSBC		BOS Base Services	
25		Office Equipment Consulting	Provide consulting and coordination services on office equipment (cell phones, fax machines, copiers, printers etc...)							
26			Conduct spot check on copiers, faxes and cell phones				ABSBC		BOS Base Services	
27			Maintain asset inventory database on copiers, faxes and cell phones				ABSBC		BOS Base Services	
28			Negotiate & Administrate rates for cell phones				ABSBC		BOS Base Services	
29			Co-ordinate redeployment opportunities for office equipment as required		LOB		ABSBC		BOS Base Services	
30	Tenant Services	Tempworks - Temporary support	Provide support for temporary vacancies, workload increases, special projects, scheduled and unscheduled vacancies - (All lower mainland)							
31			Provide temporary support using ABSBC resources where appropriate. Temporary support for: administrative assistant positions, receptionist positions, data entry & clerical positions, computer database design, event planning, internet research, legal documents preparation, marketing program development, web page design, business and promotional writing & editing, wordprocessing, and creation/editing of enterprise forms.				ABSBC		Tempworks Discretionary Bucket	
32			Provide temporary support using <u>external vendors</u> where appropriate. Temporary support for: administrative assistant positions, receptionist positions, data entry & clerical positions, computer database design, event planning, internet research, legal documents preparation, marketing program development, web page design, business and promotional writing & editing, wordprocessing, and creation/editing of enterprise forms.				ABSBC-SP		3rd Party Pass Through	
33			Manage external vendors and determine when circumstances are appropriate for selecting and deploying either ABSBC or external resources.				ABSBC		BOS Base Services	
34			Customer to define the requirements (musts and wants) of the temporary position to be filled by Tempworks.		ABSBC		LOB		BOS Base Services	
35			Respond to customer requests for temporary support by identifying and scheduling qualified employees to fill assignments; coordinating meeting with customer and employee; scheduling employee for specific training.			LOB Corp ABSBC	ABSBC		BOS Base Services	
36			Manage recruitment and selection activities in order to maintain M&P and OPEIU staff levels to meet client demand.			ABSBC	ABSBC		BOS Base Services	
37			Specialized recruitment activities for specific customer requirements; arrange interview with customer for specific recruitment needs. This is done on request.			LOB Corp ABSBC	ABSBC		BOS Base Services	
38			Prepare material for the recruitment process				ABSBC		BOS Base Services	
39			Prepare advertisement and post on web			LOB Corp ABSBC	ABSBC		BOS Base Services	
40			Develop interview questions				ABSBC Corp LOB		BOS Base Services	
41			Receive resumes, paperscreen and conduct phone screens.				ABSBC		BOS Base Services	
42			Interview candidates and shortlist.				ABSBC		BOS Base Services	
43			Conduct a minimum of 2 references on each shortlisted candidate.				ABSBC		BOS Base Services	
44			Arrange Skills testing evaluation appointment.				ABSBC		BOS Base Services	
45			Write candidate interview assessment summary.				ABSBC		BOS Base Services	
46			Conduct a TEMPWORKS Orientation Session and provide a TEMPWORKS User Guide for all new employees				ABSBC		BOS Base Services	

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47			Provide all new employees with an overview of wordprocessing, email and scheduling tools currently used by BCH.				ABSBC		BOS Base Services	
48			Provide timesheets to customers on a regular basis for approval.			Corp	ABSBC		BOS Base Services	
49			Manage customer billing			LOB Corp ABSBC	ABSBC		BOS Base Services	
50			Confirm compliance with BC Hydro policies (ie. OSH) . Communicate to employees and assignment departments		LOB Corp ABSBC		ABSBC		BOS Base Services	
51			Performance management and objective setting for ABSBC temps.		LOB Corp ABSBC		ABSBC		BOS Base Services	
52			Assist the employees in identifying training and development needs		LOB Corp	LOB	ABSBC		BOS Base Services	
53			Solicit performance feedback from assignment managers		LOB Corp	LOB Corp	ABSBC		BOS Base Services	
54			Solicit assignment feedback from TEMPWORKS employees				ABSBC		BOS Base Services	
55			Conduct performance appraisal meetings with Tempworks staff.				ABSBC		BOS Base Services	
56			Establish training & development requirements and approve training courses and costs for each employee in regards to: wordprocessing, Excel spreadsheets, email, scheduling, and basic Peoplesoft.				ABSBC		BOS Base Services	
57			Establish training & development requirements and approve training courses and costs for each employee in regards to: job-specific training.				LOB		N/A	
58			Notify customer if ABSBC temps are required to attend ABSBC internal meetings.				ABSBC		BOS Base Services	
59		Cafeteria Services	Provide Cafeteria/ Catering Services for Edmonds, Dunsmuir and other BCH downtown offices							
60			Manage cafeteria & catering vendor.				ABSBC		BOS Base Services	
61			Provide cafeteria & catering services out of the Dunsmuir and Edmonds locations (vendor directly collects food sales revenues from cafeteria and catering users).				ABSBC-SP		N/A	
62			Set menu pricing in accordance with current market rates in comparable facilities. Substantiate these rates to BCH on a quarterly basis.				ABSBC-SP		N/A	
63			Liaise with BCH Employee Cafeteria Advisory Committee.		ABSBC Corp		ABSBC-SP		BOS Base Services	
64			Provide ongoing communication to customers.		Corp		ABSBC-SP		BOS Base Services	
65			Provide janitorial services to the cafeteria.				ABSBC-SP		3rd Party Pass Through	
66			Provide utilities to the cafeteria.				Corp		N/A	
67			Bill catering charges using a consolidated billing procedure.				ABSBC-SP		N/A	
68			Develop requirements for BC Hydro initiatives, e.g., Health & Wellness menus, recycling organics initiative, etc.		ABSBC-SP		Corp		N/A	
69			Negotiate fee to deliver new BC Hydro initiatives.		ABSBC-SP		ABSBC Corp		BOS Base Services	
70			Negotiate rental fee payable to BC Hydro from cafeteria vendor.		ABSBC-SP		ABSBC Corp		BOS Base Services	
71			Negotiate vendor obligation on equipment repair & maintenance funding (with remainder to be funded by BC Hydro).		ABSBC-SP		ABSBC Corp		BOS Base Services	
72			Negotiate vendor obligation on capital funding (with remainder to be funded by BC Hydro).		ABSBC-SP		ABSBC Corp		BOS Base Services	
73			Review and make recommendations to BC Hydro for asset repair or replacement, for items beyond the agreed upon funding obligation of the vendor (this step does not include the funding for such recommendations).	Corp			ABSBC-SP		N/A	
74			Fund capital renovations, equipment replacement, or equipment repair & maintenance for items beyond the agreed upon funding obligation of the cafeteria vendor.				Corp		N/A	
75			Develop and maintain an operations plan (e.g., hours of operation, menu/catering choices, communications).	Corp			ABSBC-SP		N/A	

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76			Review operations plan with BC Hydro Cafeteria Committee on a quarterly basis.		ABSBC		ABSBC-SP		BOS Base Services	
77			Negotiate cafeteria performance measurement standards.				ABSBC Corp		BOS Base Services	
78			Monitor cafeteria performance measurement standards.				ABSBC		BOS Base Services	
79			Conduct quarterly reviews with BC Hydro for: pricing, revenue, repairs & maintenance, and service issues.		ABSBC-SP		ABSBC		BOS Base Services	
80			Maintain compliance with BC Hydro's safety and environmental standards.			Corp	ABSBC-SP		N/A	
81			Work with service provider to facilitate service improvements.		Corp		ABSBC		BOS Base Services	
82			Manage facility improvements/renovations.		ABSBC		Corp		BOS Base Services	
83			Deposit vendor rent payments issued to BC Hydro.				ABSBC		BOS Base Services	
84			Respond to cafeteria & catering issues raised by customers.		ABSBC		ABSBC-SP		BOS Base Services	
85		Printing & Office Supplies	Manage vendor contract for printing, envelope, reprographic (for Lower Mainland offices), fine paper, and office supplies.							
86			Consult with and advise BCH contract owner on financial arrangement with vendor, operational model for receipt of service, contractual arrangement with vendor, vendor reporting, and BCH governance model for service consumption.				ABSBC		BOS Base Services	
87			Provide guidance to a new vendor transitioning into a service delivery role to BCH (i.e. BCH end-user service expectations, logistical information related to service delivery).				ABSBC		BOS Base Services	
88			Respond to queries regarding either vendor provided services, or the BCH-vendor arrangement, in a timely manner.				ABSBC		BOS Base Services	
89			Provide printing services, envelope, reprographic (for Lower Mainland offices), fine paper, and office supplies.				SP		N/A	
90			Manage printing, envelope, reprographic, fine paper, and office supply vendors.				ABSBC		BOS Base Services	
91			Develop detailed specifications			ABSBC Corp LOB	ABSBC		BOS Base Services	
92			Evaluate proposals				ABSBC		BOS Base Services	
93			Recommend award to Purchasing				ABSBC		BOS Base Services	
94			Seek approval for award from Senior Management	Corp			ABSBC Corp		BOS Base Services	
95			Communicate details of new contract to customers		ABSBC		Corp		BOS Base Services	
96			Establish performance measurement standards with service provider				ABSBC		BOS Base Services	
97			Monitor performance measurement standards				ABSBC		BOS Base Services	
98			Conduct annual contract reviews.				ABSBC		BOS Base Services	
99			Work with service provider to provide continuous service improvements		LOB / Corp / ABSBC		ABSBC		BOS Base Services	
100			Communicate details of any changes or upgrades to service levels		ABSBC		Corp		BOS Base Services	
101			Negotiate price changes.	LOB Corp ABSBC			ABSBC		BOS Base Services	
102			Respond to customers' issues				ABSBC / SP		BOS Base Services	
103			Provide general contract liaison between BC Hydro and service provider.				ABSBC		BOS Base Services	
104			Terminate contract with vendor if appropriate.	ABSBC Corp LOB			ABSBC	ABSBC	BOS Base Services	
105		Travel Services	Manage vendor contract for travel services to BC Hydro.							
106			Consult with and advise BCH contract owner on financial arrangement with vendor, operational model for receipt of service, contractual arrangement with vendor, vendor reporting, and BCH governance model for service consumption.				ABSBC		BOS Base Services	

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107			Provide guidance to a new vendor transitioning into a service delivery role to BCH (i.e. BCH end-user service expectations, logistical information related to service delivery).				ABSBC		BOS Base Services	
108			Respond to queries regarding either vendor provided services, or the BCH-vendor arrangement, in a timely manner.				ABSBC		BOS Base Services	
109			Provide travel services.				SP		N/A	
110			Manage travel service vendor.				ABSBC		BOS Base Services	
111			Develop detailed specifications		Corp	LOB Corp	ABSBC		BOS Base Services	
112			Evaluate proposals				ABSBC Corp LOB		BOS Base Services	
113			Recommend award to Purchasing			LOB Corp	ABSBC		BOS Base Services	
114			Seek approval for award from Senior Management	Corp			ABSBC Corp		BOS Base Services	
115			Communicate details of new contract to customers		ABSBC	LOB Corp	Corp		BOS Base Services	
116			Establish performance measurement standards with contractor			LOB Corp	ABSBC		BOS Base Services	
117			Monitor performance measurement standards			LOB Corp	ABSBC		BOS Base Services	
118			Conduct quarterly and annual contract reviews				ABSBC		BOS Base Services	
119			Work with service provider to provide continuous service improvements.				ABSBC		BOS Base Services	
120			Negotiate price changes.				ABSBC		BOS Base Services	
121			Liaise with Employee Travel Committee and service provider.				ABSBC		BOS Base Services	
122			Respond to customers' comments and concerns				ABSBC		BOS Base Services	
123			Provide general contract liaison between BC Hydro and service provider.				ABSBC		BOS Base Services	
124			Terminate contract with vendor if appropriate.	ABSBC Corp LOB			ABSBC	ABSBC	BOS Base Services	
125	Records & Mailing Svcs	Microfilm Record Storage & Retrieval	Manage microfilm records							
126			Define requirements for off-site storage			LOB	ABSBC		BOS Base Services	
127			Receive material from user groups for microfilming.				ABSBC		BOS Base Services	
128			Arrange for material to be microfilmed.				ABSBC		BOS Base Services	
129			Put material onto microfilm media.				ABSBC-SP		BOS Base Services	
130			Maintain off-site microfilm storage for every drawing				ABSBC		BOS Base Services	
131			Receive completed microfilm copies from supplier for distribution back to user and for filing.				ABSBC		BOS Base Services	
132			Arrange for duplication of stored microfilm at users request.			LOB	ABSBC		BOS Base Services	
133			Prepare hard copy reproductions of microfilmed documents.				ABSBC		BOS Base Services	
134			Approve payment documents (invoices).				ABSBC		BOS Base Services	
135			Prepare ABSBC documents for billing services back to user groups.				ABSBC		BOS Base Services	
136		Hard Copy Record Storage & Retrieval	Provide offsite hard copy records services							
137			Consult with and advise BCH contract owner on financial arrangement with vendor, operational model for receipt of service, contractual arrangement with vendor, vendor reporting, and BCH governance model for service consumption.				ABSBC		BOS Base Services	
138			Provide guidance to a new vendor transitioning into a service delivery role to BCH (i.e. BCH end-user service expectations, logistical information related to service delivery).				ABSBC		BOS Base Services	
139			Respond to queries regarding either vendor provided services, or the BCH-vendor arrangement, in a timely manner.				ABSBC		BOS Base Services	
140			Negotiate price changes.				ABSBC		BOS Base Services	
141			Seek approval for award from Senior Management.	CORP			ABSBC CORP		BOS Base Services	
142			Communicate details of new contract to customers.		ABSBC		CORP		BOS Base Services	
143			Communicate details of any changes or upgrades to service levels.		ABSBC		CORP		BOS Base Services	

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144			Provide general contract liaison between BC Hydro and service provider.				ABSBC		BOS Base Services	
145			Monitor performance measurement standards				ABSBC		BOS Base Services	
146			Conduct annual contract reviews.				ABSBC		BOS Base Services	
147			Work with service provider to provide continuous service improvements		LOB CORP ABSBC		ABSBC		BOS Base Services	
148			Terminate contract with vendor if appropriate.	ABSBC Corp LOB			ABSBC	ABSBC	BOS Base Services	
149			Establish performance measurement standards with service provider				ABSBC		BOS Base Services	
150			Respond to customers' issues				ABSBC SP		BOS Base Services	
151			Coordinate storage/retrieval services between supplier and BCH user groups.				ABSBC LOB		BOS Base Services	
152			Receive material from user groups for offsite storage.				ABSBC LOB		BOS Base Services	
153			Arrange for pick-up of material from user groups for delivery to offsite storage facilities.				ABSBC LOB		BOS Base Services	
154			Store BC Hydro material (excluding BCH AP and/or Purchasing records).				SP		N/A	
155			Arrange for retrieval and delivery of material from offsite storage at request of user.				ABSBC LOB		BOS Base Services	
156			Assist users with record searches of archived material as/when required.				ABSBC LOB		BOS Base Services	
157			Assist users in coordinating record transfers from originating offices to offsite storage.				ABSBC LOB		BOS Base Services	
158			Maintain user side documentation.				ABSBC LOB		BOS Base Services	
159			Maintain vendor side documentation.				SP		N/A	
160			Coordinate annual records review with user groups to confirm scheduled destruction of records located in offsite storage.				ABSBC LOB		BOS Base Services	
161			Work with BCH corporate to initiate special requests (such as performing record searches as requested under the Freedom of Information act).		Corp	Corp	ABSBC		BOS Base Services	
162			Respond to special requests (such as performing record searches as requested under the Freedom of Information act).				SP		N/A	
163			Work with offsite storage supplier during contract term to enhance service levels to BCH user groups.				ABSBC LOB		BOS Base Services	
164			Arrange for access to offsite storage facilities and records for BCH personnel as required.				ABSBC		BOS Base Services	
165			Coordinate billing activities with user groups and accounts payable.				ABSBC		BOS Base Services	
166			Provide advice to user groups on storage services available.				ABSBC		BOS Base Services	
167			Receive material and arrange for destruction of confidential material.				ABSBC		BOS Base Services	
168			Destroy confidential material.				ABSBC- SP		3rd Party Pass Through	
169	General Mail Services		Provide General Mail Services - Internal / External							
170			Receive/sort and distribute inbound company mail/light cartage from all BC Hydro offices and locations served by the internal OCS mail system.				ABSBC LOB		BOS Base Services	
171			Receive/sort and distribute inbound Canada Post mail addressed to BC Hydro.				ABSBC LOB		BOS Base Services	
172			Prepare packages for shipping through OCS/Canada Post mail systems.				ABSBC LOB		BOS Base Services	
173			Prepare materials for mailing through Canada Post as requested by user groups.				ABSBC		BOS Base Services	
174			Apply postage and Canada Post documentation to outbound mail pieces as required by Canada Post regulations, for materials processed by ABSBC at the Edmonds mailroom.				ABSBC		BOS Base Services	
175			Provide postage.				ABSBC- SP		3rd Party Pass Through	
176			Advise user groups on Canada Post standards related to outgoing mailings.				ABSBC		BOS Base Services	

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177			Confirm Canada Post standards (i.e., correct postage and appropriate packaging & envelopes) are adhered to by user groups.				ABSBC		BOS Base Services	
178			Create/maintain addressing files for user groups.				ABSBC		BOS Base Services	
179			Apply addresses (labels or direct laser print) to outgoing mail items.				ABSBC		BOS Base Services	
180			Fold/collate/insert mail items into envelopes for mailing.				ABSBC		BOS Base Services	
181			Arrange equipment servicing as required for mailing equipment.				ABSBC		BOS Base Services	
182			Arrange service agreements for equipment as required				ABSBC		BOS Base Services	
183			Provide internal mail delivery services for Edmonds campus.				ABSBC		BOS Base Services	
184			Provide price estimate to BC Hydro users if requested to perform enhanced mail delivery. Performance of enhanced mail delivery is not included in BOS Base Services.				ABSBC		BOS Base Services	
185			Monitor and adjust mail delivery routes and services to ensure schedules between local and provincial carriers are met.				ABSBC		BOS Base Services	
186			Provide users with detailed information on services available to their local areas of operation.				ABSBC		BOS Base Services	
187			Act as liaison between Hydro users and service providers				ABSBC		BOS Base Services	
188			Prepare payment documents and reconciliation documents related to postage expenditures				ABSBC		BOS Base Services	
189		Mail Preparation	Customer bill post processing (i.e. folding, inserting into envelopes...)							
190			Receive printed customer bills for machine and /or manual processing and preparation according to Canada Post standards.				ABSBC		BOS Base Services	
191			Advise and coordinate with user groups on the standards related to printing and preparation of advertising material mailed with customer bills. (Referred to as bill stuffers and/or bill inserts).				ABSBC		BOS Base Services	
192			Coordinate deliveries and quantities of envelopes and bill inserts with billing cycles.				ABSBC		BOS Base Services	
193			Confirm all customer bills received meet merchantable and print standards in accordance with Canada Post regulations in order to receive lowest postal rates available through Canada Post.				ABSBC		BOS Base Services	
194			Arrange delivery service between BC Hydro Edmonds mail processing centre and Canada post distribution centre that meet Canada Post provincial delivery schedules.				ABSBC		BOS Base Services	
195			Arrange emergency repair services to processing equipment when required.				ABSBC		BOS Base Services	
196			Prepare payment documents and reconciliation documents related to postage expenditures.				ABSBC		BOS Base Services	
197		Corporate building parking facilities	Administration of Corporate building parking facilities for Edmonds and Dunsmuir Only.							
198			Administer parking policies related to BC Hydro Company paid and executive parking.				ABSBC		BOS Base Services	
199			Arrange for new/ replacement parking access cards and permits as requested by users.				ABSBC		BOS Base Services	
200			Work with executive staff in arranging parking stall assignment and signage requirements.	Corp			ABSBC		BOS Base Services	
201			Order and arrange for appropriate individual and corporate parking stall and lot signage.				ABSBC		BOS Base Services	
202			Coordinate after hours and weekend access to parking facilities with parking lot contractor.				ABSBC		BOS Base Services	
203			Receive and deposit monthly revenue cheques issued by parking lot contractor.				ABSBC		BOS Base Services	

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204			Arrange for cleaning/sweeping of parking facilities on an as required basis.				ABSBC		BOS Base Services	
205			Respond to issues/concerns/questions brought forward by employees and public related to parking lot operations.				ABSBC		BOS Base Services	
206			Maintain associated records and financial documentation with parking lot operations.				ABSBC		BOS Base Services	
207			Advise users of existing policies and practices related to paid parking entitlements.				ABSBC		BOS Base Services	
208			Report misuse of company paid parking privilege to appropriate management level for corrective action.				ABSBC		BOS Base Services	
209			Prepare appropriate staff communications when changes in parking procedures are implemented.				ABSBC LOB		BOS Base Services	
210	Security Svcs	Investigative Services (non-energy diversion)	Provide investigative services							
211			Conduct and provide assistance to BCH managers regarding internal investigations (not including electricity theft).		LOB / Corp	Corp Policy / LOB	ABSBC		Security & Diversion Discretionary	
212			Perform external investigations using ABSBC labour, where BC Hydro is victim such as thefts, break-ins, fraud, etc.		LOB		ABSBC		Security & Diversion Discretionary	
213			Perform external investigations using external security resources.				BCH-SP		N/A	
214			Investigations - crime site visits				ABSBC		Security & Diversion Discretionary	
215			research on crime trends/previous events				ABSBC		Security & Diversion Discretionary	
216			Interview BCH suspects (e.g., individuals who are BCH employees).				BCH		N/A	
217			Interview non-BCH suspects.				ABSBC		Security & Diversion Discretionary	
218			Prepare appropriate documentation outlining case facts and particulars for the police.				ABSBC		Security & Diversion Discretionary	
219			Liaison with law enforcement agencies.				ABSBC		Security & Diversion Discretionary	
220			Talking to victims to obtain details of crime				ABSBC		Security & Diversion Discretionary	
221			Write incident reports / impact statements				ABSBC		Security & Diversion Discretionary	
222			Represent BC Hydro in court (civil and criminal)				ABSBC		Security & Diversion Discretionary	
223			liaison with crown counsel on court cases.				ABSBC		Security & Diversion Discretionary	
224			Contact court registry for information concerning court cases re: BCH.				ABSBC		Security & Diversion Discretionary	
225			Process court documents.		LOB		ABSBC		Security & Diversion Discretionary	
226			Attend pre-trial interviews with crown counsel.				ABSBC		Security & Diversion Discretionary	
227			Provide police with information as a result of search warrants		LOB ABSBC		ABSBC		Security & Diversion Discretionary	
228			Provide diversion training to law enforcement agencies.				ABSBC		Security & Diversion Discretionary	
229			Perform invoicing for energy diversions.				ABSBC		Security & Diversion Discretionary	
230			deal with collection agency on revenue collection diversion cases				ABSBC		Security & Diversion Discretionary	
231		Consulting Services	Consulting Services							
232			Use ABSBC resources to provide consulting services to BCH managers regarding security on: compound security, building security, and people security.		ENG	LOB Corp	ABSBC		Security & Diversion Discretionary	
233			Use external resources to provide consulting services to BCH managers regarding security on: compound security, building security, and people security.				BCH-SP		N/A	
234			Perform threat risk assessments and security audits using ABSBC resources.				LOB Corp	ABSBC	Security & Diversion Discretionary	
235			Perform threat risk assessments and security audits using external vendors to supplement ABSBC resources.				BCH-SP		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
236			Recommend to BCH when external vendors are required to supplement ABSBC resources in the performance of threat risk assessments and security audits.				ABSBC		Security & Diversion Discretionary	
237			Advise BCH managers regarding workplace violence and perform investigations where required.			LOB Corp	ABSBC		Security & Diversion Discretionary	
238			Assess new security systems for practical application.		ENG FS		ABSBC		Security & Diversion Discretionary	
239			Attend trade shows and security product demonstrations as required.				ABSBC		Security & Diversion Discretionary	
240		Patrol Services	Patrol Services-							
241			Provide mobile security patrols in LM area of substations and generating stations, including internal and external patrols (per listed sites).			LOB	ABSBC-SP		3rd Party Pass Through	
242			Provide details to police on crime scenes at Hydro locations.		LOB		ABSBC-SP		3rd Party Pass Through	
243			Assist police at crime scenes on Hydro property.		LOB		ABSBC-SP		3rd Party Pass Through	
244			Identify security issues at sites and notify appropriate managers.				ABSBC		Security & Diversion Discretionary	
245			carry out temporary repairs after hours of fences etc				ABSBC-SP LOB		3rd Party Pass Through	
246			Supervise and provide instruction to contracted guards at site.		LOB		ABSBC		Security & Diversion Discretionary	
247			Relay problems to Lower Mainland Control.				ABSBC-SP		3rd Party Pass Through	
248			review security guard patrol sheets/alarm reports and take appropriate actions - advise managers etc.				ABSBC		Security & Diversion Discretionary	
249			answer security alarms at substations (LM area only)				ABSBC-SP		3rd Party Pass Through	
250			provide detailed incident reports				ABSBC-SP		3rd Party Pass Through	
251		Policy and Procedures	Policy and Procedures-							
252			Develop strategy for corporate security - policies / committees / infrastructure		ABSBC		Corp		Security & Diversion Discretionary	
253			Serve on various committees representing corporation - EEI Security Committee, CIP Program, Employee Background Checks etc.				ABSBC Corp		Security & Diversion Discretionary	
254			provide employee identification cards for corporation.		LOB		ABSBC-SP		3rd Party Pass Through	
255			maintain key data base for LM electrical system integrity keys		LOB	LOB	ABSBC		Security & Diversion Discretionary	
256			distribute LM electrical system integrity keys to Managers and others				ABSBC		Security & Diversion Discretionary	
257			Provide security database for corporate reporting purposes			LOB / Corp	ABSBC		Security & Diversion Discretionary	
258			Develop/coordinate and implement Corporate Physical Security Standards.		ABSBC LOB		Corp		Security & Diversion Discretionary	
259			Deliver presentations to BCH staff on responding to bomb threats.				ABSBC		Security & Diversion Discretionary	
260			Provide liaison between FOI and police		Corp / LOB		ABSBC		Security & Diversion Discretionary	
261		Security Services	Provide Security Services							
262			Manage Security Guard Contract in LM area.			LOB	LOB ABSBC-SP		3rd Party Pass Through	
263			Manage alarm monitoring contract in LM for non corporate office (CBU, NIA)				ABSBC		Security & Diversion Discretionary	
264			Manage alarm response contract in LM for non corporate offices.				LOB		N/A	
265			Maintain statistical data for diversion program and other related security information				ABSBC		Security & Diversion Discretionary	
266			Coordinate additional security resources as required.				ABSBC		Security & Diversion Discretionary	
267	Building Svcs	Facility Management	Provide facility management for field offices, warehouses, and yards managed by ABSBC. See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
268			Manage external vendors who provide facility services to field offices, warehouses, and yards managed by ABSBC.				ABSBC		BOS Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
269			Janitorial, and cleaning supplies				ABSBC-SP		3rd Party Pass Through	
270			Warehouse cleaning, (will be lower or non-existent in some buildings compared to office component)			LOB	ABSBC-SP LOB		3rd Party Pass Through	
271			roof maintenance				ABSBC-SP		3rd Party Pass Through	
272			overhead door repairs and maintenance				ABSBC-SP		3rd Party Pass Through	
273			Perform overhead door motor repair and maintenance (if existing).				ABSBC-SP		3rd Party Pass Through	
274			Maintenance of fire equipment and life safety equipment.				ABSBC-SP		3rd Party Pass Through	
275			Perform snow/ice removal.				ABSBC-SP		3rd Party Pass Through	
276			plumbing repairs				ABSBC-SP		3rd Party Pass Through	
277			Perform maintenance and testing of emergency generators and attached systems.		LOB		ABSBC-SP		3rd Party Pass Through	
278			landscaping				ABSBC-SP		3rd Party Pass Through	
279			Repair and maintenance of irrigation systems.				ABSBC-SP		3rd Party Pass Through	
280			Perform office waste removal.				ABSBC-SP		3rd Party Pass Through	
281			Perform yard waste removal (excluding operational waste).				ABSBC-SP		3rd Party Pass Through	
282			Repair and maintenance of security systems equipment (does not include key and card management).				ABSBC-SP		3rd Party Pass Through	
283			Security systems equipment key and card management /administration				LOB		N/A	
284			window and door maintenance				ABSBC-SP		3rd Party Pass Through	
285			Repair and maintain office air conditioning and warehouse space heating.				ABSBC-SP		3rd Party Pass Through	
286			Repair and maintain direct digital controls.				ABSBC-SP		3rd Party Pass Through	
287			window cleaning				ABSBC-SP		3rd Party Pass Through	
288			Repair and maintain electrical and lighting (interior and exterior).				ABSBC-SP		3rd Party Pass Through	
289			carpet care and flooring maintenance				ABSBC-SP		3rd Party Pass Through	
290			interior painting, drywall repair				ABSBC-SP		3rd Party Pass Through	
291			fence and gate maintenance				ABSBC-SP		3rd Party Pass Through	
292			Perform pest control.		LOB		ABSBC-SP		3rd Party Pass Through	
293			sumps, oil separators and drainage maintenance		LOB		ABSBC-SP LOB		3rd Party Pass Through	
294			Repair and maintenance of roofing and flashing.				ABSBC-SP		3rd Party Pass Through	
295			Repair and maintenance of exterior cladding.				ABSBC-SP		3rd Party Pass Through	
296			Provide hot water for office and warehouse use.				ABSBC-SP		3rd Party Pass Through	
297			Provide repair and maintenance for elevators and lifting devices (does not include hoists and cranes used by BCH operators).				ABSBC-SP		3rd Party Pass Through	
298			Perform repair and maintenance, upgrade, and replacement of basic building signage (e.g., exit, washroom, parking, directional, non-branded, etc.).				ABSBC-SP		3rd Party Pass Through	
299			Perform repair and maintenance, upgrade, and replacement of departmental and/or tenant-related signage (e.g., banners, posters, workstation name tags, etc.).				LOB		N/A	
300			Perform repair and maintenance, and replacement (like-for-like only) of existing BCH primary building signage. Primary signage refers to external, large-scale, branded signage used to identify BCH's commercial presence in the facility.				ABSBC-SP		3rd Party Pass Through	
301			Perform upgrade, improvement or rebranding of BCH primary building signage.				Corp		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
302			Fund the acquisition and installation of new BCH primary building signage. "New" is defined as "new" signage that is neither an upgrade or replacement of existing signage.				Corp		N/A	
303			yard sweeping				ABSBC-SP		3rd Party Pass Through	
304			yard surface maintenance				ABSBC-SP		3rd Party Pass Through	
305			Maintain/clean existing first aid rooms (not including the provision of supplies, attendants or earthquake kits).				ABSBC-SP		3rd Party Pass Through	
306			Provide and maintain supplies for First Aid rooms.				LOB		N/A	
307			Perform emergency building evaluation resulting from a major event (i.e. fire). Assistance provided by ABSBC resources.		ABSBC		LOB		BOS Base Services	
308			Perform emergency building evaluation resulting from a major event (i.e. fire). Assistance provided by <u>3rd party</u> resources.		ABSBC-SP		LOB		3rd Party Pass Through	
309			Perform repair and maintenance of telephone switches (to include up to \$50k of annual expenditures for all switches).				ABSBC-SP		3rd Party Pass Through	
310			Fund repair and maintenance of telephone switches in excess of the \$50k threshold.				LOB		N/A	
311			Provision of Help Desk Services for Building Issues				ABSBC-SP		3rd Party Pass Through	
312			Provide physical access to 3rd party trades-workers who are required to perform work in the building or on the premises.		LOB		ABSBC-SP LOB		3rd Party Pass Through	
313			Building Safety Inspections, Yard Inspections				ABSBC-SP LOB		3rd Party Pass Through	
314	Environmental Services		Provide environmental services for field offices, warehouses, and yards managed by ABSBC. See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
315			Manage external vendors who provide environmental services to field offices, warehouses, and yards managed by ABSBC.				ABSBC		BOS Base Services	
316			Perform cleaning of sumps and drains, as well as disposal in an environmentally acceptable manner.				ABSBC-SP		3rd Party Pass Through	
317			occupants responsible for their material storage and safekeeping, (I.e.. Oil spill kits)				LOB		N/A	
318			create and maintain records for compliance and audit	CORP	LOB		ABSBC-SP LOB		3rd Party Pass Through	
319	Asset Management		Building Asset Management - I.e. - Structural Management (owner issues) - (This includes Field Offices) See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
320			Manage building maintenance vendor.				ABSBC		BOS Base Services	
321			Perform project management related to the repair & maintenance of structural components of the building (major and capital items), for building renovations, as well as for repairs resulting from accidents.				ABSBC-SP		N/A	
322			Provide materials/equipment related to the repair & maintenance of structural components of the building (major and capital items), for building renovations, as well as for repairs resulting from accidents.				ABSBC-SP		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
323			Provide external vendors (in addition to those provided by the building maintenance vendor) related to the repair & maintenance of structural components of the building (major and capital items), for building renovations, as well as for repairs resulting from accidents.				ABSBC-SP		N/A	
324			Perform review and provide recommendations to BCH on asset repair and disposal.	Corp LOB		LOB	ABSBC-SP		3rd Party Pass Through	
325	Facilities Svcs	HVAC AND MECHANICAL	Provide HVAC and Mechanical Services for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
326			Manage external vendors providing HVAC and mechanical services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
327			Manage, maintain and repair plumbing and mechanical systems.				ABSBC-SP		3rd Party Pass Through	
328			Manages/ maintains/repairs water system				ABSBC-SP		3rd Party Pass Through	
329		GENERAL MAINTENANCE	Provide general maintenance services for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
330			Manage external vendors providing general maintenance services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
331			Manage / Maintain / repair lighting				ABSBC-SP		3rd Party Pass Through	
332			Manage, maintain, repair and clean windows.				ABSBC-SP		3rd Party Pass Through	
333			Maintain / repair common areas (includes coffee areas / common meeting rooms)				ABSBC-SP		3rd Party Pass Through	
334			Manage / administer / repair electrical systems				ABSBC-SP		3rd Party Pass Through	
335			Coordinates maintenance / repair of Parkades				ABSBC-SP		3rd Party Pass Through	
336			Maintain / repair mail conveyer				ABSBC-SP		3rd Party Pass Through	
337			Manage, maintain and repair drop stage (for window washing).				ABSBC-SP		3rd Party Pass Through	
338		LIFE SAFETY	Provide Life Safety Services for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
339			Manage external vendors providing life safety services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
340			Manage / maintain / repair Sprinklers				ABSBC-SP		3rd Party Pass Through	
341			Manage / maintain /repair Emergency alarm systems				ABSBC-SP		3rd Party Pass Through	
342			Manage / maintain /test emergency building systems (fire pumps, generators, etc.)				ABSBC-SP		3rd Party Pass Through	
343			Manage / administer Fire/Evac/Emerg Plans		ABSBC		ABSBC-SP		BOS Base Services	
344			Maintain / equip first aid rooms				ABSBC-SP		3rd Party Pass Through	
345			Coordinate First Aid Attendants			WCB Policy	ABSBC-SP		3rd Party Pass Through	
346			Fund first aid training to "grand-fathered" attendants only.			WCB Policy	ABSBC		BOS Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
347			Provide first aid attendants to meet safety requirements.				ABSBC-SP LOB		3rd Party Pass Through	
348		SECURITY	Provide Security Services for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only <u>See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.</u>							
349			Manage external vendors providing security services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
350			Manage/maintain/repair access card system				ABSBC-SP		3rd Party Pass Through	
351			Manage and administer building security (includes dog/bike patrol and 18th floor security).				ABSBC-SP		3rd Party Pass Through	
352			Administers / libraries security event data				ABSBC-SP		3rd Party Pass Through	
353		SPECIAL SERVICE	Provide Special Services relating to Facilities management for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only <u>See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.</u>							
354			Manage external vendors providing special services relating to facility management for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
355			Manage and provide shipping receiving services (Edmonds).				LOB		N/A	
356			Manage and provide shipping receiving services (Dunsmuir and Hamilton).				ABSBC-SP		3rd Party Pass Through	
357			Manage/ administer Key/lock/door schedules				ABSBC-SP		3rd Party Pass Through	
358			Administer and arrange for auditorium bookings.				ABSBC		BOS Base Services	
359			Setup auditorium.				ABSBC-SP		3rd Party Pass Through	
360			Administer bike storage.				ABSBC-SP		3rd Party Pass Through	
361			Manage / administer / building services Helpline for Tenants /BCH				ABSBC-SP		3rd Party Pass Through	
362			Administers /arranges Seasonal and Event decoration				ABSBC-SP		3rd Party Pass Through	
363			Provides / coordinates maintenance / repair For senior executive support areas.				ABSBC-SP		3rd Party Pass Through	
364		UTILITIES	Provide Utility Services relating to Facilities management for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only <u>See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.</u>							
365			Manage external vendors providing utility services relating to facility management for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
366			Manage / monitor building energy consumption				ABSBC-SP		3rd Party Pass Through	
367		ENVIRONMENTAL	Provide Environmental Services for Vancouver corporate offices. Dunsmuir/ Ham/ and Edmonds Only <u>See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.</u>							

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
368			Manage external vendors providing environmental services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
369			Manage / arrange Garbage disposal				ABSBC-SP		3rd Party Pass Through	
370			Administer recycle program				ABSBC-SP		3rd Party Pass Through	
371			Manage /administer building EMS program				ABSBC-SP		3rd Party Pass Through	
372			Administer / provide Pest control				ABSBC-SP		3rd Party Pass Through	
373			create and maintain records for compliance and audit	CORP	LOB		ABSBC-SP LOB		3rd Party Pass Through	
374		LANDSCAPING	Provide Landscaping Services for Vancouver corporate offices Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
375			Manage external vendors providing landscaping services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
376			Manage / maintain landscaping				ABSBC-SP		3rd Party Pass Through	
377			Manage / maintain snow removal				ABSBC-SP		3rd Party Pass Through	
378		JANITORIAL	Provide Janitorial Services for Vancouver corporate offices Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
379			Manage external vendors providing janitorial services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
380			Manage/administer building janitorial (as well as carpet cleaning)				ABSBC-SP		3rd Party Pass Through	
381		GENERAL ADMINISTRATIO N	Provides General Administration services for Vancouver corporate offices Dunsmuir/ Ham/ and Edmonds Only See Service Description document for additional detail as it may be relevant. Note that this document will be reviewed and/or revised by the parties as appropriate after August 31, 2005.							
382			Manage external vendors providing general administration services for BCH Vancouver corporate offices (Dunsmuir, Hamilton and Edmonds only).				ABSBC		BOS Base Services	
383			Manage and administer specifications for building maintenance.				ABSBC		BOS Base Services	
384			Manage / administer building asset			Corp	ABSBC-SP		3rd Party Pass Through	
385			Manage/administer work order and Preventative Maintenance program				ABSBC-SP		3rd Party Pass Through	
386	Diversions	Alleged diversions	The activities involved in the investigation of energy diversions where information is provided that there is an alleged diversion.							
387			Perform energy diversion investigations.		LOB / FS	LOB	ABSBC		Security & Diversion Discretionary	
388			Provide diversion training to ABSBC employees as required.		FS	LOB	ABSBC		Security & Diversion Discretionary	
389			on site amp meter testing (stick checks)				ABSBC		Security & Diversion Discretionary	
390			Prepare appropriate documentation outlining case facts and particulars for the police.				ABSBC		Security & Diversion Discretionary	
391			Liaison with law enforcement agencies.				ABSBC		Security & Diversion Discretionary	
392			Write incident reports / impact statements				ABSBC		Security & Diversion Discretionary	
393			Represent BC Hydro in court (civil and criminal)				ABSBC		Security & Diversion Discretionary	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
394			liaison with crown counsel on court cases.				ABSBC		Security & Diversion Discretionary	
395			review and refer delinquent files to collection agencies				ABSBC		Security & Diversion Discretionary	
396			research land registry for information on delinquent accounts.				ABSBC		Security & Diversion Discretionary	
397			Contact court registry for information concerning court cases re: BCH.				ABSBC		Security & Diversion Discretionary	
398			Process court documents.		LOB		ABSBC		Security & Diversion Discretionary	
399			Research CIS for diversion information.				ABSBC		Security & Diversion Discretionary	
400			negotiate payment plans with customers.				ABSBC		Security & Diversion Discretionary	
401			receive payments from diversion customers and process payments				ABSBC		Security & Diversion Discretionary	
402			Attend pre-trial interviews with crown counsel.				ABSBC		Security & Diversion Discretionary	
403			Collect costs from external customers for diversions (including damaged equipment).				ABSBC		Security & Diversion Discretionary	
404			Provide police with information as a result of search warrants		LOB ABSBC		ABSBC		Security & Diversion Discretionary	
405			Provide diversion training to law enforcement agencies.				ABSBC		Security & Diversion Discretionary	
406			Perform invoicing for energy diversions.				ABSBC		Security & Diversion Discretionary	
407			deal with collection agency on revenue collection diversion cases				ABSBC		Security & Diversion Discretionary	
408			Manage electrical contractor contract for energy diversions.				ABSBC		Security & Diversion Discretionary	
409			Maintain statistical data for diversion program and other related security information				ABSBC		Security & Diversion Discretionary	
410			Receive information from a variety of external and internal sources related to possible thefts (meter readers, collectors, customers)				ABSBC		Security & Diversion Discretionary	
411			Set up file and enter in data base - check CIS screens and other information to determine validity.				ABSBC		Security & Diversion Discretionary	
412			Report confirmed diversions to the police.				ABSBC		Security & Diversion Discretionary	
413			Coordinate case validation and provide ABSBC resources to perform on-site validation as required.				ABSBC		Security & Diversion Discretionary	
414			Provide BC Hydro PLTs and metertechs to perform validation or disconnection as required.				BCH		N/A	
415			Provide external resources to perform disconnection as required.				ABSBC-SP		3rd Party Pass Through	
416			Report confirmed diversion to BC Hydro Trouble Centre.				ABSBC		Security & Diversion Discretionary	
417			Perform call out to pre-determined list of BCH PLTs and external contractors to perform disconnections.				BCH		N/A	
418			BC Hydro PLT or metertech to provide diversion report which outlines method of theft to ABSBC security (including # of lights and duration).				BCH		N/A	
419			Security reviews file, calculates losses and costs, and requests customer ID number from Peoplesoft Financial Admin Services.				ABSBC		Security & Diversion Discretionary	
420			Invoice requisition performed by Security.				ABSBC		Security & Diversion Discretionary	
421			Security sends invoice to customer on record or person charged				ABSBC		Security & Diversion Discretionary	
422			Security diaries file for 30 days				ABSBC		Security & Diversion Discretionary	
423			After 30 days, file reviewed for payment of bill. If no payment, reviewed for information and sent to collection agency if necessary.				ABSBC		Security & Diversion Discretionary	
424			File reviewed every 6 months to determine if there is any new information for the collection process				ABSBC		Security & Diversion Discretionary	
425			Security's responsibility to follow up on monies owed				ABSBC		Security & Diversion Discretionary	
426			Take legal action against delinquent customers as required, based on intelligence/data provided by collection agency.				BCH Legal Services		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
427			Security advises collection agency if there is any new information as a result of the 6 month check				ABSBC		Security & Diversion Discretionary	
428		Police Warrant Diversions	The activities involved in the investigation of diversions where the police are already on site with a warrant.							
429			Report suspected diversion to Trouble Centre.		TC		Police		N/A	
430			Trouble Centre contacts electrical contractor, meter tech or security in Lower Mainland to attend scene to determine if there is a diversion on site.		Contract or. FS. ABSBC		TC		Security & Diversion Discretionary	
431			Trouble Centre remarks to only connect with permit				TC		N/A	
432			Field Services records what is actually done at the premises. Whoever attends scene to complete General Purpose Slip and Security Diversion report.				FS		N/A	
433			Trouble Centre contacts PLT or Line Room Manager outside Lower Mainland to attend scene and determine if there is a diversion on site.		FS		TC		N/A	
434			If no diversion identified by BCH personnel or contractor, BCH personnel/contractor leave the scene. The service is usually disconnected as unsafe and/or at the request of police that it is a hazard.				FS ABSBC- SP		3rd Party Pass Through	
435			Generate report for police based on information gathered at the scene (e.g., what was stolen, who attended).		BCH		ABSBC		Security & Diversion Discretionary	
436			Security investigator can be asked to attend court where there is no diversion (just grow op) to, for instance, interpret records or other requests of Crown Counsel				ABSBC		Security & Diversion Discretionary	
437		General Duties for Security	General Duties undertaken by Security							
438			Prepares material and provides training to PLT's, meter techs, police, community organizations, new meter readers, etc on how to determine diversion and process to follow				ABSBC		Security & Diversion Discretionary	
439			Security looks after contracts, tendering process for electrical contractors (via Purchasing)				ABSBC		Security & Diversion Discretionary	
440			Security provides the following to Corporate Group: information for media/news stories, FOI information, information on statistics and what BCH actions should be, follow up on requirements by senior executives.				ABSBC		Security & Diversion Discretionary	
441			Liaison with the courts to determine if court restitution orders issued, when court dates are and who charged and update of files accordingly.				ABSBC		Security & Diversion Discretionary	
442	Other Tower	Security Management	Provide secure environment for the operations of BC Hydro							
443			Specifically request ABSBC to represent BC Hydro at industry forums (e.g. security forums).				Corp		N/A	
444			Attend industry forums (e.g. security forums) as a representative of BC Hydro.				ABSBC		BOS Base Services	
445			Fund ABSBC attendance at industry forums (e.g. security forums) when ABSBC is attending as a representative of BC Hydro.				Corp		N/A	
446	COR Scope Decomposition	Carpool Program	Carpool Program							
447			Receive request from BCH employees.				ABSBC		BOS Base Services	
448			Administer parking cards for program users.				ABSBC		BOS Base Services	
449			Monitor program users for compliance to BCH policy.				ABSBC		BOS Base Services	
450			Report program user non-compliance issues to BCH.				ABSBC		BOS Base Services	
451			Enforce BCH policy with non-compliant program users.				Corp		N/A	
452		Translink Pass Program	Translink Pass Program							
453			Receive request from BCH employees.				ABSBC		BOS Base Services	
454			Coordinate acquisition of transit passes from supplier.				ABSBC		BOS Base Services	
455			Monitor program users for compliance to BCH policy.				ABSBC		BOS Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
456			Report program user non-compliance issues to BCH.				ABSBC		BOS Base Services	
457			Enforce BCH policy with non-compliant program users.				Corp		N/A	
458		Ads Online Program	Ads Online Program							
459			Receive advertisement (ad) requests for newspaper or radio ads through the Ads Online intranet tool.				ABSBC		BOS Base Services	
460			Evaluate ad request to determine whether additional design work is required.				ABSBC		BOS Base Services	
461			Approve the initiation of additional design work on the ad.				Corp LOB		N/A	
462			Perform ad design (see Design Services Service Element).						N/A	
463			Administer and coordinate placement of the ad with the vendor.				ABSBC		BOS Base Services	
464			Fund vendor costs for ad placement.				Corp LOB		N/A	
465			Review vendor invoices for accuracy.				ABSBC		BOS Base Services	
466			Coordinate with vendor and appropriate BCH program user to resolve invoice discrepancies.				ABSBC		BOS Base Services	
467			Submit invoice to BCH.				ABSBC		BOS Base Services	
468			Approve invoice for payment.				Corp LOB		N/A	