

White, Joanna JERI:EX

From: Potheary, Meagan JEDC:EX
Sent: November 2, 2020 10:29 AM
To: GCPE Jobs, Economic Development and Competitiveness; Hay, Lorna JEDC:EX; JEDC IIT ADM; JEDC IIT IT Planning & Innovation; JEDC IIT Major Investments & Corporate Initiatives Office; JEDC IIT Regional Programs & Engagement; JEDC LBR TAC Correspondence Unit; JEDC SBJW 1810 Blanshard; JEDC Small Business, Jobs & Workforce Division; Kennedy, Christine JEDC:EX; Potheary, Meagan JEDC:EX; Wensink, Alison JEDC:EX
Subject: UPDATE: Flu Clinic at 1810 Blanshard St on November 24, 2020 8:30-12:00pm room 472
Attachments: BC Government Flu Consent 2020.pdf; C&F 2020 Information Sheet.pdf

UPDATE:

The flu clinic at **1810 Blanshard St** is taking place on **November 24, 2020 from 8:30-12:00 in room 472 (4th Floor access will be enabled).**

All employees **MUST** sign up for a flu shot appointment using the online scheduler tool. Step-by-step instructions are attached to this e-mail. If you experience difficulties with the booking process, please contact Healthserv directly by calling 1-800-270-8048, extension 225, or via email at bookings@healthserv.com. Unlike previous years, no drop in appointments will be allowed.

To access the scheduler, please go to the following link: <https://healthserv.janeapp.com/locations/1810-blanshard-st/book>

COVID Safety Protocol:

- When arriving on the floor, please sanitize your hands (sanitizer station is near the elevators).
- **Healthserv is recommending that you wear a non-medical mask or face covering to your appointment.**
- Follow all signage and markings set out for your safety.
- Please arrive 5 minutes prior to your scheduled time.
- Wait in the designated waiting area until you see 1 of the 3 Healthserv Nurses is free. Entrance to room 472 will be from the common/designated waiting area (there will be a maximum of 6 people in the room).
- Once you have been immunized, exit from the far end of the room and proceed to the designated rooms adjacent room 472 for your post-immunization 5 minute wait (maximum 2 people per room). If you are planning to drive, work in an environment where you are alone, or if you have had a prior adverse reaction to an influenza vaccine, you may be asked to stay for 15 minutes after being immunized.

Here is some important information regarding your flu clinic:

- **Consent Form:** All employees wishing to get a flu shot please **complete and bring along a consent form** (attached to this e-mail) to the clinic. Please print and complete this **double-sided form** with the exception of the signature/date – this must be done in the presence of a nurse.

White, Joanna JERI:EX

From: Kennedy, Christine JEDC:EX
Sent: November 2, 2020 3:27 PM
To: White, Joanna JEDC:EX
Subject: Fwd: Vaccine Alert!

Crickey this is not going to be good. Any thoughts on what we do? People will lose their minds.

Begin forwarded message:

From: "Potheary, Meagan JEDC:EX" <Meagan.Potheary@gov.bc.ca>
Date: November 2, 2020 at 3:19:28 PM PST
To: JEDC 1810 Blanshard <1810B@victoria1.gov.bc.ca>
Subject: Vaccine Alert!

Good afternoon everyone,

Due to the high demand for flu vaccination we have reached our availability of vaccine at this time, we have had to stop taking further appointments for the Cold & Flu clinics. Your clinics will still be going ahead as planned and all staff who have already signed up for an appointment will be receiving a shot. At this time we can no longer take **new** appointments.

We know that COVID-19 has made things even more concerning this year. Our hope is that the program will receive more vaccine and we will be able to provide additional clinics at the end of the clinic cycle to vaccinate those who were missed; **however, there are no guarantees at this point.** We apologise for any inconvenience and will keep you apprised of any developments through the Cold & Flu MyHR page and by email. If you have any questions, please email Cold.Flu@gov.bc.ca

Another alternative is that staff can arrange to get their shots at their local pharmacy, public health clinic or doctor's offices as they may have vaccine available.

Sincerely,
The BC Public Service Agency
Cold & Flu Program



Where ideas work

- If you have questions about the flu or are deciding whether the flu shot is right for you, please visit [MyHR](#), which has information pertaining to the vaccine, who should get the flu shot, benefits and risks, and advisories for those with egg allergies.
- You should wear a short-sleeved top to the clinic.
- If you have inquiries related to an individual health issue or medical concern or the flu vaccine, please contact Healthserv's Immunization Program Nurse Manager directly by e-mail at fluohn@healthserv.com or by phone at 1-866-663-5848, ext. 232.

Thanks,

Meagan

From: Potheary, Meagan JEDC:EX
Sent: October 19, 2020 12:05 PM
To: JEDC 1810 Blanshard <1810B@Victoria1.gov.bc.ca>
Subject: REGISTER: Flu Clinic at 1810 Blanshard St November 24, 2020

Hello,

The flu clinic *at 1810 Blanshard St* is taking place on **November 24, 2020 at 8:40 am- 12:05 pm.**

All employees **MUST** sign up for a flu shot appointment using the online scheduler tool. Step-by-step instructions are attached to this e-mail. If you experience difficulties with the booking process, please contact Healthserv directly by calling 1-800-270-8048, extension 225, or via email at bookings@healthserv.com.

To access the scheduler, please go to the following link: <https://healthserv.janeapp.com/locations/1810-blanshard-st/book>

Here is some important information regarding your flu clinic:

- **Consent Form:** All employees wishing to get a flu shot please complete and bring along a consent form (attached to this e-mail) to the clinic. Please print and complete this **double-sided form** with the exception of the signature/date – this must be done in the presence of a nurse.
- **It is recommended that you wear a non-medical mask or face covering to your appointment.**
- If you have questions about the flu or are deciding whether the flu shot is right for you, please visit [MyHR](#), which has information pertaining to the vaccine, who should get the flu shot, benefits and risks, and advisories for those with egg allergies.
- You should wear a short-sleeved top to the clinic.
- You should plan to remain at the clinic for a minimum of 5 minutes after being immunized. If you are planning to drive, work in an environment where you are alone, or if you have had a prior adverse reaction to an influenza vaccine, you will be asked to stay for 15 minutes after being immunized.
- **Plan to arrive at your specific appointment time.**
- If you have inquiries related to an individual health issue or medical concern or the flu vaccine, please contact Healthserv's Immunization Program Nurse Manager directly by e-mail at fluohn@healthserv.com or by phone at 1-866-663-5848, ext. 232.

Looking forward to seeing you there!

Sincerely,

Meagan Potheary

Senior Executive Assistant

Office of the Deputy Minister | Ministry of Jobs, Economic Development and Competitiveness

1810 Blanshard Street | Victoria, BC | V8W 9T2

(778) 974-4386 office | (236) 638-2197 cell

meagan.potheary@gov.bc.ca



From: [White, Joanna JEDC:EX](#)
To: [Kennedy, Christine JEDC:EX](#)
Subject: RE: Vaccine Alert!
Date: November 2, 2020 4:04:00 PM
Attachments: [image001.jpg](#)

Oh boy. I had not seen this. I really should get myself on all the building distribution lists.
I will connect with Meagan and find out if she has had anyone reach out yet.
I will have to connect with the PSA and find out what their plan is corporately as they hold the central contract with the service provider.

From: Kennedy, Christine JEDC:EX <Christine.Kennedy@gov.bc.ca>

Sent: November 2, 2020 3:27 PM

To: White, Joanna JEDC:EX <Joanna.White@gov.bc.ca>

Subject: Fwd: Vaccine Alert!

Crickey this is not going to be good. Any thoughts on what we do? People will lose their minds.

Begin forwarded message:

From: "Potheary, Meagan JEDC:EX" <Meagan.Potheary@gov.bc.ca>

Date: November 2, 2020 at 3:19:28 PM PST

To: JEDC 1810 Blanshard <1810B@victoria1.gov.bc.ca>

Subject: Vaccine Alert!

Good afternoon everyone,

Due to the high demand for flu vaccination we have reached our availability of vaccine at this time, we have had to stop taking further appointments for the Cold & Flu clinics. Your clinics will still be going ahead as planned and all staff who have already signed up for an appointment will be receiving a shot. At this time we can no longer take **new** appointments.

We know that COVID-19 has made things even more concerning this year. Our hope is that the program will receive more vaccine and we will be able to provide additional clinics at the end of the clinic cycle to vaccinate those who were missed; **however, there are no guarantees at this point.** We apologise for any inconvenience and will keep you apprised of any developments through the Cold & Flu MyHR page and by email. If you have any questions, please email Cold.Flu@gov.bc.ca

Another alternative is that staff can arrange to get their shots at their local pharmacy, public health clinic or doctor's offices as they may have vaccine available.

Sincerely,

The BC Public Service Agency

Cold & Flu Program

cid:image003.png@01D19577.C2C1C260



From: [Kennedy, Christine JEDC:EX](#)
To: [Pothecary, Meagan JEDC:EX](#); [Wensink, Alison JEDC:EX](#)
Cc: [White, Joanna JEDC:EX](#)
Subject: RE: Vaccine Alert!
Date: November 3, 2020 10:43:48 AM

I have an alternate company potentially lined up. Wait on doing anything more until I'm off the call with Science World and we can discuss.

From: Pothecary, Meagan JEDC:EX <Meagan.Pothecary@gov.bc.ca>
Sent: November 3, 2020 10:42 AM
To: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Cc: Kennedy, Christine JEDC:EX <Christine.Kennedy@gov.bc.ca>; White, Joanna JEDC:EX <Joanna.White@gov.bc.ca>
Subject: FW: Vaccine Alert!

Hello,

I spoke to our main contact in EMPR and she has been working with Healthserve to see if they can get more vaccinations at 1810.

She mentioned that there were quite a few factors that affected this years flu clinic, including:

- #'s for each building were based on intake from last year
- vaccinations were ordered for the province prior to covid, and they didn't adjust #'s for more interest
- due to our clinic being later than most, Healthserve overbooked at other buildings and then took from our allotted amount thinking that they would just get more

Someone mentioned that Island Health has the best and easiest sign up process across the street at Save on foods. They popped over and did it last Monday, super easy and could be an alternative idea for our staff. She also mentioned that the office staff/Fazil were looking into getting more as well, but she was unsure how.

I will fill you in as I get more information.

Thanks,

Meagan

From: Pothecary, Meagan JEDC:EX <Meagan.Pothecary@gov.bc.ca>
Sent: November 2, 2020 3:19 PM
To: JEDC 1810 Blanshard <1810B@Victoria1.gov.bc.ca>
Subject: Vaccine Alert!
Importance: High

Good afternoon everyone,

Due to the high demand for flu vaccination we have reached our availability of vaccine at this time, we have had to stop taking further appointments for the Cold & Flu clinics. Your clinics will still be going ahead as planned and all staff who have already signed up for an appointment will be receiving a shot. At this time we can no longer take **new** appointments.

We know that COVID-19 has made things even more concerning this year. Our hope is that the program will receive more vaccine and we will be able to provide additional clinics at the end of the clinic cycle to vaccinate those who were missed; **however, there are no guarantees at this point.** We apologise for any inconvenience and will keep you apprised of any developments through the Cold & Flu MyHR page and by email. If you have any questions, please email Cold.Flu@gov.bc.ca

Another alternative is that staff can arrange to get their shots at their local pharmacy, public health clinic or doctor's offices as they may have vaccine available.

Sincerely,
The BC Public Service Agency
Cold & Flu Program



Where ideas work

White, Joanna JERI:EX

From: Kennedy, Christine JEDC:EX
Sent: November 3, 2020 7:22 PM
To: Monty Sikka
Subject: Flu Clinic Information
Attachments: BC Government Flu Consent 2020.pdf; C&F 2020 Information Sheet.pdf

Forwarding for information.

Flu shot clinics in Victoria have typically been done by building, and it takes about 2 months to roll the program out across government's Victoria offices. The information below was for a since-cancelled clinic as the provider ran out of vaccine. These are typically booked via an online scheduler but Nathan will be able to figure out an approach that works.

COVID Safety Protocol:

- When arriving on the floor, please sanitize your hands (sanitizer station is near the elevators).
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- Follow all signage and markings set out for your safety.
- Please arrive 5 minutes prior to your scheduled time.
- Wait in the designated waiting area until you see 1 of the 3 Healthserv Nurses is free. Entrance to room 472 will be from the common/designated waiting area (there will be a maximum of 6 people in the room).
- Once you have been immunized, exit from the far end of the room and proceed to the designated rooms adjacent room 472 for your post-immunization 5 minute wait (maximum 2 people per room). If you are planning to drive, work in an environment where you are alone, or if you have had a prior adverse reaction to an influenza vaccine, you may be asked to stay for 15 minutes after being immunized.

Here is some important information regarding your flu clinic:

- **Consent Form:** All employees wishing to get a flu shot please **complete and bring along a consent form** (attached to this e-mail) to the clinic. Please print and complete this **double-sided form** with the exception of the signature/date – this must be done in the presence of a nurse.
- If you have questions about the flu or are deciding whether the flu shot is right for you, please visit [MyHR](#), which has information pertaining to the vaccine, who should get the flu shot, benefits and risks, and advisories for those with egg allergies.
- You should wear a short-sleeved top to the clinic.
- If you have inquiries related to an individual health issue or medical concern or the flu vaccine, please contact Healthserv's Immunization Program Nurse Manager directly by e-mail at fluohn@healthserv.com or by phone at 1-866-663-5848, ext. 232.

White, Joanna JERI:EX

From: Yuma Morisho, Okenge PSA:EX
Sent: November 5, 2020 3:00 PM
To: Kennedy, Christine JEDC:EX
Subject: UODATE: Flu Shot Clinic
Attachments: JDEC clinic listing at nov 5, 2020.xlsx

Christine: Please find attached (and below) the list of onsite clinics arranged with/for your ministry by our Workplace Health and Safety division. Don't hesitate to call me if you need additional information. Thanks,
oym

Ministry City	Address	Postal Code	Ministry	Contact Name	contact details	Contact Mailing Address	Contact City	Contact Postal Code	Contact Phone #	Contact Fax #
Victoria	8, 1810 Blanshard St	V8T 4J1	Jobs, Trade, and Technology	Meagan Potheary	JDEC Senior Executive Assistant, DM office	PO Box 9404	Victoria	V8W 9V1	s.15	s.15
Victoria	7/8, 1810 Blanshard Street	V8T 4J1	Jobs, Trade, and Technology	Meagan Potheary	JDEC Senior Executive Assistant, DM office	PO Box 9404	Victoria	V8W 9V1	s.15	s.15
Vancouver	7 730, 999 Canada Place	V6C 3E1	Jobs, Trade, and Technology	Dianna Roberts	JDEC, program assistant, trade and industry dev	730-999 Canada Place	Vancouver	V6C3E1	s.15	s.15
Vancouver	4 450, 605 Robson Street	V6B 5J3	Jobs, Trade, and Technology	Sandy Li	JDEC office manager, small business jobs, and workforce division	#450 - 605 Robson Street	Vancouver	V6B 5J3	s.15	s.15

From: Kennedy, Christine JEDC:EX
To: White, Joanna JEDC:EX
Cc: Nankivell, Nathan JEDC:EX; Harvey, James JEDC:EX
Subject: RE: Update: Flu Clinic - Risks
Date: November 12, 2020 6:15:41 PM

s.13

From: White, Joanna JEDC:EX <Joanna.White@gov.bc.ca>
Sent: November 12, 2020 5:43 PM
To: Kennedy, Christine JEDC:EX <Christine.Kennedy@gov.bc.ca>
Cc: Nankivell, Nathan JEDC:EX <Nathan.Nankivell@gov.bc.ca>; Harvey, James JEDC:EX <James.Harvey@gov.bc.ca>
Subject: Update: Flu Clinic - Risks
Importance: High
Hi Christine,

s.13

s.13

Thanks,
Jo.

From: [Nankivell, Nathan JEDC:EX](#)
To: [Wensink, Alison JEDC:EX](#)
Cc: [Kennedy, Christine JEDC:EX](#); [White, Joanna JEDC:EX](#)
Subject: Flu shot message
Date: November 17, 2020 9:48:00 AM

Hi Alison, at your earliest convenience, can you please send the below email to only JEDC staff? Also, if possible, can you please pull out and remove the Management Services Division (MSD) email list from the group? A lot of the MSD staff are technically employees at other ministries in the economy sector and we want to make sure the message comes out from their DMO to prevent confusion. Thanks and happy to chat

Dear JEDC staff,

Please be advised that **additional flu shot clinics** are being made available to **JEDC employees** in Vancouver and Victoria to support employee wellness.

In Victoria, the clinic will be held from 7 AM to 3 PM on **NOVEMBER 20th** at the Hotel Grand Pacific.

You can register online: [here](#)

In Vancouver, the clinic will be held after Dr. Henry's two-week order is lifted. More info will be sent to Vancouver staff in the coming days to confirm the time and location.

Please visit [the CDC](#) for further information on this particular strain of the flu vaccine and information on who should get the flu shot, the benefits and the risks.

Thank you,

From: JEDC DM JEDC:EX
To: Harvey, James JEDC:EX; Hay, Lorna JEDC:EX; JEDC BC Stats; JEDC International Trade Division; JEDC Investment Capital Branch; JEDC Investment, Innovation & Technology Division; JEDC MS ADM; JEDC SBJW ADM; JEDC SBJW Economic Policy & Strategic Initiatives; JEDC SBJW Immigration Policy & Integration; JEDC SBJW Immigration Programs Branch; JEDC SBJW Sector & Regulatory Competitiveness; JEDC SBJW Small Business Branch; Kennedy, Christine JEDC:EX; Liu, Teresa JEDC:EX; Nankivell, Nathan JEDC:EX; Potheary, Meagan JEDC:EX; Prince, Jessica JEDC:EX; Rondeau, Alyson JEDC:EX; Rosche, Kimberly JEDC:EX; Shatzko, Pam J JEDC:EX; Sinclair, Gerri JEDC:EX; Vickery, Elizabeth M JEDC:EX; Wensink, Alison JEDC:EX
Subject: Additional Flu Shot Clinics
Date: November 17, 2020 10:03:30 AM

Dear JEDC staff,

Please be advised that **additional flu shot clinics** are being made available to **JEDC employees** in Vancouver and Victoria to support employee wellness.

In Victoria, the clinic will be held from 7 AM to 3 PM on **NOVEMBER 20th** at the Hotel Grand Pacific. You can register online: [here](#)

In Vancouver, the clinic will be held after Dr. Henry's two-week order is lifted. More info will be sent to Vancouver staff in the coming days to confirm the time and location.

Please visit [the CDC](#) for further information on this particular strain of the flu vaccine and information on who should get the flu shot, the benefits and the risks.

Thank you,

Deputy Minister's Office
Ministry of Jobs, Economic Development and Competitiveness

White, Joanna JERI:EX

From: Kirby, Kyla JEDC:EX
Sent: November 18, 2020 7:33 AM
To: White, Joanna JEDC:EX
Cc: Urquhart, Brian JEDC:EX
Subject: FW: CCF Form Re: FLU Clinic
Attachments: CCF - Flu_JW (002).pdf

Hi Jo,

Sending over to you for review/approval I can upload your e-signature once complete.

DM Kennedy – signed/approved
Assoc DM Harvey - approved

Thank you,
Kyla

From: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Sent: November 17, 2020 4:49 PM
To: Kirby, Kyla JEDC:EX <Kyla.Kirby@gov.bc.ca>
Subject: RE: CCF Form Re: FLU Clinic

Hi Kyla,

Sorry for the delay. Please find attached with CK's e-sig.

Thanks,

Alison

From: Harvey, James JEDC:EX <James.Harvey@gov.bc.ca>
Sent: November 17, 2020 12:14 PM
To: Kirby, Kyla JEDC:EX <Kyla.Kirby@gov.bc.ca>
Cc: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Subject: RE: CCF Form Re: FLU Clinic

Thanks the CCF is **approved** from my perspective.
James.

From: Kirby, Kyla JEDC:EX <Kyla.Kirby@gov.bc.ca>
Sent: Tuesday, November 17, 2020 11:22 AM
To: Harvey, James JEDC:EX <James.Harvey@gov.bc.ca>
Cc: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Subject: FW: CCF Form Re: FLU Clinic
Importance: High

Hi James,

Please find attached CCF for your review and approval. Once approved I will send up to DMO for EA approval.

We are hoping for sign off to be completed today.

Thank you,
Kyla Kirby

From: Urquhart, Brian JEDC:EX <Brian.Urquhart@gov.bc.ca>
Sent: November 17, 2020 10:51 AM
To: Kirby, Kyla JEDC:EX <Kyla.Kirby@gov.bc.ca>
Cc: Cockburn, Derek P JEDC:EX <Derek.Cockburn@gov.bc.ca>; White, Joanna JEDC:EX <Joanna.White@gov.bc.ca>
Subject: CCF Form

Hi Kyla,

Jo asked if you could please circulate the attached CCF for signoff today. I've attached the draft contract as well, though it is awaiting some fill in the blanks from Nathan.

Thanks,

Brian Urquhart, CPA, CA
Executive Director and Chief Financial Officer
Ministry of Jobs, Economic Development and Competitiveness; and,
Ministry of Labour
800 Johnson St, 3rd Floor | Victoria, BC | (236) 478-1767

From: [Pothary, Meagan JEDC-EX](#)
To: [JEDC DM JEDC-EX](#); [Harvey, James JEDC-EX](#); [Hay, Lorna JEDC-EX](#); [JEDC BC Stats JEDC International Trade Division JEDC Investment Capital Branch JEDC Investment, Innovation & Technology Division JEDC MS ADM JEDC S&W ADM JEDC S&W Economic Policy & Strategic Initiatives JEDC S&W Immigration Policy & Integration JEDC S&W Immigration Programs Branch](#)
Cc: [Kennedy, Christine JEDC-EX](#); [White, Joanna JEDC-EX](#); [Wernick, Alison JEDC-EX](#)
Subject: Flu & Cold Vaccination update
Date: November 20, 2020 9:59:49 AM
Attachments: [Additional Flu Shot Clinics.mpg](#)
Importance: High

Good morning,

Healthserv have confirmed that they are coming to 1810 Blanshard Street for the PSA Flu Clinic on Tuesday November 24th for those that have already booked a flu shot appointment.

There are spots still available at the Hotel Grand Pacific Victoria until **5pm today** for those who where unable to sign up the first time!!! [Register Here](#)

Thanks,

Meagan

Hello,

The flu clinic at **1810 Blanshard St** is taking place on **November 24, 2020 from 8:30-12:00 in room 472 (4th Floor access will be enabled).**

All employees **MUST** sign up for a flu shot appointment using the online scheduler tool. If you experience difficulties with the booking process, please contact Healthserv directly by calling 1-800-270-8048, extension 225, or via email at bookings@healthserv.com. Unlike previous years, no drop in appointments will be allowed.

COVID Safety Protocol:

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- You should wear a short-sleeved top to the clinic.
- If you have inquiries related to an individual health issue or medical concern or the flu vaccine, please contact Healthserv's Immunization Program Nurse Manager directly by e-mail at fluoh@healthserv.com or by phone at 1-866-663-5848, ext. 232.

Sincerely,

Darci Jones
Flu Clinic Site Contact
778-698-7249

White, Joanna JERI:EX

From: Nankivell, Nathan JEDC:EX
Sent: November 25, 2020 1:04 PM
To: White, Joanna JEDC:EX; Urquhart, Brian JEDC:EX
Subject: FW: Flu Clinic contract
Attachments: General Service Agreement - Vaxi.pdf

Here it is

From: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Sent: November 25, 2020 1:03 PM
To: Nankivell, Nathan JEDC:EX <Nathan.Nankivell@gov.bc.ca>
Subject: RE: Flu Clinic contract

Hi Nathan,

Signed copy attached.

Thanks,
Alison

From: Nankivell, Nathan JEDC:EX <Nathan.Nankivell@gov.bc.ca>
Sent: November 25, 2020 10:42 AM
To: Wensink, Alison JEDC:EX <Alison.Wensink@gov.bc.ca>
Subject: Flu Clinic contract

Hi Alison, Can you please move this to CK for signature today? It's been reviewed by Jo's team and they're good with it.
Thanks
N



Ministry of
Jobs, Economic Development and Competitiveness

Return to:
Financial Services
3rd Floor, 800 Johnson Street

Mailing Address:
PO Box 9843 STN PROV GOVT
Victoria BC V8W 9T2

CONTRACT COMMITMENT FORM

Date Contract/Amendment becomes Effective:

Contract # C21FS01

Note: This Form must be forwarded to the Procurement & Contracts Team for review and sign-off before the contract is sent to the contractor.
Section B, is only required for initial contracts, and section C is only required for amendments. Questions about this form can be directed to
Procurement and Contract Management, PROCECON@gov.bc.ca.

☒ New Contract or Amendment ☐ # - contract has Increased / <Decreased> by: (leave blank if unchanged)

A. Branch Action

Branch/Division: DMO	Contract Manager: Nathan Nankivell	Telephone: (250) 387-8131
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B. Initial Contracts only

Brief Project Description (this will be released under an FOI request): Provision of Flu Clinic services		
Mandatory to Select One Procurement Process (Select from drop down): Procurement Code descriptions 202 = Direct Award - Emergency	Solicitation Number N/A	Mandatory to Select One AIT Exclusion (Select from drop down): AIT Code descriptions 200 = Purchase below applicable AIT threshold
Is personal information being collected, accessed or created <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNSURE If yes, complete the "Personal Information Requirement For Contracts" form and submit it to the Ministry Privacy Officer (MPO)		

C. Amendments only

Reason for amendment is (X): <input type="checkbox"/> Change in deliverables <input type="checkbox"/> Other (specify):
--


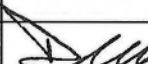


D. Commitment

Contractor legal name: Vaxi Health Ltd.		Company registration #: Procurement team to complete				
Doing business as (if different from above):						
Address: 1700 - 242 HARGRAVE STREET WINNIPEG MB R3C 0V1 CANADA		Postal code: R3C0V1				
Phone: (604) 501-6904	Email: support@vaxi.ca	Contract Total Value (auto calculates from contract price fields): \$ 37,500.00				
Term of Agreement: From: November 1, 2020 To: March 31, 2021	Renewal Option NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>					
Fiscal Year	Contract Price	Client #	Responsibility Centre	Service Line	STOB* (descriptions)	Project Number
Fees 20/21	\$ 37,500.00	125-JEDC	51909	58010	6001	5111111

E. Tax Verification Letter (TVL)

Does the TVL apply to this contract	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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* For contracts totaling \$100,000 and over

F. Approvals	Signatures	Print Name	Date Signed
Contract Manager (CM):	SEE ATTACHED	Nathan Nankivell	NOV 18/20
Expense Authority (EA):		Christine Kennedy (DM)	11/17/2020
Branch Associate Deputy Minister (ADM):		James Harvey	
Procurement Services Review:		Derek Cockburn	NOV 17/20
Ministry Privacy Officer (MPO): ONLY required if yes or unsure ticked above	Elena Bersenev	Elena Bersenev	11/19/2020
Ministry Chief Information Officer (MCIO): ONLY required for STOB 63 contracts			
Executive Financial Officer (EFO): REQUIRED for STOB 60/61/63 direct award contracts		Jo White	11/18/2020

* For STOB 80 Contracts you MUST also complete a Government Transfer Review Form

G. DIRECT AWARD JUSTIFICATION

Under Core Policy, contracts for goods, services and construction may be negotiated and directly awarded without a competitive process where one of the following exceptional conditions applies. Check the appropriate box next to the Policy that applies to the acquisition, and replace the instructions provided with the explanation that justifies the direct award. The justification must be kept on the contract folder file.

	CODE	POLICY RE: DIRECT AWARDS	JUSTIFICATION/EXPLANATION
<input type="checkbox"/>	200	the contract is with another government organization (CPPM 6.3.3 (a) 1.)	Name the government organization
<input type="checkbox"/>	201	the ministry can strictly prove that only one contractor is qualified, or is available, to provide the goods, services or construction (CPPM 6.3.3 (a) 1.)	Include the answers to these questions: What evidence do you have to support that only one contractor is qualified? e.g. expression of interest, no objection to an notice of intent. If more than one qualified contractor exists, what evidence do you have to support that this is the only contractor currently available? e.g. e-mails for other qualified contractors indicating not available or no response to an expression of interest.
<input checked="" type="checkbox"/>	202	an unforeseeable emergency exists and the goods, services or construction could not be obtained in time by means of a competitive process (CPPM 6.3.3.(a) 1.)	Describe the emergency, including why it could not be foreseen. Examples of unforeseen emergencies include (but are not limited to) fire, unexpected equipment breakdowns that are critical to operations, etc. An urgent time frame due to inadequate planning (e.g. not allowing sufficient time to tender a new or renewed contract) is not considered justification for a Direct Award.
<input type="checkbox"/>	203	a competitive process would interfere with a ministry's ability to maintain security or order or to protect human, animal or plant life or health. (CPPM 6.3.3. (a) 1.)	Explain why the competitive process would cause this interference.
<input type="checkbox"/>	204	the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest (CPPM 6.3.3. (a) 1.)	Explain the risks of disclosing the confidential or privileged acquisition.

Note: your justification/explanation must clearly explain how and why the contract meets one of the exceptional conditions.

The Province of BC is currently grappling with the COVID-19 pandemic. In recent weeks, daily new cases of COVID-19 have increased significantly to over 600 per day. It is likely that daily cases will continue to increase in the near future and BC continues to be in a provincial state of emergency. At the same time, we are in the midst of influenza season.

To support worker wellness, the employer offers seasonal influenza vaccinations at or near ministry work sites. As a result of the pandemic, there has been a significant increase in demand this year for employer provided vaccines. Due to this increased demand, staff in some Ministries have been unable to register for an employer offered clinic. To address this gap on an urgent basis, JEDC and several other ministries have decided to procure additional flu clinic services on short notice to maintain employee wellness programming at this critical time. This initiative is supported by the current Head of the Public Service.

Cockburn, Derek P JEDC:EX

From: Nankivell, Nathan JEDC:EX
Sent: November 18, 2020 12:58 PM
To: Cockburn, Derek P JEDC:EX; Urquhart, Brian JEDC:EX; Nankivell, Nathan JEDC:EX
Subject: E sign.
Attachments: IMG_1859.jpg

Does this work?

GENERAL SERVICE AGREEMENT



For Administrative Purposes Only

Ministry Contract No.: C21FS01

Requisition No.: N/A

Solicitation No.(if applicable): N/A

Commodity Code:

Contractor Information

Supplier Name: Vaxi Health Ltd.

Supplier No.:

Telephone No.: 604-501-6904

E-mail Address: support@vaxi.ca

Website: www.vaxi.ca

Financial Information

Client: 125

Responsibility Centre: 51909

Service Line: 58010

STOB: 6001

Project: 5111111

Template version: February 20, 2020

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SCHEDULE A – SERVICES

- Part 1 - Term
- Part 2 - Services
- Part 3 - Related Documentation
- Part 4 - Key Personnel

SCHEDULE B – FEES AND EXPENSES

- Part 1 - Maximum Amount Payable
- Part 2 - Fees
- Part 3 - Expenses
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- Part 5 - Payments Due

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

SCHEDULE D – INSURANCE

SCHEDULE E – PRIVACY PROTECTION SCHEDULE

SCHEDULE F – ADDITIONAL TERMS

SCHEDULE G – SECURITY SCHEDULE

SCHEDULE H – TAX VERIFICATION

THIS AGREEMENT is dated for reference the 19th day of November, 2020.

BETWEEN:

VAXI HEALTH LTD. (the "Contractor") with the following specified address and fax number:
205-1688 152 St
Surrey BC
V4A 4N2

AND:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Jobs, Economic Development and Competitiveness (the "Province") with the following specified address and fax number:
PO Box 9846 Stn Prov Govt
Victoria, BC, V8W9T2
Facsimile: 250-356-1195

The Province wishes to retain the Contractor to provide the services specified in Schedule A and, in consideration for the remuneration set out in Schedule B, the Contractor has agreed to provide those services, on the terms and conditions set out in this Agreement.

As a result, the Province and the Contractor agree as follows:

1 DEFINITIONS

General

1.1 In this Agreement, unless the context otherwise requires:

- (a) "Business Day" means a day, other than a Saturday or Sunday, on which Provincial government offices are open for normal business in British Columbia;
- (b) "Flu Clinic" means influenza vaccination clinics delivered under this agreement, at which Participants are vaccinated;
- (c) "Incorporated Material" means any material in existence prior to the start of the Term or developed independently of this Agreement, and that is incorporated or embedded in the Produced Material by the Contractor or a Subcontractor;
- (d) "Material" means the Produced Material and the Received Material;
- (e) "Nurse" means a Registered Nurse or Licensed Practical Nurse meeting the criteria listed in Schedule A;
- (f) "Participant" means any individual deemed eligible by the Province to participate in the Flu Clinic who voluntarily chooses to receive a flu shot.
- (g) "Pharmacist" means a registered pharmacist meeting the criteria listed in Schedule A;
- (h) "Produced Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are produced or provided by the Contractor or a Subcontractor and includes the Incorporated Material;
- (i) "Received Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are received by the Contractor or a Subcontractor from the Province or any other person;
- (j) "Services" means the services described in Part 2 of Schedule A;
- (k) "Subcontractor" means a person described in paragraph (a) or (b) of section 13.4;
- (l) "Term" means the term of the Agreement described in Part 1 of Schedule A subject to that term ending earlier in accordance with this Agreement;

- (m) "Vaccine" means the seasonal influenza vaccine, as approved by Health Canada for the current flu season 2020/2021;
- (n) "Vaccine Administrator" means a Nurse or Pharmacist retained by the Contractor to Vaccinate Participants and, in some cases, to coordinate Flu Clinic details with Worksite Contacts; and,
- (o) "Worksite Contact" means the employee designated by the Province to be the primary contact with the Contractor for the coordination of the Flu Clinic.

Meaning of "record"

- 1.2 The definition of "record" in the *Interpretation Act* is incorporated into this Agreement and "records" will bear a corresponding meaning.

2 SERVICES

Provision of services

- 2.1 The Contractor must provide the Services in accordance with this Agreement.

Term

- 2.2 Regardless of the date of execution or delivery of this Agreement, the Contractor must provide the Services during the Term.

Supply of various items

- 2.3 Unless the parties otherwise agree in writing, the Contractor must supply and pay for all labour, materials, equipment, tools, facilities, approvals and licenses necessary or advisable to perform the Contractor's obligations under this Agreement, including the license under section 6.4.

Standard of care

- 2.4 Unless otherwise specified in this Agreement, the Contractor must perform the Services to a standard of care, skill and diligence maintained by persons providing, on a commercial basis, services similar to the Services.

Standards in relation to persons performing Services

- 2.5 The Contractor must ensure that all persons employed or retained to perform the Services are qualified and competent to perform them and are properly trained, instructed and supervised.

Instructions by Province

- 2.6 The Province may from time to time give the Contractor reasonable instructions (in writing or otherwise) as to the performance of the Services. The Contractor must comply with those instructions but, unless otherwise specified in this Agreement, the Contractor may determine the manner in which the instructions are carried out.

Confirmation of non-written instructions

- 2.7 If the Province provides an instruction under section 2.6 other than in writing, the Contractor may request that the instruction be confirmed by the Province in writing, which request the Province must comply with as soon as it is reasonably practicable to do so.

Effectiveness of non-written instructions

- 2.8 Requesting written confirmation of an instruction under section 2.7 does not relieve the Contractor from complying with the instruction at the time the instruction was given.

Applicable laws

- 2.9 In the performance of the Contractor's obligations under this Agreement, the Contractor must comply with all applicable laws.

3 PAYMENT

Fees and expenses

- 3.1 If the Contractor complies with this Agreement, then the Province must pay to the Contractor at the times and on the conditions set out in Schedule B:
- (a) the fees described in that Schedule;
 - (b) the expenses, if any, described in that Schedule if they are supported, where applicable, by proper receipts and, in the Province's opinion, are necessarily incurred by the Contractor in providing the Services; and
 - (c) any applicable taxes payable by the Province under law or agreement with the relevant taxation authorities on the fees and expenses described in paragraphs (a) and (b).

The Province is not obliged to pay to the Contractor more than the "Maximum Amount" specified in Schedule B on account of fees and expenses.

Statements of accounts

- 3.2 In order to obtain payment of any fees and expenses under this Agreement, the Contractor must submit to the Province a written statement of account in a form satisfactory to the Province upon completion of the Services or at other times described in Schedule B.

Withholding of amounts

- 3.3 Without limiting section 9.1, the Province may withhold from any payment due to the Contractor an amount sufficient to indemnify, in whole or in part, the Province and its employees and agents against any liens or other third-party claims that have arisen or could arise in connection with the provision of the Services. An amount withheld under this section must be promptly paid by the Province to the Contractor upon the basis for withholding the amount having been fully resolved to the satisfaction of the Province.

Appropriation

- 3.4 The Province's obligation to pay money to the Contractor is subject to the *Financial Administration Act*, which makes that obligation subject to an appropriation being available in the fiscal year of the Province during which payment becomes due.

Currency

- 3.5 Unless otherwise specified in this Agreement, all references to money are to Canadian dollars.

Non-resident income tax

- 3.6 If the Contractor is not a resident in Canada, the Contractor acknowledges that the Province may be required by law to withhold income tax from the fees described in Schedule B and then to remit that tax to the Receiver General of Canada on the Contractor's behalf.

Prohibition against committing money

- 3.7 Without limiting section 13.10(a), the Contractor must not in relation to performing the Contractor's obligations under this Agreement commit or purport to commit the Province to pay any money except as may be expressly provided for in this Agreement.

Refunds of taxes

- 3.8 The Contractor must:
- (a) apply for, and use reasonable efforts to obtain, any available refund, credit, rebate or remission of federal, provincial or other tax or duty imposed on the Contractor as a result of this Agreement that the Province has paid or reimbursed to the Contractor or agreed to pay or reimburse to the Contractor under this Agreement; and
 - (b) immediately on receiving, or being credited with, any amount applied for under paragraph (a), remit that amount to the Province.

4 REPRESENTATIONS AND WARRANTIES

- 4.1 As at the date this Agreement is executed and delivered by, or on behalf of, the parties, the Contractor represents and warrants to the Province as follows:
- (a) except to the extent the Contractor has previously disclosed otherwise in writing to the Province,
 - (i) all information, statements, documents and reports furnished or submitted by the Contractor to the Province in connection with this Agreement (including as part of any competitive process resulting in this Agreement being entered into) are in all material respects true and correct,
 - (ii) the Contractor has sufficient trained and insured staff, facilities, materials, appropriate equipment and approved subcontractual or other agreements in place and available to enable the Contractor to fully perform the Services and to grant any licenses under this Agreement, and
 - (iii) the Contractor holds all permits, licenses, approvals and statutory authorities issued by any government or government agency that are necessary or desirable for the performance of the Contractor's obligations under this Agreement; and
 - (b) if the Contractor is not an individual,
 - (i) the Contractor has the power and capacity to enter into this Agreement and to observe, perform and comply with the terms of this Agreement and all necessary corporate or other

proceedings have been taken and done to authorize the execution and delivery of this Agreement by, or on behalf of, the Contractor, and

- (ii) this Agreement has been legally and properly executed by, or on behalf of, the Contractor and is legally binding upon and enforceable against the Contractor in accordance with its terms except as enforcement may be limited by bankruptcy, insolvency or other laws affecting the rights of creditors generally and except that equitable remedies may be granted only in the discretion of a court of competent jurisdiction.

5 PRIVACY, SECURITY AND CONFIDENTIALITY

Privacy

- 5.1 The Contractor must comply with the Privacy Protection Schedule attached as Schedule E.

Security

- 5.2 The Contractor must:
 - (a) make reasonable security arrangements to protect the Material from unauthorized access, collection, use, disclosure, alteration or disposal; and
 - (b) comply with the Security Schedule attached as Schedule G.

Confidentiality

- 5.3 The Contractor must treat as confidential all information in the Material and all other information accessed or obtained by the Contractor or a Subcontractor (whether verbally, electronically or otherwise) as a result of this Agreement, and not permit its disclosure or use without the Province's prior written consent except:
 - (a) as required to perform the Contractor's obligations under this Agreement or to comply with applicable laws;
 - (b) if it is information that is generally known to the public other than as result of a breach of this Agreement; or
 - (c) if it is information in any Incorporated Material.

Public announcements

- 5.4 Any public announcement relating to this Agreement will be arranged by the Province and, if such consultation is reasonably practicable, after consultation with the Contractor.

Restrictions on promotion

- 5.5 The Contractor must not, without the prior written approval of the Province, refer for promotional purposes to the Province being a customer of the Contractor or the Province having entered into this Agreement.

6 MATERIAL AND INTELLECTUAL PROPERTY

Access to Material

- 6.1 If the Contractor receives a request for access to any of the Material from a person other than the Province, and this Agreement does not require or authorize the Contractor to provide that access, the Contractor must promptly advise the person to make the request to the Province.

Ownership and delivery of Material

- 6.2 The Province exclusively owns all property rights in the Material which are not intellectual property rights. The Contractor must deliver any Material to the Province immediately upon the Province's request.

Matters respecting intellectual property

- 6.3 The Province exclusively owns all intellectual property rights, including copyright, in:

- (a) Received Material that the Contractor receives from the Province; and
- (b) Produced Material, other than any Incorporated Material.

Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province that irrevocably waive in the Province's favour any moral rights which the Contractor (or employees of the Contractor) or a Subcontractor (or employees of a Subcontractor) may have in the Produced Material and that confirm the vesting in the Province of the copyright in the Produced Material, other than any Incorporated Material.

Rights in relation to Incorporated Material

- 6.4 Upon any Incorporated Material being embedded or incorporated in the Produced Material and to the extent that it remains so embedded or incorporated, the Contractor grants to the Province:
- (a) a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to exercise, in respect of that Incorporated Material, the rights set out in the *Copyright Act* (Canada), including the right to use, reproduce, modify, publish and distribute that Incorporated Material; and
 - (b) the right to sublicense or assign to third-parties any or all of the rights granted to the Province under section 6.4(a).

7 RECORDS AND REPORTS

Work reporting

- 7.1 Upon the Province's request, the Contractor must fully inform the Province of all work done by the Contractor or a Subcontractor in connection with providing the Services.

Time and expense records

- 7.2 If Schedule B provides for the Contractor to be paid fees at a daily or hourly rate or for the Contractor to be paid or reimbursed for expenses, the Contractor must maintain time records and books of account, invoices, receipts and vouchers of expenses in support of those payments, in form and content satisfactory to the Province. Unless otherwise specified in this Agreement, the Contractor must retain such documents for a period of not less than seven years after this Agreement ends.

8 AUDIT

- 8.1 In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect and, at the Province's discretion, copy any of the Material and the Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

9 INDEMNITY AND INSURANCE

Indemnity

- 9.1 The Contractor must indemnify and save harmless the Province and the Province's employees and agents from any loss, claim (including any claim of infringement of third-party intellectual property rights), damage award, action, cause of action, cost or expense that the Province or any of the Province's employees

or agents may sustain, incur, suffer or be put to at any time, either before or after this Agreement ends, (each a "Loss") to the extent the Loss is directly or indirectly caused or contributed to by:

- (a) any act or omission by the Contractor or by any of the Contractor's agents, employees, officers, directors or Subcontractors in connection with this Agreement; or
- (b) any representation or warranty of the Contractor being or becoming untrue or incorrect.

Insurance

9.2 The Contractor must comply with the Insurance Schedule attached as Schedule D.

Workers compensation

9.3 Without limiting the generality of section 2.9, the Contractor must comply with, and must ensure that any Subcontractors comply with, all applicable occupational health and safety laws in relation to the performance of the Contractor's obligations under this Agreement, including the *Workers Compensation Act* in British Columbia or similar laws in other jurisdictions.

Personal optional protection

9.4 The Contractor must apply for and maintain personal optional protection insurance (consisting of income replacement and medical care coverage) during the Term at the Contractor's expense if:

- (a) the Contractor is an individual or a partnership of individuals and does not have the benefit of mandatory workers compensation coverage under the *Workers Compensation Act* or similar laws in other jurisdictions; and
- (b) such personal optional protection insurance is available for the Contractor from WorkSafeBC or other sources.

Evidence of coverage

9.5 Within 10 Business Days of being requested to do so by the Province, the Contractor must provide the Province with evidence of the Contractor's compliance with sections 9.3 and 9.4.

10 FORCE MAJEURE

Definitions relating to force majeure

10.1 In this section and sections 10.2 and 10.3:

- (a) "Event of Force Majeure" means one of the following events:
 - (i) a natural disaster, fire, flood, storm, or power failure,
 - (ii) a war (declared and undeclared), insurrection or act of terrorism or piracy,
 - (iii) a strike (including illegal work stoppage or slowdown) or lockout other than of or affecting the Contractor's employees, or
 - (iv) a freight embargoif the event prevents a party from performing the party's obligations in accordance with this Agreement and is beyond the reasonable control of that party; and
- (b) "Affected Party" means a party prevented from performing the party's obligations in accordance with this Agreement by an Event of Force Majeure.

Consequence of Event of Force Majeure

- 10.2 An Affected Party is not liable to the other party for any failure or delay in the performance of the Affected Party's obligations under this Agreement resulting from an Event of Force Majeure and any time periods for the performance of such obligations are automatically extended for the duration of the Event of Force Majeure provided that the Affected Party complies with the requirements of section 10.3.

Duties of Affected Party

- 10.3 An Affected Party must promptly notify the other party in writing upon the occurrence of the Event of Force Majeure and make all reasonable efforts to prevent, control or limit the effect of the Event of Force Majeure so as to resume compliance with the Affected Party's obligations under this Agreement as soon as possible.

11 DEFAULT AND TERMINATION

Definitions relating to default and termination

- 11.1 In this section and sections 11.2 to 11.4:

- (a) "Event of Default" means any of the following:
 - (i) an Insolvency Event,
 - (ii) the Contractor fails to perform any of the Contractor's obligations under this Agreement, or
 - (iii) any representation or warranty made by the Contractor in this Agreement is untrue or incorrect; and
- (b) "Insolvency Event" means any of the following:
 - (i) an order is made, a resolution is passed or a petition is filed, for the Contractor's liquidation or winding up,
 - (ii) the Contractor commits an act of bankruptcy, makes an assignment for the benefit of the Contractor's creditors or otherwise acknowledges the Contractor's insolvency,
 - (iii) a bankruptcy petition is filed or presented against the Contractor or a proposal under the *Bankruptcy and Insolvency Act* (Canada) is made by the Contractor,
 - (iv) a compromise or arrangement is proposed in respect of the Contractor under the *Companies' Creditors Arrangement Act* (Canada),
 - (v) a receiver or receiver-manager is appointed for any of the Contractor's property, or
 - (vi) the Contractor ceases, in the Province's reasonable opinion, to carry on business as a going concern.

Province's options on default

- 11.2 On the happening of an Event of Default, or at any time thereafter, the Province may, at its option, elect to do any one or more of the following:
- (a) by written notice to the Contractor, require that the Event of Default be remedied within a time period specified in the notice;
 - (b) pursue any remedy or take any other action available to it at law or in equity; or
 - (c) by written notice to the Contractor, terminate this Agreement with immediate effect or on a future date specified in the notice, subject to the expiration of any time period specified under section 11.2(a).

Delay not a waiver

- 11.3 No failure or delay on the part of the Province to exercise its rights in relation to an Event of Default will constitute a waiver by the Province of such rights.

Province's right to terminate other than for default

- 11.4 In addition to the Province's right to terminate this Agreement under section 11.2(c) on the happening of an Event of Default, the Province may terminate this Agreement for any reason by giving at least 10 days' written notice of termination to the Contractor.

Payment consequences of termination

- 11.5 Unless Schedule B otherwise provides, if the Province terminates this Agreement under section 11.4:
- (a) the Province must, within 30 days of such termination, pay to the Contractor any unpaid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that was completed to the Province's satisfaction before termination of this Agreement; and
 - (b) the Contractor must, within 30 days of such termination, repay to the Province any paid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that the Province has notified the Contractor in writing was not completed to the Province's satisfaction before termination of this Agreement.

Discharge of liability

- 11.6 The payment by the Province of the amount described in section 11.5(a) discharges the Province from all liability to make payments to the Contractor under this Agreement.

Notice in relation to Events of Default

- 11.7 If the Contractor becomes aware that an Event of Default has occurred or anticipates that an Event of Default is likely to occur, the Contractor must promptly notify the Province of the particulars of the Event of Default or anticipated Event of Default. A notice under this section as to the occurrence of an Event of Default must also specify the steps the Contractor proposes to take to address, or prevent recurrence of, the Event of Default. A notice under this section as to an anticipated Event of Default must specify the steps the Contractor proposes to take to prevent the occurrence of the anticipated Event of Default.

12 DISPUTE RESOLUTION

Dispute resolution process

- 12.1 In the event of any dispute between the parties arising out of or in connection with this Agreement, the following dispute resolution process will apply unless the parties otherwise agree in writing:
- (a) the parties must initially attempt to resolve the dispute through collaborative negotiation;
 - (b) if the dispute is not resolved through collaborative negotiation within 15 Business Days of the dispute arising, the parties must then attempt to resolve the dispute through mediation under the rules of the Mediate BC Society; and
 - (c) if the dispute is not resolved through mediation within 30 Business Days of the commencement of mediation, the dispute must be referred to and finally resolved by arbitration under the *Arbitration Act*.

Location of arbitration or mediation

- 12.2 Unless the parties otherwise agree in writing, an arbitration or mediation under section 12.1 will be held in Victoria, British Columbia.

Costs of mediation or arbitration

- 12.3 Unless the parties otherwise agree in writing or, in the case of an arbitration, the arbitrator otherwise orders, the parties must share equally the costs of a mediation or arbitration under section 12.1 other than those costs relating to the production of expert evidence or representation by counsel.

13 MISCELLANEOUS

Delivery of notices

- 13.1 Any notice contemplated by this Agreement, to be effective, must be in writing and delivered as follows:
- (a) by fax to the addressee's fax number specified on the first page of this Agreement, in which case it will be deemed to be received on the day of transmittal unless transmitted after the normal business hours of the addressee or on a day that is not a Business Day, in which cases it will be deemed to be received on the next following Business Day;
 - (b) by hand to the addressee's address specified on the first page of this Agreement, in which case it will be deemed to be received on the day of its delivery; or
 - (c) by prepaid post to the addressee's address specified on the first page of this Agreement, in which case if mailed during any period when normal postal services prevail, it will be deemed to be received on the fifth Business Day after its mailing.

Change of address or fax number

- 13.2 Either party may from time to time give notice to the other party of a substitute address or fax number, which from the date such notice is given will supersede for purposes of section 13.1 any previous address or fax number specified for the party giving the notice.

Assignment

- 13.3 The Contractor must not assign any of the Contractor's rights or obligations under this Agreement without the Province's prior written consent. Upon providing written notice to the Contractor, the Province may assign to any person any of the Province's rights under this Agreement and may assign to any "government corporation", as defined in the *Financial Administration Act*, any of the Province's obligations under this Agreement.

Subcontracting

- 13.4 The Contractor must not subcontract any of the Contractor's obligations under this Agreement to any person without the Province's prior written consent, excepting persons listed in the attached Schedule C. No subcontract, whether consented to or not, relieves the Contractor from any obligations under this Agreement. The Contractor must ensure that:
- (a) any person retained by the Contractor to perform obligations under this Agreement; and
 - (b) any person retained by a person described in paragraph (a) to perform those obligations fully complies with this Agreement in performing the subcontracted obligations.

Waiver

- 13.5 A waiver of any term or breach of this Agreement is effective only if it is in writing and signed by, or on behalf of, the waiving party and is not a waiver of any other term or breach.

Modifications

- 13.6 No modification of this Agreement is effective unless it is in writing and signed by, or on behalf of, the parties.

Entire agreement

- 13.7 This Agreement (including any modification of it) constitutes the entire agreement between the parties as to performance of the Services.

Survival of certain provisions

- 13.8 Sections 2.9, 3.1 to 3.4, 3.7, 3.8, 5.1 to 5.5, 6.1 to 6.4, 7.1, 7.2, 8.1, 9.1, 9.2, 9.5, 10.1 to 10.3, 11.2, 11.3, 11.5, 11.6, 12.1 to 12.3, 13.1, 13.2, 13.8, and 13.10, any accrued but unpaid payment obligations, and any other sections of this Agreement (including schedules) which, by their terms or nature, are intended to survive the completion of the Services or termination of this Agreement, will continue in force indefinitely subject to any applicable limitation period prescribed by law, even after this Agreement ends.

Schedules

- 13.9 The schedules to this Agreement (including any appendices or other documents attached to, or incorporated by reference into, those schedules) are part of this Agreement.

Independent contractor

- 13.10 In relation to the performance of the Contractor's obligations under this Agreement, the Contractor is an independent contractor and not:

- (a) an employee or partner of the Province; or
- (b) an agent of the Province except as may be expressly provided for in this Agreement.

The Contractor must not act or purport to act contrary to this section.

Personnel not to be employees of Province

- 13.11 The Contractor must not do anything that would result in personnel hired or used by the Contractor or a Subcontractor in relation to providing the Services being considered employees of the Province.

Key Personnel

- 13.12 If one or more individuals are specified as "Key Personnel" of the Contractor in Part 4 of Schedule A, the Contractor must cause those individuals to perform the Services on the Contractor's behalf, unless the Province otherwise approves in writing, which approval must not be unreasonably withheld.

Pertinent information

- 13.13 The Province must make available to the Contractor all information in the Province's possession which the Province considers pertinent to the performance of the Services.

Conflict of interest

- 13.14 The Contractor must not provide any services to any person in circumstances which, in the Province's reasonable opinion, could give rise to a conflict of interest between the Contractor's duties to that person and the Contractor's duties to the Province under this Agreement.

Time

- 13.15 Time is of the essence in this Agreement and, without limitation, will remain of the essence after any modification or extension of this Agreement, whether or not expressly restated in the document effecting the modification or extension.

Conflicts among provisions

- 13.16 Conflicts among provisions of this Agreement will be resolved as follows:
- (a) a provision in the body of this Agreement will prevail over any conflicting provision in, attached to or incorporated by reference into a schedule, unless that conflicting provision expressly states otherwise; and
 - (b) a provision in a schedule will prevail over any conflicting provision in a document attached to or incorporated by reference into a schedule, unless the schedule expressly states otherwise.

Agreement not permit nor fetter

- 13.17 This Agreement does not operate as a permit, license, approval or other statutory authority which the Contractor may be required to obtain from the Province or any of its agencies in order to provide the Services. Nothing in this Agreement is to be construed as interfering with, or fettering in any manner, the exercise by the Province or its agencies of any statutory, prerogative, executive or legislative power or duty.

Remainder not affected by invalidity

- 13.18 If any provision of this Agreement or the application of it to any person or circumstance is invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provision to any other person or circumstance will not be affected or impaired and will be valid and enforceable to the extent permitted by law.

Further assurances

- 13.19 Each party must perform the acts, execute and deliver the writings, and give the assurances as may be reasonably necessary to give full effect to this Agreement.

Additional terms

- 13.20 Any additional terms set out in the attached Schedule F apply to this Agreement.

Tax Verification

- 13.21 Any terms set out in the attached Schedule H apply to this Agreement.

Governing law

- 13.22 This Agreement is governed by, and is to be interpreted and construed in accordance with, the laws applicable in British Columbia.

14 INTERPRETATION

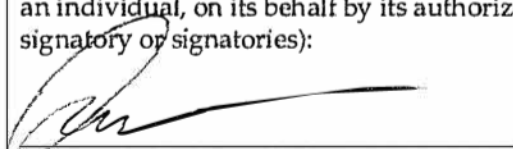
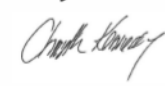
- 14.1 In this Agreement:
- (a) “includes” and “including” are not intended to be limiting;
 - (b) unless the context otherwise requires, references to sections by number are to sections of this Agreement;
 - (c) the Contractor and the Province are referred to as “the parties” and each of them as a “party”;

- (d) "attached" means attached to this Agreement when used in relation to a schedule;
- (e) unless otherwise specified, a reference to a statute by name means the statute of British Columbia by that name, as amended or replaced from time to time;
- (f) the headings have been inserted for convenience of reference only and are not intended to describe, enlarge or restrict the scope or meaning of this Agreement or any provision of it;
- (g) "person" includes an individual, partnership, corporation or legal entity of any nature; and
- (h) unless the context otherwise requires, words expressed in the singular include the plural and *vice versa*.

15 EXECUTION AND DELIVERY OF AGREEMENT

- 15.1 This Agreement may be entered into by a separate copy of this Agreement being executed by, or on behalf of, each party and that executed copy being delivered to the other party by a method provided for in section 13.1 or any other method agreed to by the parties.

The parties have executed this Agreement as follows:

<p>SIGNED on the 19th day of November, 2020 by the Contractor (or, if not an individual, on its behalf by its authorized signatory or signatories):</p>  <p>_____ Signature(s)</p> <p><u>Paul Mullen</u> Print Name(s)</p> <p><u>Vice President, Operations</u> Print Title(s)</p>	<p>SIGNED on the 19 day of November, 2020 on behalf of the Province by its duly authorized representative:</p>  <p>_____ Signature</p> <p><u>Christine Kennedy</u> Print Name</p> <p><u>Deputy Minister, Ministry of Jobs, Economic Development and Competitiveness</u> Print Title</p>
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Schedule A – Services

PART 1. TERM:

1. The term of this Agreement commences on November 16, 2020 and ends on December 18, 2020.

PART 2. SERVICES:

The Ministry of Jobs, Economic Development, and Competitiveness is coordinating a flu clinic on behalf of several ministries. This is a voluntary, employer paid program. Participants are to receive the Vaccine at or near their workplace with minimal disruption to daily work schedules. The intent of this program is to promote a safe and healthy workplace that supports the well-being of employees.

The Contractor is responsible for scheduling and coordinating one or more Flu Clinics in each of Victoria, Vancouver, Prince George, and Kamloops at specific locations to be identified by the Province in writing, administering Vaccines and submitting reports to the Province. The Flu Clinics will be held as soon as possible and as reasonably directed by the Province.

The Contractor will conform to and comply with all applicable or relevant Health Canada and B.C. provincial regulations and guidelines and best practices in the course of providing the Services.

The Province will provide a list of Worksite Contacts for each worksite. The Worksite Contact will work with the Contractor's designated Vaccine Administrator(s) to coordinate a Flu Clinic date & time, provide appropriate accommodations for Flu Clinics and to coordinate site specific arrangements. Once the Flu Clinic details have been established, the Worksite Contact will communicate all pertinent information to the employees at the worksite and coordinate the Flu Clinic for the worksite.

The Worksite Contact will work with the Contractor to schedule appointment times for Participants, using the Contractor's scheduling system.

The Contractor is responsible for delivering the Flu Clinics which includes the provision of all required or desirable health measures and protections at the worksite for the delivery of the Flu Clinic and:

- Purchasing and providing the necessary materials to deliver the program, including the Health Canada approved Vaccine and any safety supplies;
- Provide for the collection and disposal of associated bio-hazardous materials in a safe and appropriate manner, in accordance with standard medical protocol;
- Ensure that Provincial and Federal regulations and guidelines pertaining to preventing the spread of COVID-19 are established and followed at the Flu Clinic sites;
- Ensure all Vaccine Administrators:
 - have the qualifications specified below in the 'Inputs' section;
 - have received training specific to Vaccine storage, safe administration of the Vaccine, predisposing risk factors related to the Vaccine, medical risks of the Vaccine and response to possible prophylaxis;
 - carry insurance in the amounts specified Schedule D;
 - answer Participants' and, if applicable, Worksite Contacts' questions related to the Vaccination and consent process; and,
 - screen Participants for predisposing risk factors and advise Participants of the risks of Vaccination;
- Create, for the Province's approval, a consent form that Participants will be required to complete and sign prior to Vaccination;
- Keep medical and administrative records of Vaccinations at Flu Clinics. All data collected in the delivery of this program is the property of the Province and must be maintained in a secure manner and upon request provided to the Province for audit or review purposes;
- Have a contingency plan for unexpected changes in key personnel during the term of the Contract;
- Schedule Flu Clinics, and co-ordinate Flu Clinic times and locations with designated Worksite Contacts, in a manner that:

- maximizes uptake of the Vaccine through convenient clinic locations and times; and,
- ensures that waiting times are short and Participants have easy access to clinic locations and times to minimize the employees' time away from their work.
- Submit participation statistics to the Province by the end of the Term;
- Ensure that any individuals that are collecting or creating personal information (as defined in Schedule E) in relation to the Contract have completed the training described at: Privacy and Information Sharing/Awareness Training for Contractors and Service Providers and as outlined in Schedule E (please note that there is a cost associated with completing this training, which will be the Contractor's responsibility);
- Provide timely response and resolution to any issues or questions as they arise; and,
- Offer the Province the use of an Online Scheduling System that allows Participants to schedule their own Vaccination appointments.

Outputs

The Contractor will safely vaccinate ^{s.21} Participants with the Vaccine at one or more Flu Clinics in each of Victoria, Vancouver, Prince George, and Kamloops at specific locations to be identified by the Province in writing. The Flu Clinics will be held as soon as possible and as reasonably directed by the Province, beginning the week of November 16, 2020.

Inputs

The Contractor must provide all necessary materials to deliver the program, including the Vaccine and any safety supplies.

The Contractor must provide and make available in sufficient quantities the following key personnel:

- 1) **A Contractor's Manager** who will be responsible for the overall management and coordination of the Vaccine Administrators. The Contractor's Manager, who will act as the main liaison with the Province, should be available during business hours when consultation is required and should demonstrate flexibility and innovativeness in resolving problems when issues arise. The Contractor's Manager should have experience within the last 10 years coordinating and managing the work of nursing and/or pharmacist staff (which can include contracted staff) in multiple locations.
- 2) **A lead Nurse, Pharmacist or physician** (the "Lead Health Professional") to provide medical information, advice and guidance to the Contractor's Manager, Participants, Vaccine Administrators, Worksite Contacts, employees of the Province and specifically the Province pertaining to all aspects of this Program including (but not limited to):
 - Storage, administration, disposal and safe and appropriate handling of Vaccine; and
 - Responding to any confidential medical inquiries regarding the Vaccine, reactions or risk factors.

The Lead Health Professional will:

- Be a licensed member in good standing with either the College of Registered Nurses of British Columbia (CRNBC), the College of Pharmacists of British Columbia (CPBC), or the College of Physicians and Surgeons of British Columbia, as applicable;
- Have training in proper storage and handling of the Vaccine;
- Have training in the Vaccine administration and handling adverse reactions; and
- Have experience in the Vaccine administration.

In addition, if the Lead Health Professional is a Pharmacist, the Contractor will be required to demonstrate that such individual has completed the Accredited Administration of Injections Certificate Program and is authorized by the CPBC to administer injections.

Additional key personnel may be assigned by the Contractor to assist in the coordination/administration of the Program and should have experience coordinating the work of nursing and/or pharmacist staff and providing administrative support to programs similar in scope.

3) A team of **Vaccine Administrators** who must be either:

(1) Registered Nurses or Licensed Practical Nurses who:

- i. are licensed members and in good standing with the College of Registered Nurses of British Columbia (CRNBC); and
- ii. have training in proper storage and handling of vaccine;
- iii. have training in vaccine administration and handling adverse reactions; and
- iv. have experience in vaccine administration.

OR

(2) Pharmacists who:

- i. are licensed members and in good standing with the College of Pharmacists of British Columbia (CPBC) and are authorized by the CPBC to administer injections; and
- ii. have training in proper storage and handling of vaccine;
- iii. have training in vaccine administration and handling adverse reactions;
- iv. have experience in vaccine administration; and
- v. have completed the Accredited Administration of Injections Certificate Program.

Outcomes

Through the delivery of the Services the Province wishes to realize the following outcomes and, without limiting the obligation of the Contractor to comply with other provisions of this Part, the Contractor must use commercially reasonable efforts to achieve them:

- a) encourage employees to get vaccinated through the convenience of attending clinics at or near their worksites;
- b) decrease productivity losses and lost work days associated with influenza;
- c) reduce number of complications arising as a result of influenza;

The parties acknowledge that the Contractor does not warrant that these outcomes will be achieved.

Reporting requirements

The Contractor must provide a statistical Participant report listing the number of Participants per Ministry prior to the end of the Term or following the completion of the work, whichever occurs first.

PART 3. RELATED DOCUMENTATION:

Not applicable

PART 4. KEY PERSONNEL:

1. The Key Personnel of the Contractor are as follows:
 - (a) Contractor's Manager: Paul Mullen
 - (b) Lead Nurse, Pharmacist, or physician: Marco Gnoato

Schedule B – Fees and Expenses

1. MAXIMUM AMOUNT PAYABLE:

Maximum Amount: Despite sections 2 and 3 of this Schedule, \$37,500 is the maximum amount which the Province is obliged to pay to the Contractor for fees and expenses under this Agreement (exclusive of any applicable taxes described in section 3.1(c) of this Agreement).

2. FEES:

Vaccination Fee: a fee of \$37,500 to administer ^{s.21} vaccinations. This fee covers all services outlined in this Contract including the cost of the Vaccine itself and Vaccination services provided (such as labour costs, supplies, travel, destruction of supplies, administrative costs, etc.).

3. EXPENSES:

- a. None

4. STATEMENTS OF ACCOUNT:

Statements of Account: In order to obtain payment of any fees and expenses under this Agreement, the Contractor must deliver to the Province at the end of the Term or, if the Contractor completes the Services before that time, on the completion of the Services, a written statement of account in a form satisfactory to the Province containing:

- (a) the Contractor's legal name and address;
- (b) the date of the statement;
- (c) the Contractor's calculation of all fees claimed under this Agreement, including a declaration that the Services for which the Contractor claims fees have been completed;
- (d) a chronological listing, in reasonable detail, of any expenses claimed by the Contractor with receipts attached, if applicable, and, if the Contractor is claiming reimbursement of any GST or other applicable taxes paid or payable by the Contractor in relation to those expenses, a description of any credits, rebates, refunds or remissions the Contractor is entitled to from the relevant taxation authorities in relation to those taxes;
- (e) the Contractor's calculation of all applicable taxes payable by the Province in relation to the Services;
- (f) a description of this Agreement to which the statement relates;
- (g) a statement number for identification; and
- (h) any other billing information reasonably requested by the Province.

5. PAYMENTS DUE:

Payments Due: Within 30 days of the Province's receipt of the Contractor's written statement of account delivered in accordance with this Schedule, the Province must pay the Contractor the fees and expenses (plus all applicable taxes) claimed in the statement if they are in accordance with this Schedule. Statements of account or contract invoices offering an early payment discount may be paid by the Province as required to obtain the discount.

Schedule C – Approved Subcontractor(s)

Not applicable

Schedule D – Insurance

1. The Contractor must, without limiting the Contractor's obligations or liabilities and at the Contractor's own expense, purchase and maintain throughout the Term the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:
 - (a) Commercial General Liability in an amount not less than \$2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must
 - (i) include the Province as an additional insured,
 - (ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change, and
 - (iii) include a cross liability clause.
2. All insurance described in section 1 of this Schedule must:
 - (a) be primary; and
 - (b) not require the sharing of any loss by any insurer of the Province.
3. The Contractor must provide the Province with evidence of all required insurance as follows:
 - (a) within 10 Business Days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance;
 - (b) if any required insurance policy expires before the end of the Term, the Contractor must provide to the Province within 10 Business Days of the policy's expiration, evidence of a new or renewal policy meeting the requirements of the expired insurance in the form of a completed Province of British Columbia Certificate of Insurance; and
 - (c) despite paragraph (a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.
4. The Contractor must obtain, maintain and pay for any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in this Schedule in the Contractor's sole discretion.
5. The Contractor must ensure that each Vaccine Administrator carries a minimum \$1,000,000 professional liability insurance, or has consistent coverage through the CRNBC or the CPBC.

Schedule E – Privacy Protection Schedule

Definitions

1. In this Schedule,
 - (a) “**access**” means disclosure by the provision of access;
 - (b) “**Act**” means the *Freedom of Information and Protection of Privacy Act*;
 - (c) “**contact information**” means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) “**personal information**” means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the “control of a public body” within the meaning of the Act; and
 - (e) “**privacy course**” means the Province’s online privacy and information sharing training course.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Province to comply with the Province’s statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with the Contractor’s statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor’s obligations, or the exercise of the Contractor’s rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor’s collection of personal information.

Privacy Training

6. The Contractor must ensure that each person who will provide services under the Agreement that involve the collection or creation of personal information will complete, at the Contractor’s expense, the privacy course prior to that person providing those services.

7. The requirement in section 6 will only apply to persons who have not previously completed the privacy course.

Accuracy of personal information

8. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

9. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

10. Within 5 Business Days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
11. When issuing a written direction under section 10, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 12.
12. Within 5 Business Days of correcting or annotating any personal information under section 10, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.
13. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

14. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

15. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

16. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

17. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

18. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
19. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

20. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in the custody or under the control of the Contractor, the Contractor:
 - (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
 - (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure

the Contractor must immediately notify the Province and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases "foreign demand for disclosure" and "unauthorized disclosure of personal information" will bear the same meanings as in section 30.2 of the Act.

Notice of unauthorized disclosure

21. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in the custody or under the control of the Contractor, the Contractor must immediately notify the Province. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

22. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to the Contractor's management of personal information or the Contractor's compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

23. The Contractor must in relation to personal information comply with:
- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
 - (b) any direction given by the Province under this Schedule.
24. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

25. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

26. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

27. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
28. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
29. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
30. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
31. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 32, the law of any jurisdiction outside Canada.
32. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Schedule F – Additional Terms

Not applicable

Schedule G – Security Schedule

Definitions

1. In this Schedule:

- (a) **“Device”** means any device to manage, operate or provide the Services or to connect to any Systems or any Province system or network, or that is capable of storing any Protected Information, and includes any workstation or handheld device the Contractor authorizes Personnel to use in relation to this Agreement;
- (b) **“Facilities”** means the physical locations (excluding those of the Province) the Contractor uses to provide the Services, or to house Systems or records containing Protected Information;
- (c) **“Least Privilege”** means the principle requiring that each subject in a system be granted the most restrictive set of privileges (or lowest clearance) needed for the performance of authorized tasks so as to limit the damage that can result from accident, error or unauthorized use;
- (d) **“Need-to-Know”** means the principle where access is restricted to authorized individuals whose duties require such access and not merely because of status, rank or office;
- (e) **“Personnel”** means all individuals hired or used by the Contractor and Subcontractors to perform the Contractor’s obligations under this Agreement, including unpaid volunteers and the Contractor or a Subcontractor if an individual;
- (f) **“Policies”** means the intentions and directions of an organization or part of it, as expressed in record form by its top management (including, for example, policies, directions, standards, practices, procedures and guidelines);
- (g) **“Protected Information”** means any and all:
 - (i) “personal information” as defined in the Privacy Protection Schedule if attached;
 - (ii) information and records of information the Contractor is required to treat as confidential under this Agreement; and
 - (iii) records, the integrity or availability of which are to be preserved by the Contractor under this Agreement, which in the case of records not falling within (i) or (ii), are marked or instructed by the Province to be so preserved or otherwise treated as “Protected Information” under this Agreement;
- (h) **“Security Event Logs”** means any logs (also known as audit records) of events, notifications or alerts that any component of any Device or other device (not limited to security device), or any Systems or other system or software is technically capable of producing in relation to its status, functions and activities that may be used for such purposes as security investigations, auditing, monitoring and determining security incidents (examples of components capable of producing such logs include firewalls, intrusion prevention systems, routers, switches, content filtering, network traffic flow logs, networks, authentication services, directory services, dynamic host configuration protocols, dynamic naming services, hardware platforms, virtualization platforms, servers, operating systems, web servers, databases, applications, application firewalls);
- (i) **“Systems”** means any systems, subsystems, equipment, infrastructure, networks, management networks, servers, hardware and software the Contractor uses in relation to this Agreement, including for managing, operating or providing the Services, but excluding any the Province owns or makes available to the Contractor for the Contractor to use in relation to this Agreement;

- (j) **“Tenancy”** means those components of the Systems that:
 - (i) directly access and store Protected Information,
 - (ii) relate to Protected Information or the Province’s tenancy activities, or
 - (iii) are customer facing and managed by the Province in its use of the Services; and
- (k) **“Tenancy Security Event Logs”** means Security Event Logs that relate to Tenancy, including:
 - (i) log-on/log-off information about Province user activities, and
 - (ii) application logs, web server log, file server logs, database logs of applications, web servers, file servers or database servers or any other logs that directly store, access or contain Protected Information.

Additional obligations

- 2. The Contractor must comply with Appendix G1 if attached.

PERSONNEL

Confidentiality agreements

- 3. The Contractor must not permit any person the Contractor hires or uses to access or obtain any Protected Information unless that person is contractually bound to the Contractor in writing to keep Protected Information confidential on terms no less protective than the terms applicable to the Contractor under this Agreement.

Personnel security screening

- 4. The Contractor may only permit individual Personnel to have access to any Protected Information or other asset of the Province (including to any system, network or device the Province makes available to the Contractor) in relation to this Agreement, if, after:
 - (a) verifying their identity and relevant education, professional qualifications and employment history;
 - (b) completing a criminal record check that is updated at least every five years;
 - (c) requiring Personnel to proactively disclose criminal offences to the Contractor unless prohibited by applicable law;
 - (d) performing any additional screening this Agreement or applicable law may require; and
 - (e) performing any additional background checks the Contractor considers appropriate,

the Contractor is satisfied that the individual does not constitute an unreasonable security risk.
- 5. If any criminal record check or proactive disclosure reveals a prior criminal offence or pending criminal matter, the Contractor must make a reasonable determination of whether the applicable person constitutes an unreasonable security risk, taking into consideration the duties of the individual and the type and sensitivity of information to which the individual may be exposed.

6. If the Contractor is an individual, the Province may subject the Contractor to the screening requirements in this Schedule.

Personnel information security training

7. Unless otherwise specified in this Agreement, the Contractor must ensure all Personnel complete any relevant information security training, at the Contractor's expense, before they provide any Services, or receive or are given access to any Protected Information or any system, device or secure facility of the Province, and thereafter at least annually.

Security contact

8. If not set out elsewhere in this Agreement, the Contractor (but not a Subcontractor) must provide in writing to the Province the contact information for the individual who will coordinate compliance by the Contractor and all Subcontractors and act as a direct contact for the Province on matters relating to this Schedule.

Supply chain

9. The Contractor must ensure that the security requirements of those in its upstream and downstream supply chain are documented, followed, reviewed, and updated on an ongoing basis as applicable to this Agreement.

GENERAL POLICIES AND PRACTICES

Information security policy

10. The Contractor must have an information security Policy that is:
 - (a) based on recognized industry standards; and
 - (b) reviewed and updated at least every three years.

Compliance and Standard for Security Controls

11. Unless this Agreement otherwise specifies, the Contractor must apply controls and security management practices to manage or operate Protected Information and Systems, Devices, and Facilities that are compliant with or equivalent to the following Province's Policies accessible at <https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures>:
 - (a) "Information Security Policy";
 - (b) government wide IM/IT Standards; and
 - (c) sector or ministry specific IM/IT Standards, if any applicable to the Province ministry, agency or other representative receiving the Services.

Contractor security risk assessments

12. The Contractor must undertake a security threat and risk assessment against an industry security standard before placing any new or materially changed Systems or services into production.

Change control and management

13. The Contractor must:

- (a) implement and maintain change control processes for Facilities, Systems and Devices in line with applicable security best practices to reduce security-related risks with respect to implemented significant changes; and
- (b) ensure that adequate testing of any change is completed before the change is put into production.

Backups and restores

14. The Contractor must ensure that:

- (a) it has a backup Policy that is followed and is reviewed, updated and tested at least annually;
- (b) backups are taken and tested in accordance with the Contractor's backup Policy, but in any event at least annually; and
- (c) frequency and completeness of backups is based on reasonable industry practice.

Business continuity plan and disaster recovery plan

- 15. The Contractor must ensure that it has a documented business continuity plan and a disaster recovery plan that is reviewed at least annually.
- 16. The Contractor must ensure that Facilities and Systems are protected from loss, damage or other occurrence, including fire and environmental hazards and power interruptions, that may result in any of those Facilities and Systems being unavailable when required to provide the Services.

Security Incident Response and Management

- 17. The Contractor must ensure that it has a security incident management Policy and response plan that is reviewed at least annually.

PROTECTED INFORMATION AND DATA SECURITY

Encryption

18. The Contractor must ensure that:

- (a) encryption of data at rest is implemented and is maintained in effect, uninterrupted, and active at all times, even in the case of equipment or technology failure, for all Protected Information stored on Systems and Devices; and
- (b) encryption end-to-end is implemented for all Protected Information in transit.

No storage on unencrypted portable media

- 19. The Contractor must ensure that no Protected Information is stored on portable media for transport outside of the Facilities or Systems without both the prior written approval of the Province and ensuring that the portable media and the Protected Information are encrypted.

Encryption standard

- 20. For sections 18 and 19, encryption must comply with the Province's "Cryptographic Standards for Information Protection" accessible at <https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures>.

Isolation controls and logical isolation of data

21. The Contractor must implement and maintain the logical isolation of Protected Information, in effect, uninterrupted, and active at all times, even in the case of equipment or technology failure.

ACCESS AND AUTHENTICATION

User Identifiers

22. The Contractor must assign and ensure that user identifiers are unique and personal for log in to Systems and Devices.

Access

23. The Contractor must implement, follow, and regularly review and update, access control Policies that address, without limitation, onboarding, off-boarding, transition between roles, regular access reviews, limit and control use of administrator privileges and inactivity timeouts for Facilities, Systems and Devices within the Contractor's control.
24. The Contractor must ensure that all access to Protected Information and to Facilities, Systems and Devices is based Least Privilege and Need-to-Know" based on role and responsibilities. The Contractor must identify and segregate conflicting duties and areas of responsibility to reduce incidents of fraud and other abuse.
25. The Contractor must verify an individual's identity before assigning the individual a unique identifier that would give them access to Facilities, Systems or Devices.
26. The Contractor must implement a formal user registration process for Personnel that includes:
 - (a) verification of access levels;
 - (b) creating and maintaining records of access privileges;
 - (c) audit processes; and
 - (d) actions to ensure access is not given before approval is granted by the Contractor.
27. The Contractor must maintain a current and accurate inventory of computer accounts and review the inventory on a regular basis to identify dormant, fictitious or unused accounts.
28. The Contractor must implement a monitoring process to oversee, manage and review Personnel access rights and roles at regular intervals.
29. The Contractor must ensure that all Systems and Devices:
 - (a) are configured in alignment with industry standards;
 - (b) enforce a limit of consecutive invalid logon attempts by a user during a predetermined time period;
 - (c) automatically lock the applicable account and Systems after failed logon failures;
 - (d) limit the number of concurrent sessions;
 - (e) prevent further access to Systems by initiating a session lock; and
 - (f) provide the capability of disconnecting or disabling remote access to the Systems.

Authentication

30. The Contractor must use or require complex passwords or personal identification numbers (PINs) that are not shared, default or blank and that are encrypted (not displayed) when entered, biometric accesses, keys, smart cards, other logical or access controls, or combinations of them, to control access to Protected Information and to Systems and Devices.
31. The Contractor must ensure that Systems for password-based authentication:
 - (a) enforce minimum password complexity, including requiring passwords to be case sensitive, contain a minimum of eight characters and a combination of upper-case letters, lower-case letters, numbers, and/or special characters;
 - (b) change authentication passwords regularly at predetermined intervals, but at a minimum semi-annually;
 - (c) store and transmit only encrypted representations of passwords;
 - (d) enforce password minimum and maximum lifetime restrictions;
 - (e) prohibit password reuse;
 - (f) prevent reuse of identifiers; and
 - (g) disable the identifier after ninety days of inactivity.

Highly sensitive Protected Information

32. If this Agreement or the Province under this Agreement indicates that any Protected Information is highly sensitive, the Contractor must also ensure that Systems enforce with respect to that Protected Information:
 - (a) two-factor authentication for access;
 - (b) enhanced logging that logs all accesses;
 - (c) request based access; and
 - (d) no standing access rights.

SECURITY EVENT LOGS

Log generation, log retention and monitoring

33. The Contractor must ensure that logging of Security Event Logs is enabled on all applicable Systems components
34. The Contractor must retain Security Event Logs for the Systems online for a minimum of 90 days and either online or off-line for an additional period of time adequate to enable the Contractor to conduct effective security investigations into suspected or actual security incidents.
35. The Contractor must retain Tenancy Security Event Logs online for a minimum of 90 days and either:
 - (a) such additional period of time as the Province may instruct; or
 - (b) ensure that the Tenancy offers the technical capability for the Province to retain the Tenancy Security Event Logs,

to enable the Province to comply with an information schedule approved under the *Information Management Act* or other retention period required by law.

36. Upon the Province's request, the Contractor must ensure that the Tenancy offers the technical capability for the Province to enable or configure the forwarding, extraction, backup of Tenancy Security Event Logs from the Tenancy to the Province's security information and event management system or to an external log storage and retention system.
37. The Contractor must review Security Event Logs regularly to detect potential security incidents, using automated tools or equivalent processes for the monitoring, review, correlating and alerting of Security Event Logs.

PROVINCE PROPERTY

Access to Province facilities, systems or networks

38. If the Province makes available any facilities, systems, networks or devices for use of the Contractor in relation to this Agreement, the Contractor must comply with, and permit access on its behalf only by those authorized Personnel who have been instructed to comply with, the Province's Policies then applicable to their acceptable use, access and protection accessible at <https://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures>, including:
 - (a) "Appropriate Use Policy" (as also referenced in chapter 12 of the Province's "Core Policy and Procedures Manual");
 - (b) "Information Security Policy";
 - (c) government wide IM/IT Standards; and
 - (d) sector or ministry specific IM/IT Standards, if any applicable to the Province ministry, agency or other representative receiving the Services.
39. The Province has the rights to:
 - (a) not make any particular Province facility, system, network or device available before the Contractor or individual Personnel or both agree to a form of agreement acceptable to the Province on acceptable use, protection of, and access to, such facility, system, network or device, or at all;
 - (b) not permit connection to any particular Province system or network until satisfied with the controls applied and the security status of the Device to be connected;
 - (c) keep facilities access logs and Security Event Logs, and to otherwise monitor and analyze use of Province facilities, systems and networks to verify compliance, investigate suspected or actual breaches or information incidents and protect the Province's assets, including records, in compliance with applicable laws, including the *Freedom of Information and Protection of Privacy Act* and *Information Management Act*, and the Province's Policies; and
 - (d) limit or revoke access to any Province systems, facility or device at its discretion.

Application development

40. If the Services include software development, the Contractor must ensure that the applications and programming interfaces are developed according to industry standards and Province's Policies applicable to application development standards. The Contractor must use secure application development practices for the development of the software.

FACILITIES, SYSTEMS, DATABASE AND DEVICE SECURITY

Physical security

41. The Contractor must ensure that adequate physical controls and processes are implemented to ensure that only authorized persons have physical access to the Facilities and Systems.
42. The Contractor must develop, document, and disseminate a physical and environmental protection Policy that it reviews at least annually.
43. The Contractor must review physical access logs at least once monthly.
44. The Contractor must ensure that physical security of any Systems or Facilities being used or capable of being used to house Protected Information meets a standard as would be reasonably expected to provide adequate protection based on the value of the data being protected and the environment in which the Systems or Facilities are located. At a minimum, this should include:
 - (a) hardening of the perimeter of the Facilities;
 - (b) physical separation of public and restricted spaces;
 - (c) Intrusion Alarm System (IAS) partitioned to ensure areas containing Protected Information are protected at all times;
 - (d) Access Control Systems (ACS) and/or Key Management processes; and
 - (e) visitor and identity management processes – including access logs and identification badges.

Separation of production from test environments

45. The Contractor must not use any production data in any development, test or training environments used for the Services without the Province's prior written consent. If the Province gives such consent, the production data must, at minimum, be obfuscated (for example, by using data masking functionality).
46. The Contractor must keep its development, test and training environments separate from its production environments used for the Services at all times, even in case of failure.

Systems (including servers) hardening

47. The Contractor must:
 - (a) harden all Systems against attack and misuse, using appropriate security best practices for the hardening of the specific deployed platform, before placing those Systems into production;
 - (b) ensure that all unsecured and unneeded ports, services, applications, protocols and network communicating applications are uninstalled or disabled on all Systems;
 - (c) applying Least Privilege, ensure that the Contractor only configures and makes operational ports, services, applications, protocols and network communicating applications based on the functional requirements of the respective Systems;
 - (d) ensure that default passwords and shared accounts are not used for any Systems; and

- (e) in relation to Systems, implement server hardening using configuration security best practices (for example, Center for Internet Security, Inc. (CIS) Benchmarks or equivalent) for any server operating systems, server virtualization, server middleware (for example, web servers and database servers) and application servers.

Perimeter controls (firewall and intrusion prevention system) and network security

48. The Contractor must:

- (a) implement stateful packet inspection firewalls to control traffic flow to and from Systems and Tenancy at all times, and configure the stateful packet inspection firewalls applying security best practices and Least Privilege;
- (b) implement an intrusion prevention System to control and filter traffic flow leaving and entering Systems and Tenancy at all times, and configure the intrusion prevention System applying security best practices; and
- (c) implement a secure network perimeter and network segmentation for Systems, with ingress and egress points that are known and controlled.

Application firewall

49. The Contractor must implement application layer firewalls on Systems:

- (a) at such level of protection as the Province may instruct ; and
- (b) to detect and mitigate application attacks (for example, brute force, OWASP Top 10, SQL injection, cross site scripting).

Management network

50. The Contractor must ensure that for any Systems:

- (a) the management network remains logically separated from any other zone and is not directly accessible from the Internet;
- (b) the management network is internally segmented, with each server's dedicated network interface on its own segmented network and that interfaces on the management network do not have visibility to each other; and
- (c) all access to the management network is strictly controlled and exclusively enforced through a secure access gateway, bastion host or equivalent.

Remote management and secure access gateway

51. The Contractor must perform any remote management of Systems or Devices in a secure manner, using encrypted communication channels and adequate access controls.

Database security

52. The Contractor must ensure that for any Systems:

- (a) database maintenance utilities that bypass controls are restricted and monitored;

- (b) there is a formal approval process in place for handling requests for disclosure of database contents or for database access, including steps to evaluate privacy impacts and security risks of such requests; and
 - (c) methods to check and maintain the integrity of the data are implemented (for example, consistency checks and checksums).
53. For database security, the Contractor must implement logical isolation and encryption of Protected Information.

Device security and antivirus scanning

54. The Contractor must ensure all Devices:
- (a) have antivirus and malware protection as appropriate for the particular Device active at all times;
 - (b) are configured to perform antivirus scans at least once per week;
 - (c) have host based firewall configured, enabled and active at all times; and
 - (d) have all patches and appropriate security updates installed for the operating system and all installed software.

VULNERABILITY PREVENTION, SCANNING AND MANAGEMENT

Proactive management

55. The Contractor must:
- (a) obtain information in a timely basis about technical vulnerabilities relating to Systems and Devices; and
 - (b) implement processes to stay current with security threats.

Patching

56. The Contractor must patch all Systems regularly in line with security best practices and ensure that current software, operating systems and application patching levels are maintained.
57. The Contractor must ensure that all Systems have all patches installed on a regular schedule, within the time frame recommended by the manufacturer unless the Province otherwise consents in writing.
58. The Contractor must ensure that vulnerabilities are remedied and patches installed on an accelerated basis for zero-day, critical and high vulnerabilities. For zero-day vulnerabilities, the Contractor must implement appropriate mitigation measures promptly on notification of the zero-day vulnerability. The Contractor must remediate zero-day, high and critical vulnerabilities through patching, decommission, or compensating controls.
59. The Contractor must patch high vulnerabilities within 30 days or less of discovery and patch medium vulnerabilities within 90 days or less of discovery.

Vulnerability Scanning

60. The Contractor must ensure that a vulnerability scan is completed on components of all Systems:
- (a) with any identified vulnerabilities remedied, before being placed into production; and

- (b) on a regular schedule, set at a minimum of one scan per quarter, unless the Province otherwise consents in writing.

Web application vulnerability scanning

- 61. The Contractor must ensure that a vulnerability scan is completed on any web applications used for Tenancy or in any other Systems:
 - (a) and on any major changes to such web applications, with any identified vulnerabilities remedied, before being placed into production; and
 - (b) on a regular schedule, set at a minimum of one scan per quarter, unless the Province otherwise consents in writing.

Antivirus and malware scanning

- 62. The Contractor must ensure that all Systems servers:
 - (a) have antivirus and malware protection configured, active and enabled at all times;
 - (b) have antivirus and malware definitions updated at least once a day; and
 - (c) are configured to undergo a full anti-virus scan for latent infections (to detect infections missed by the real-time agent) at least once a week.

DISPOSALS

Asset disposal

- 63. The Contractor must ensure that all disposals of assets used in providing or relating to the Services are done in a secure manner that ensures that Protected Information cannot be recovered.

Asset management

- 64. The Contractor must have asset management and disposal Policies that are followed, and reviewed and updated regularly in line with security best practices, and that address hardware, software and other critical business assets.
- 65. The Contractor must keep an asset management inventory that includes the name of the System, location, purpose, owner, and criticality, with assets added to inventory on commission and removed on decommission.

Information destruction and disposal

- 66. Unless this Agreement otherwise specifies, the Contractor must retain all records containing Protected Information in the Contractor's possession until instructed by the Province in writing to dispose or deliver them as instructed.
- 67. The Contractor must securely erase:
 - (a) records that contain Protected Information and Tenancy Security Event Logs when instructed in writing by the Province; and

- (b) any backup, transitory and extra copies of records that contain Protected Information or Tenancy Security Event Logs when no longer needed in relation to this Agreement.

68. The Contractor must ensure that Protected Information and Tenancy Security Event Logs on magnetic media are securely wiped by overwriting using procedures and adequate media wiping solutions, degaussing, or other method in line with security best practices for disposal of media.

NOTICES, INCIDENTS AND INVESTIGATIONS

Notice of demands for disclosure

69. In addition to any obligation the Contractor may have to notify or assist the Province under applicable law or this Agreement, including the Privacy Protection Schedule if attached, if the Contractor is required (including under an enactment or a subpoena, warrant, order, demand or other request from a court, government agency or other legal authority) to produce, provide access to or otherwise disclose any Protected Information, the Contractor must, unless prohibited by applicable law, immediately notify and provide reasonable assistance to the Province so the Province may seek a protective order or other remedy to prevent or limit the disclosure.

E-discovery and legal holds

70. The Contractor must fully co-operate with the Province to enable the Province to comply with e-discovery and legal hold obligations.

Incidents

71. In addition to any obligation the Contractor may have under applicable law, including the *Freedom of Information and Protection of Privacy Act*, or this Agreement, if, during or after the Term, the Contractor discovers a suspected or actual unwanted or unexpected event or series of events that threaten the privacy or security of Protected Information (including its unauthorized access, collection, use, disclosure, alteration, storage or disposal) or Tenancy, whether accidental or deliberate, the Contractor must:

- (a) immediately report the particulars of such incident to, and follow the instructions of, the Province, confirming any oral report with a notice in writing to the Province as soon as reasonably practicable (if unable to contact the Province's contract manager or other designated contact for this Agreement, the Contractor must follow the procedure for reporting and managing information incidents on the Province's website at <https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/information-security/information-incidents>; and
- (b) make every reasonable effort to recover the records containing Protected Information and contain and remediate such incident, following such reasonable instructions as the Province may give.

Investigations support and security investigations

72. The Contractor must:

- (a) conduct security investigations in the case of incidents (including any security breach or compromise) affecting Devices, Facilities, Systems, Tenancy or Protected Information, collecting evidence, undertaking forensic activities and taking such other actions as needed;
- (b) provide the Province with any related investigation reports, which the Contractor may sanitize first;
- (c) upon the Province's request, provide the Province with any logs relating to such investigation reports as validation/confirmation of such investigation, which the Contractor may sanitize first; and

- (d) maintain a chain of custody in all such security investigations it undertakes.

73. Upon the Province's request, the Contractor must:

- (a) provide investigative support to the Province to enable the Province to conduct its own security investigations into incidents (including security breaches or compromises) affecting the Tenancy or Protected Information;
- (b) provide the Province with timely access via an on-line, real-time GUI (Graphic User Interface) facility to any Tenancy Security Event Logs and to other Security Event Logs for Systems (the latter of which the Contractor may sanitize first to mask or remove, for example, data pertaining to the Contractor's customers) to assist the Province in conducting the Province's security investigations, or in case of technical limitations, other method acceptable to the Province (for example, on-site visits to enable direct access to those Security Event Logs).

74. The Contractor must work with and support the Province if the Province needs assistance in legal proceedings in relation to security investigations related to Protected Information or Tenancy.

Province Security Threat and Risk Assessment ("STRA") support

75. The Contractor must, via its technical and security resources, support the Province in completing a STRA for the Services and to otherwise assess the risks associated with the Services, including by providing all information and documentation (for example, architecture diagrams, service architecture, controls architecture and technical information), which the Contractor may sanitize first and that the Province may reasonably require for such purpose.

Notification of changes

76. The Contractor must notify the Province of any changes to its security Policies, management practices and security controls described in this Agreement that may potentially negatively impact the security of Tenancy, Protected Information, or those Systems providing the Services.

Compliance verification

77. Upon the Province's request, the Contractor must provide, at no additional cost, the following security reports to the Province at least every six months during the Term:

- (a) vulnerability scan reports of those Systems providing the Services; and
- (b) patch status reports for those Systems providing the Services.

78. In addition to any other rights of inspection the Province may have under this Agreement or under statute, the Province has the rights, at any reasonable time and on reasonable notice to the Contractor, to:

- (a) request the Contractor to verify compliance with this Schedule and to keep security controls documentation or records to support compliance; and
- (b) enter on the Contractor premises and Facilities to inspect and to validate the Contractor's compliance with the security obligations under this Agreement

79. The Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section. If any non-compliance or deficiency is found, the Province may (in addition to any other rights it may have) require the Contractor, at the Contractor's expense, to develop and implement a corrective action plan within a reasonable time.

Notice of non-compliance

80. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars

of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

MISCELLANEOUS

Interpretation

81. In this Schedule, unless otherwise specified, references to sections by number are to sections of this Schedule.
82. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under this Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
83. Any reference to a specified Policy refers to it as may be revised or replaced from time to time.
84. If a provision of this Schedule conflicts with a documented process required by this Schedule to be created or maintained by the Contractor, the provision of the Schedule will prevail to the extent of the conflict.

Referenced documents

85. Policies and other documents of the Province referenced in this Schedule may be updated or replaced by the Province from time to time without notice, and if not found at the hyperlink or URL provided or via the Province's main website at <http://www.gov.bc.ca>, be obtained from the Province's contact for this Agreement.

Survival

86. Sections 63, 66, 67, 68, 69, 70, and 71 and other obligations of the Contractor in this Schedule which, by their terms or nature, are intended to survive the completion of the Services or the termination of this Agreement, will continue in force indefinitely subject to any applicable limitation period prescribed by law, even after this Agreement ends.

Schedule G – Appendix G1 – Additional Security Obligations

Not Applicable

Schedule H – Tax Verification Schedule

Not applicable