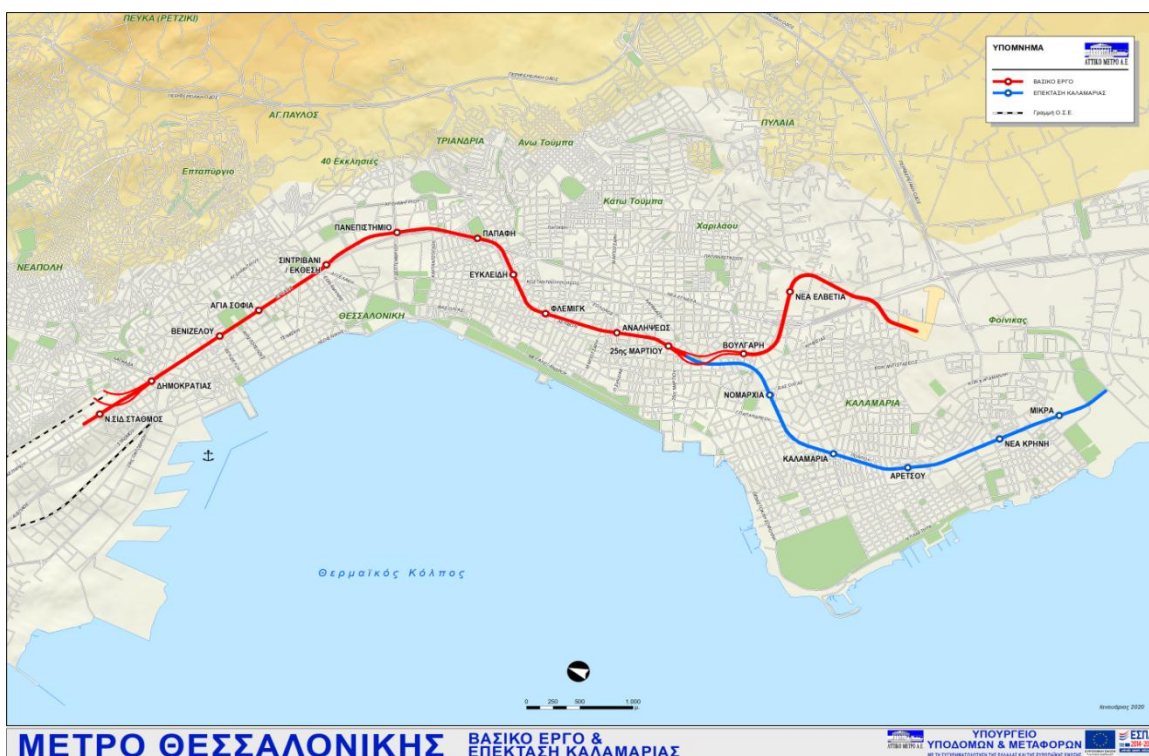




TITLE: “International Tender based on the Open Procedure for the Conclusion of a PPP Contract for the Operation and Maintenance of Thessaloniki Metro Network”

RFP- 427/22, Α.Σ 164503

CLEANING AND SECURITY SERVICES SPECIFICATIONS



**CLEANING AND SECURITY SERVICES
SPECIFICATIONS**

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ΑΤΤΙΚΟ ΜΕΤΡΟ Α.Ε.

**“International Tender based on the Open
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**CLEANING AND SECURITY SERVICES
SPECIFICATIONS**

CLEANING SERVICES SPECIFICATIONS

CLEANING AND SECURITY SERVICES SPECIFICATIONS

1. INTRODUCTION

These specifications concern the cleaning requirements for:

1. The 18 stations, tunnels, branchings, crossovers and shafts of the Base Project and of the Extension to Kalamaria of Thessaloniki Metro, hereinafter referred to as Th. M., Article 2
2. Pylea Depot and all its areas – Article 3
3. The Rolling Stock (18 Series I Trains + 16 Series II Trains) – Article 4.

The Contractor shall be under the obligation to clean all the above areas in line with the provisions of this specification. To fulfil this requirement, the Contractor may use cleaning crews that he shall organize himself or proceed with a subcontracting agreement with a cleaning company(-ies).

2. CLEANING OF STATIONS, BRANCHINGS, CROSSOVERS, SHAFTS AND TUNNELS

2.1 DESCRIPTION OF THE PROJECT

The Thessaloniki Metro system includes the Base Project and the Extension to Kalamaria.

The Base Project includes 13 stations, namely: New Railway Station, Dimokratias, Venizelou, Aghia Sofia, Sintrivani, Panepistimio, Papafi, Efklidis, Fleming, Analipseos, 25 Martiou, Voulgari and Nea Elvetia. It also includes shafts, crossovers, branching and the Pylea Depot, accommodating the Administration Building and the Operation Control Center.

The Extension to Kalamaria includes 5 stations, namely: Nomarchia, Kalamaria, Aretsou, Nea Krini and Mikra, as well as the respective shafts and crossovers.

The entrances/exits of the system's stations are situated at street level. Ticket issuance and platform selection are usually effected at the first underground, while passengers embarking/disembarking on/off trains will be effected at the lowest level, i.e. at the platforms' level. Vertical circulation of passengers is achieved through fixed stairs and escalators.

All stations are fully accessible to Persons with Special Needs.

2.2 GENERAL

1. Great importance is placed to the cleanliness of Thessaloniki Metro Stations, because of the role that cleanliness plays in the appearance and safety of the environment.
2. This specification determines the requirements related to:
 - The cleaning of public areas and working places of the personnel in Thessaloniki Metro stations – chapter 1.3.

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- The cleaning of the technical rooms of stations, branching, crossovers and shafts – chapter 2.4.
- 3. Showcases displaying antiquities and works of art shall only be cleaned externally. Works of art and antiquities not enclosed in showcases shall only be dusted.
- 4. Cleaning, along with all Operation and Maintenance related activities, shall be supervised and evaluated by Attiko Metro S.A., hereinafter referred to as AM.

2.3 CLEANING OF PUBLIC AREAS AND PERSONNEL AREAS

2.3.1 TYPES AND QUALITY OF WORKS

1. The type of the required cleaning services shall fall under one of the following categories:
 - Scheduled repetitive daily works, which constitute the main bulk of works.
 - Response to non-routine cleaning needs, deriving from several incidents during the day, such as:
 - Local cleaning from soft drinks, beverages, ice cream, coffee, vomit, etc. in platforms.
 - Non-routine cleaning of graffiti on the equipment situated of Thessaloniki Metro System platforms, such as: screens, mirrors, metal surfaces, etc.
 - Non-routine cleaning works needed after accidents.
 - Non-routine cleaning works needed due to scheduled social or sports events.
 - Non-routine works, due to weather conditions, e.g. snowfall, floods, etc.
 - Non-routine works due to local pollutants in a train on a running service, such as soft drinks, beverages, ice cream, coffee, vomit, feces, etc.
 - Cleaning services may include additional non-scheduled cleaning work so as to ensure cleanliness.
2. This specification describes the scheduled repetitive cleaning works, their frequency, the areas they involve, as well as the permitted hours to access these areas.
3. In view of maintaining the required cleanliness level at all times, the Contractor shall be under the obligation to provide cleaning services during the service hours of the Network, i.e. from 05.30 to 00.30, five (5) days a week, and from 05:30 to 02:30, two (2) days a week (Friday – Saturday), 365 days/year. All public areas must be inspected at frequent and repetitive time intervals and be cleaned if so required. As part of this service, the Contractor shall be under the obligation to respond within a reasonable time period to the Non-Routine Cleaning Needs brought to him by the local Station Masters.

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4. All scheduled repetitive cleaning works, as well as the response to non-routing cleaning needs shall be inspected by the Person in Charge of AM, on the basis of the evaluation form enclosed herewith, or another equivalent form to be approved by AM. In view of inspecting cleaning works, the Contractor shall be under the obligation to submit a daily work plan for platforms, indicating the exact completion time and the cleaning works level in each platform, so that the quality of works, either for each platform or on a sampling basis (as the service deems appropriate), may be checked and certified. The work plan shall be submitted on the 20th of each month and shall include the works that have to be completed in the subsequent month. If the performance of the works is deemed satisfactory, the works shall be approved. Non-satisfactory works shall be corrected on the same day further to the relevant notification.
5. AM, in cooperation with the Contractor, shall be entitled to change at its discretion the reallocation of the available personnel, if this is dictated by urgent cleaning needs or due to special incidents and events.
6. In view of copying with specific days presenting increased ridership due to certain social events, AM shall be entitled to request the execution of special/additional cleaning works in certain stations, if such circumstances exist. These additional works shall be agreed upon with the Contractor.
7. All additional scheduled and non-scheduled cleaning works shall be inspected and assessed by AM Person in Charge. If cleaning works are deemed satisfactory, they shall be approved. Non-satisfactory works shall be corrected before the subcontractor-contractor or the cleaning crew leaves the facilities.

2.3.2 SAFETY AND TRAINING REQUIREMENTS

1. The Th. M. installations constitute an environment exposed to risks and, thus, the Contractor ought to ensure that his personnel, working in platform areas, behave safely at all times and adhere to the safety rules.
2. The Contractor ought to appoint a Cleaner in Charge of the Designated Area in stations, where works will be performed, as well as the cleaning personnel for the subject area. His/her duties shall be as follows:
 - To communicate with AM's Cleaner in Charge to inform him/her about cleaning issues (i.e., for example at station level), at local level.
 - To ensure that works are executed by the cleaners' team in adherence to safety rules and in compliance with the approved specifications and procedures.
 - The Contractor's cleaner in charge should have been properly trained, as foreseen, in safety related matters.
3. The personnel to be engaged in cleaning activities in the platform area must comprehend, speak, read Greek and have a clean criminal record. The Contractor is under the obligation to submit for approval a list of the personnel he intends to utilize for the execution of his contract scope, accompanied by

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copy of their criminal record – type A. Any change concerning his personnel shall be effected further to the approval of AM, and having the Contractor listed the reasons imposing the substitution of his personnel. Due to the specialized scope of works, AM wishes the Contractor not to change frequently his personnel and any changes not to exceed 30% of his entire personnel engaged in Th. M. on an annual basis.

- 4.** The Contractor commits himself that all members of his personnel and/or of the cleaning subcontractors-contractors shall:
- Have successfully completed the appropriate mandatory training courses in safety issues before any tasks are assigned to them
 - Have become familiar with the stations of the system.
 - Maintain the anticipated high hygiene levels.
 - Become familiar and comply with Th. M. Rule Book.
 - Have been trained by the Contractor on the procedure accompanying each cleaning task and on the equipment required for its execution; the aforesaid procedure shall have been approved by AM.
 - Wear only uniforms, in full compliance with the pertinent specifications of AM, and shall ensure that the aforesaid uniforms shall be clean and presentable. When executing certain tasks, they shall wear hi-vi vests.
 - Wear shoes with non-slip soles for safety reasons.
 - The Contractor shall be under the obligation to provide copies of all training records regarding his personnel.
 - AM shall be entitled to remove immediately from the station area any member of the Contractor's personnel who does not comply with the requirements of Th. M. Rule Book. Any member of the Contractor's personnel who commits a material breach of the Rule Book shall be excluded from any cleaning related activity in Th. M. areas.
 - In case it ascertains any shortcoming in the Personal Protective Equipment or in the safety measures on the Contractor's part, AM shall be entitled to impose the immediate suspension of the works until the personal protective equipment is provided and the Contractor takes the necessary safety measures.

2.3.3 GENERAL REQUIREMENTS

- 1.** The Contractor is obligated to procure and place, at his own expense, the following consumables, which shall be suitable and appropriate in terms of hygiene:
- Waste bags
 - Toilet paper rolls for sanitary areas

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- Liquid soap for sanitary areas
 - Hand towels for sanitary areas
 - All-purpose chemical cleaning products
 - Antiseptics for the personnel work places.
2. Adequacy of the consumables shall be ensured through inspection by an employee of the Contractor.
 3. The Contractor is under the obligation to submit, in advance, to AM for approval all cleaning products he intends to use. These materials shall be ecologically and non-toxically suitable for the various surfaces. The Contractor shall ensure that the entire cleaning personnel shall utilize only these materials for all surfaces they must clean.
 4. In case cleaning with the use of the materials proposed by the Contractor is proved to be ineffective, AM can request the Contractor to replace them with other of better performance; the new materials should have been approved before their use, in accordance with the procedures for approving the materials of the document entitled “Technical Description and Specifications”.
 5. No change in or addition to the approved cleaning products is allowed without the written consent of AM.
 6. The Contractor is under the obligation to accept that AM is entitled to systematically and/or randomly check the materials, in order to ensure that approved products are used. The Contractor is obligated to cooperate with the personnel of AM and to provide copies of the orders’ placement related invoices, to submit the relevant certificates, as well as samples of the materials, if examination thereof is required. Moreover, AM is entitled to inspect the areas where cleaning products/materials are stored, at the Contractor’s responsibility.
 7. The Contractor is under the obligation to store no litter in any section of the stations. Litter shall be collected in bags tied with clamps and shall be placed, on a daily basis, outside the Station in the nearest deposition area of the pertinent Municipality, before the cleaning personnel leaves the subject Station.
 8. The Contractor is under the obligation to ensure that litter that might be contaminated or might put the personnel at risk shall be placed in separate red bags, whose disposal shall be effected in a suitable manner. The Contractor is under the obligation to keep special litter bags (usually red) in every station, so that contaminated litter can be collected. The frequency of disposing this type of litter is very small up to none; disposal shall be effected by the Contractor. Contaminated waste shall not be removed in the same way as the municipal waste; the Contractor shall be responsible for the waste management. The Contractor shall notify AM on the contaminated waste management procedure, which must comply with the applicable legislation as regards their storage and disposal before they are removed and/or destroyed.
 9. All areas cleaned during night hours must be clean and suitable for use by passengers in the morning (05:30 a.m.).

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- 10.** The mechanical – electrical equipment used by the Contractor in the Th. M. facilities must be in perfect condition and not to present any problems (short-circuits, wear on surfaces, etc.). If so requested by AM, the Contractor is obliged to submit the Maintenance Book that he must keep, presenting the scheduled maintenance activities as suggested by the manufacturer and the date when the said maintenance activities were executed.
- 11.** During cleaning, the personnel is required to change water and the equal dose of cleaning fluids regularly, so as to avoid odors and to prevent transfer of impurities.
- 12.** In case damage is caused during cleaning, the Contractor shall repair same. In case specialized personnel is required for the repair of damage, the Contractor shall be under the obligation to make it available, and if it is impossible for him to provide it, then AM, at its own care, shall proceed to the damage repair and the relevant cost for the materials used and the labor cost shall be borne by the Contractor.
- 13.** The Contractor shall record in a specific Attendance Book the entry and exit hours of the Contractor's personnel arriving for work at each station of the network. The subject Book shall be checked from time to time by AM. The Attendance Book shall be brought by the Contractor at every station in an adequate quantity. The Attendance Book shall present in detail the starting and finishing time (hours) of work of the Contractor's personnel, as well as each work code. It shall also present in detail the type of works that the Contractor will execute on a daily basis: Scheduled repetitive cleaning works, as well as additional non-scheduled cleaning works. As regards the scheduled repetitive works, ten (10) days prior to the commencement of the subsequent month, the Contractor shall submit a work plan to include the works that will be executed, the Stations in which they will be executed and the composition of his cleaning crew(s). The total number of persons included in the aforesaid plan must agree with the number of persons allocated for works performed periodically works on a daily basis by the Contractor in all Stations. The aforesaid plan shall be approved by AM's Person in Charge. In case any member of the Contractor's personnel creates problems to the Th. M., the Contractor, further to the written notification of AM, shall be required to replace the subject member of his personnel the next day.
- 14.** The Contractor is under the obligation to proceed to the issuance of the necessary work permits, in compliance with the Th. M. procedure, referred to in Annex V of this document related to safety terms.
- 15.** AM shall provide to the Contractor in all Stations –but not necessarily all Station levels- the following items, namely:
 - Cold water,
 - Unclean water drainage,
 - 220V AC sockets,
 - Storing area (it will not be used for storing litter).

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- 16.** All remaining materials, items of equipment and work shall be provided by the Contractor.

2.3.4 REMOVAL OF GRAFFITI

- 1.** Small graffiti (individual depictions with a surface less than 0.5m², i.e. approximately 0.7m x 0.7m) must be removed without any prior order, as part of the daily scheduled station cleaning. Larger graffiti shall be removed based on scheduled work.
- 2.** The Contractor ought to be ready and capable of removing large graffiti (individual depictions with a surface more than 1 m²).
- 3.** The Contractor ought to respond and restore the affected surface in less than 12h from the moment he is notified, irrespective of whether this falls on a working day or a holiday, since the sooner the relevant works are carried out, the easier the procedure for the removal of color depictions – graffiti shall be and the smaller the damage caused on the walls.
- 4.** The subject work can be carried out either during the day, or during the night, in cooperation with the representatives of AM.
- 5.** The Contractor ought to submit for approval to AM the method statement and the materials – machinery that he intends to use in order to remove graffiti, in line with paragraph 9.1.1 of the document entitled Technical Description and Specifications, so that no alteration or damage shall be caused on the surfaces covered by these graffiti. These surfaces can be made of the following materials:
 - Stainless steel (inox)
 - Painted surface
 - Wood
 - Tiles
 - Signs
 - Glass
 - Bakelite
 - Any other material.
- 6.** The shape of surfaces can vary: flat, curved, corrugated, smooth or grained etc. Moreover, the exterior surfaces may be covered by advertisements.
- 7.** The removal of graffiti requires know-how and special materials. By participating in the tender, the Bidder accepts that he has the required know-how in order to remove graffiti.
- 8.** The Contractor shall have available all types of solvents, polishing machines and special crèmes for the removal of stubborn graffiti.
- 9.** The chemical removers that are applied must be effective without causing,

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however, damage to the various platform surfaces.

- 10.** The chemical removers have or include particularly active substances, whose use requires grave attention. Before assuming his duties, the Contractor shall prepare and submit to AM for approval the procedure that he intends to follow for the proper and safe use, storage, elimination and throwing out all chemicals used.
- 11.** The Contractor is also responsible for the provision to his personnel and the use by his personnel of the indicative Personal Protection Measures, depending on the chemicals used.
- 12.** It is avoided to apply removers (plastic, rubber, decorative bands) on surfaces where they can cause damage. In these cases, cleaning shall be carried out using milder cleaners, but shall be repeated more often. If, when applying cleaners, damage is caused, it shall be immediately reported to the Supervisor of AM.
- 13.** Each time chemical removers are applied, it shall be required to rinse off the relevant surface very thoroughly.

2.3.5 WORKING HOURS

The following classifications include the working hours during which the Contractor shall execute the scheduled repeated cleaning works.

- 1.** Night Hours (NH): The time period from 22:00 until the end of operation of the system (i.e. at 00:55, except for time period from Friday to Saturday and from Saturday to Sunday, when the operation ends at 02:55).
- 2.** Maintenance Hours (MH): The longest part of the scheduled repeated cleaning works shall take place during the time period that stations are not open to passengers. These hours are called Maintenance Hours (MH) and last from the end of operation of the system, as above, until the resuming of operation of the system (05:30).
- 3.** Daytime Hours (DH): The time period between the commencement of the system operation from 05:30 until 22:00.

2.3.6 DESCRIPTION OF AREAS AND CLEANING LEVELS OF PUBLIC SPACES & PERSONNEL AREAS

In this chapter, description is made of the areas that have to be cleaned, the cleaning works, the frequency of cleaning (Table 1), as well as the hours during which access to these areas is allowed for the execution of every cleaning work.

In addition to cleaning works required for each space, all are as must be cleaned on a daily basis (or based on the minimum frequency of execution of cleaning works concerning the subject area) from small graffiti and chewing gums. In particular, as regards cleaning of the floor – slabs – sidewalks at street level from chewing gums, once (1) every month it is required to clean the exterior

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areas around the station entrances at a radius/distance of at least 10m.

At NEA ELVETIA Station, when cleaning works are performed at street level, these works shall be also carried out in all areas of the transfer station at street level.

Cleaning of public areas and personnel areas shall be divided into four groups – cleaning levels (E1 - E2 - E3 - E4) as follows:

TABLE 1

Cleaning levels	Work & areas related to Cleaning	Frequency	Access hours
E1	Sweeping of platform – passenger areas – personnel areas, station walkways and, in general, of all station areas	DAILY	DH, NH and MH
E1	Local mopping using manually operated broom with micro-fibers for the platform floors – passenger areas – platform corridors	DAILY	DH, NH and MH
E1	Mopping using a professional mop of all personnel areas (offices of Station Masters, supervisors, Inspectors, Lost Property, restrooms, locker rooms, Police – First Aid rooms, Ticket Office rooms, OCC, cash counting room, Lift and escalators workshop area, train drivers waiting areas	DAILY	DH, NH and MH
E1	Stairs / landings / escalators, lifts, at the entrances-exits and at yards	DAILY	DH, NH and MH
E1	Items placed outdoor made of steel or concrete (sweeping, local washing of stains) at yards	DAILY	DH, NH and MH
E1	Personnel and station sanitary areas	DAILY	DH, NH and MH
E1	Local cleaning using a damp cloth made of micro-fibres of all surfaces of all wall mounted, cladded or not, vertical surfaces of the stations, enamel surfaces of all areas – glass surfaces of all areas – glass surfaces – bulletin boards, maps – signs – advertising panels - seats – lifts – escalators – stairs – landings – automatic ticket issuing machines – ticket offices - equipment of electronic ticket gates – stainless steel surfaces, cleaning of surfaces in all personnel areas, wall-mounted phones at the platforms, handrails at staircases–racks with information material	DAILY	DH, NH and MH
E1	Checking and cleaning of sewage pits, ducts along the length and width of the staircases(daily checking)	DAILY	DH, NH and MH
E1	Graffiti, posters, stickers, chewing gums	DAILY	DH, NH and MH
E1	Sweeping and dusting of all vertical cladded and non-cladded surfaces on the stations' walls; sweeping and dusting of enamel surfaces, tile-cladded surfaces etc.	DAILY	DH, NH and MH

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E2	Cleaning and polishing of surfaces glass surfaces – bulletin boards – maps– signs – advertising panels – seats – lifts – escalators – automatic ticket issuing machines – ticket offices – equipment of electronic ticket gates – stainless steel surfaces – loudspeakers – clocks – signage - wall-mounted phones at the platforms – supporting brackets for cameras – public telephones and their booths – racks with information material – Indoor outdoor glass made structures and their relevant frames – sign-poles outside the station– Fire Hose Cabinets, emergency assembly points – Supports for signs (e.g. metal supports, hangers, brackets, frames etc.) staircase handrails – Automatic Ticket Issuing Machine Rooms – Cashboxes Storage Rooms – corridors to personnel areas – Corridors to technical rooms – interior-exterior lighting fixtures – emergency staircases – SMR Offices, personnel rest rooms, personnel locker rooms, Supervisor/Superintendent offices, Lost & Found etc., train drivers rooms, Police rooms, First Aid rooms, Ticket Offices, OCC, Cash counting Center, Lifts and Escalators Workshop Area, PSDs on the side of the Platform	TWICE ON A MONTHLY BASIS	NH and MH
E2	PSDs on the side of the tunnel	TWICE ON A MONTHLY BASIS	NH and MH
E3	Thorough cleaning of floors – public areas (platforms, central station areas, stairs, landings, corridors, underground passageways and exterior areas). Sweeping of dispersed litter from the tracks and cleaning of pits’ grating on the tracks.	ONCE ON A MONTHLY BASIS	NH and MH
E4	Walls and roofs over tile layers or lighting fixtures, False ceiling above the platforms. Piping on the ceiling (exterior)	ANNUALLY	NH

2.3.7 DEFINITIONS AND DESCRIPTION OF CLEANING LEVELS

CLEANING LEVEL E1

Sweeping of all station areas:

Sweeping using a common broom or a dry vacuum cleaner for the collection of dispersed litter, dust, dirt, etc. Placing of the above into bags (where deemed advisable), disposal and removal from the area. During platform cleaning, the remains

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of small garbage shall not be thrown at the running rails level.

Flat mopping – Mopping of floors:

Prior to mopping, sweeping of all levels of the various areas must take place. Mopping of floors by using a flat mop (manual broom with micro-fibers), where deemed advisable, using a solution made of water and the appropriate detergent or by using a mop in water for the removal of dirt and deposits, so that spots and stains are removed. It is considered imperative to frequently wash out the mop in a separate bucket and, thus, use a two-compartment mopping bucket. Attention is required to avoid dirt from the floors being placed on the vertical surfaces. During mopping, particular attention is given to avoid accumulated dirt on the corners. Each dirty vertical surface or each dirty floor from mud transferred during mopping renders the Project unacceptable. Once mopping is completed, the floors should be dried so that they can be immediately re-used. Attention: After the completion of the maintenance cleaning works, the floor surfaces shall be delivered clean to be used by the passengers the following day.

Sanitary areas in stations:

Washing and disinfection of all surfaces & items in the toilets, washed and cleaned using disinfectant detergents at least three times on a daily basis and checked regularly.

Emptying of litter bins:

Emptying of office – WC baskets also outside the stations. Whipping surfaces to remove any spots, stains and replacing of plastic garbage bags. Collection of the content of all baskets and disposal of the litter from the area.

Local cleaning of surfaces:

Local cleaning using a microfiber cloth and removal of stains and spots from all surfaces using a damp cloth and a detergent with the appropriate chemical composition. The surfaces should not have any spots, finger-marks, dust, accumulated dirt or various impurities causing irregularities.

Checking and cleaning of sewage pits and ducts:

Cleaning is recommended to be performed once a week –and whenever deemed necessary- along with constant monitoring to avoid problems.

The discharge sumps shall be cleaned using the appropriate suction machine for this work and then sumps shall be washed using a pressure cleaner.

Graffiti, posters, stickers and chewing gums:

Removal of chewing gum and similar sticky substances and stains using the appropriate chemical fluids (trowel carefully used to avoid scratching surfaces). Removal of stickers from every station surface.

Graffiti cleaned using special chemical fluids for the removal of color depictions, by using a dry cloth and then wiping of this surface with water after having removed the above. Surfaces must be free of marks and stamps from various sticky substances.

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CLEANING LEVEL E2

Wiping and dusting of surfaces:

Thorough cleaning of surfaces using a damp cloth with micro-fibres, or using a broom with micro-fibers for large surfaces, which leaves the surface clean without any spots and accumulated dirt, using the appropriate chemical detergents, as indicated for every surface.

Cleaning and polishing of surfaces:

Thorough cleaning of surfaces using a damp cloth with micro-fibres. Washing and polishing of all surfaces and items -stainless steel, glass, tiled, enamelled and non-lined surfaces- for the removal of dust residues and accumulated dirt by using the appropriate chemical detergents, as indicated for each surface. Special care shall be given, so that water used for cleaning purposes does not terminate at the pits housing the escalator mechanisms on the top/ bottom landing. Vertical surfaces shall be cleaned with the right quantity of water, so that there is no water spillage on the floor. Moreover, when cleaning vertical surfaces, disposing water washout and small remnants of litter etc. on the staircase drain is prohibited to avoid blocking.

CLEANING LEVEL E3

Thorough cleaning of floors:

Pressure cleaning of floors and areas in all passenger levels using a ride-on or walk-behind floor scrubber-drier or a high pressure injector cleaner in adjacent areas. A liquid detergent of the appropriate chemical composition shall be used to remove stubborn dirt. Vacuum cleaning and disposal of dispersed litter from the tracks in front of the stations; for the execution of the specific work, the consent of the Person in Charge of AM must have been previously ensured.

ATTENTION: During floor washing, it is prohibited to spill liquids on the tracks; the platform floors are lined with textured – mat-finished – polished granite and ceramic tiles and should be washed using the appropriate liquid –non wax and polymers- detergents to avoid their corrosion.

Thorough cleaning of offices, stations, restrooms, locker rooms and in general all personnel areas (stated in the special table) and all surfaces, e.g. glass panes, tiles, painted surfaces, various items, furniture, racks, electrical devices and control systems, phones, microphones etc. using a damp cloth with micro-fibers, which leaves the surface clean, without spots and accumulated dirt, by using the appropriate chemical disinfectant detergents, as indicated for each surface. Thorough mopping of the corridors of the technical rooms, thorough cleaning of all lighting fixtures outside and inside the stations.

Note:

Train running rails **along the platforms** should not be cleaned by cleaners who go down the running rails; it is preferable that litter is collected from the platform level with the PSDs and/or the door leading to the tunnel walkway open, in communication with the Station Master. This work must be executed only by the Contractor's cleaner in charge of the designated area for each station, in accordance with the Th. M.

CLEANING AND SECURITY SERVICES SPECIFICATIONS

procedures concerning access to the tracks during night hours (NH). Alternatively, cleaning may also be performed by cleaners who go down the running rails; in this case, they must be certified as persons capable of executing works on or near the track (“Track competent”). The Contractor, in cooperation with the Training Department and depending on the cleaning method used for the running rails, must take all measures in order to train a sufficient number of persons to perform a specific work as frequently as specified. The cleaning program of the running rails shall be compiled by the Contractor ten (10) days before the commencement of each month and shall be submitted for approval to the Technical Works Scheduling Office of the Contractor. This program shall be approved or shall be modified by the Contractor depending on the line activation program and/or the scheduled and non-routine technical works that can prohibit, for safety reasons, the cleaning of the area of the running rails along the platforms. Moreover, the subject schedule shall be re-examined during the month and the Contractor must be informed by the Technical Works Scheduling Office for any modifications. The frequency of track cleaning shall be once every week.

CLEANING LEVEL E4

Cleaning of ceilings, false ceilings, walls and piping:

General cleaning of interior areas by using –where deemed necessary- cloths, pressure cleaners, lifting machinery, scaffolding etc. depending on the morphology of the station structure.

Wiping and cleaning of the surfaces using a damp cloth with micro-fibers, which leaves the surface clean, without spots and accumulated dirt, using the appropriate chemical detergents (as indicated) for every surface. During cleaning of surfaces, it is prohibited to spill liquid detergents on the floors.

2.3.8 TABLE OF CLEANING LEVELS

In this chapter, description is made of the type of cleaning per station and the frequency of the required cleaning and the parts made available for cleaning.

The programs presented in the following tables are indicative and AM maintains the right to modify them according to its needs.

S/N	STATIONS	E1 Times DAILY	E2 Times MONTHLY	E3 Times MONTHLY	E4 Times ANNUALLY
1	New Railway Station	3	2	30	1
2	Dimokratias Square	3	2	30	1
3	Venizelou	3	2	30	1

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4	Aghia Sofia	3	2	30	1
5	Sintrivani	3	2	30	1
6	Panepistimio	3	2	30	1
7	Papafi	3	2	30	1
8	Efklidis	3	2	30	1
9	Fleming	3	2	30	1
10	Analipseos	3	2	30	1
11	25 Martiou	3	2	30	1
12	Voulgari	3	2	30	1
13	Nea Elvetia	3	2	30	1
14	Nomarchia	3	2	30	1
15	Kalamaria	3	2	30	1
16	Aretsou	3	2	30	1
17	Nea Krini	3	2	30	1
18	Micra	3	2	30	1

**2.4 CLEANING OF TECHNICAL ROOMS, BRANCHINGS, CROSSOVERS,
SHAFTS AND TUNNELS**

2.4.1 GENERAL

1. The equipment in the technical rooms shall be under voltage and, thus, the cleaning personnel shall be required to be particularly careful. For this reason, the Contractor's work crews, during the cleaning of these areas, shall be accompanied by a person(s) of the Service concerned of the Contractor.
2. The Contractor, in cooperation with the Services concerned of AM, shall make a plan for the cleaning of the areas under the responsibility of each one of these Services, so that the accompanying person(s) can verify the good execution of cleaning works.
3. The cleaning crews shall not be allowed to come into contact with the equipment under voltage (switchboards, switches etc.) and must be equipped with safety footwear based on standard CE EN 345-1 (Heat and Oil Resistant), in accordance with the requirements of EU Directive 89/686/EEC relating to Personal Protective Equipment and the test specifications ANSI Z41/83 for dielectric strength in order to be protected from step voltage potential in the technical rooms. The provision of safety footwear to the personnel of the cleaning crews of the technical rooms constitutes the Contractor's obligation.

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4. The provided cleaning services do not refer exclusively to the works mentioned in this paragraph, but also include minor cleaning of offices, cabinets, doors etc. In the technical rooms, which shall be indicated by the accompanying personnel.
5. Access to specific technical rooms or ventilation shafts is provided from the street level between two (2) successive stations. In view of cleaning these stations, the Contractor must make available the transportation mode for the movement of the work crew, the accompanying personnel, the equipment and the cleaning materials, access is provided in communication with AM.

2.4.2 REQUIREMENTS OF THE SCHEDULED REPEATED CLEANING OF TECHNICAL ROOMS, BRANCHINGS, CROSSOVERS, SHAFTS AND TUNNELS

In this chapter, description is made of the technical rooms in stations as well as in branchings, crossovers, shafts and tunnels that must be cleaned, the frequency of the required cleaning, as well as the hours during which access is allowed to these areas for the execution of every cleaning work. The number of personnel to be required shall be determined by the Contractor. For example it is estimated that for the execution of the following works, a total of four (4) persons shall be required from Monday to Sunday for eight (8) hours, according to the access hours shown in the following table (Table 2).

TABLE 2

Area to be cleaned	Cleaning work	Frequency	Access hours
Technical rooms 3.4S (Signaling) And PSD areas- (Service concerned: Signaling)	1. Dry cleaning of the false floor using a vacuum cleaner	Every 6 months	DH
	2. Wet cleaning of the false floor by wringing out the mop very well.	Every 6 months	DH
	3. Lifting of the false floor and under floor cleaning using electrical vacuum cleaner	Annually	NH
Technical Rooms 3.8 (Batteries) (Service concerned: Signaling)	1. Dry cleaning of the tile floor using an electrical vacuum cleaner 2. Wet cleaning of the tile floor by wringing out the mop very well.	Every 6 months	DH
Technical Rooms 3.4T (Telecommunications)	1. Dry cleaning of the false floor using a vacuum cleaner	Every 6 months	DH

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(Service concerned: Telecommunications)	2. Wet cleaning of the false floor by wringing out the mop very well.	Every 6 months	DH
	3. Lifting of the false floor and under floor cleaning using electrical vacuum cleaner	Annually	NH
Technical Rooms Power Supply (LAS- RS-PPC) (Service concerned: Power Supply)	1. Dry cleaning of the industrial painted floor using an electrical vacuum cleaner	Monthly	DH
	2. Wet cleaning of the industrial painted floor by wringing out the mop very well	Every 6 months	DH
Technical Rooms 3.1,3.7, 3.13 (Ventilation, Cooling and Fire Detection, respectively) (Service concerned: E/M)	Dry cleaning using an electrical vacuum cleaner	Every 2 months	DH
Ventilation Shaft Bottom sat Stations (Service concerned: E/M)	Sweeping and washing using a pressure washer, provided that there is a local water supply source	Every 2 months	DH

2.4.3 SPECIAL REQUIREMENTS – CLEANING PROGRAM

- False ceilings or ceilings above the train running tracks are not required to be cleaned. The relevant equipment (e.g. air ducts above the tracks) shall be cleaned once every 5 years.
- When cleaning floors and vertical surfaces, disposing water washout, small remnants of litter, dust, lint, etc. on the staircase drain is prohibited to avoid blocking.
- During platform cleaning, disposing water washout, small remnants of litter, dust, lint, etc. at the train running level is prohibited, since detergents may cause track corrosion.
- Special care shall be given, so that water used for cleaning purposes does not terminate at the pits housing the escalator mechanisms on the top/ bottom landing.
- Vertical surfaces shall be cleaned with the right quantity of water so that there is no water spillage on the floor, water ingress in the escalators, lifts, etc. Ceilings shall not be cleaned with water.

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6. Lift, escalator, automatic ticket issuing machines etc. buttons shall be cleaned with a dry cloth.
7. The interior crystal surface of lift sheds/pits shall be cleaned by the Contractor/sub-contractor responsible for the maintenance of the Th. M. lifts and not by the cleaning subcontractor/contractor.
8. The steps of the escalators shall be simply swept during Engineering Hours. Thorough cleaning of the steps (washing, removal of oil and grease etc.) shall be carried out by the Contractor/Sub-contractor responsible for the maintenance of the escalators of the Th. M.
9. Access to the Cash Counting Centre for the execution of all specified cleaning works shall be allowed only during Engineering Hours.

2.4.4 CLEANING EQUIPMENT & MATERIALS

1. The supply, transportation and safe guarding of the appropriate equipment, machinery and materials (consumables or non-consumables) necessary for the execution of the cleaning programs described in the following paragraphs constitute the Contractor's obligation and responsibility.
2. In addition to his standard equipment, the Contractor shall make available the complete set of the following equipment items:
 - One (1) electric-driven washer as a minimum of a capacity of over 150 bar.
 - Eighteen (18) ride-on or walk-behind floor scrubber-driers as a minimum one for each station.
 - Motorized pressure washers for corners and steps.
 - Magnetic sweeper for the collection of steel burrs.
 - Cleaning and mopping trolleys for every station.
 - Wet/ dry suction vacuum cleaners.
 - Portable aluminum folding step ladder of a working height of 5 meters.
 - Portable folding step ladder of a working height of 2 meters for every station.
 - Steam cleaners.
3. The Contractor shall use premium quality, fully maintained and in a good operating condition equipment.
4. The Contractor shall be under the obligation to adhere to the operation and maintenance specifications of the manufacturer of the cleaning equipment, as well as to all the provisions of the Law and Regulation of the Th. M., so as to prevent any hazard of pollution, disturbance, obstruction of other functions or

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causing any hazard whatsoever. More precisely:

5. He shall possess all permits, documents, certificates and other justification documents foreseen by Law, necessary for equipment use.
6. He shall comply and full observe the safety rules of the Th. M., in line with the relevant Annex V, and, in general, all the provisions of the applicable Legislation.
7. The Contractor shall be under the obligation to provide the Personal Protection Equipment for the cleaning personnel, the signs and the remaining signage items, the detergents, soaps and other chemical materials, toilet tissue, litter bags, the hand towel dispenser set installed next to hand wash basins, automatic air freshener spray dispensers or other items suitable for bathroom air refreshing, the fuel and the mineral oils required for the operation of the cleaning machines, etc., as well as any other necessary cleaning materials not stated herein. The Contractor shall be under the obligation to ensure the supply, installation, proper operation and maintenance of the devices used for the provision of the consumables and any other devices used for bathroom air refreshing.
8. The tools, machinery and materials used shall be subject to the approval of AM. AM may request substitution of the above should the relevant reasons apply, even if their use had been previously approved. The Contractor shall not be entitled to substitute them without the previous approval of AM.
9. Prior to the commencement of the Project, the Contractor shall submit to AM's Person in Charge an exhaustive list of all chemicals and detergents stored or simply used in the station areas, accompanied by the Material Safety Data Sheets of every material.
10. It is explicitly agreed upon that AM shall reserve the right to control the quality of the materials used by the Contractor. The Contractor shall remove in general any materials deemed unacceptable immediately further to the relevant instruction, written or verbal, of the supervising personnel of AM. The Contractor shall be deprived of any right to claim compensation, to raise a request, claim, etc. deriving from this cause.
11. AM shall supply only the power required for the execution of the cleaning programs (through the existing 220 and 380 Volt electrical power supplies) and water from the city water supply network (through the existing supplies).
12. For the maintenance and repair of his equipment, the Contractor shall use technicians that he will have previously trained on safety-related issues of the stations and the Depots. If these technicians are not trained on the safety-related issues of the stations and the Depots, then they shall be accompanied by the Contractor's personnel trained on safety-related issues, otherwise they shall not be allowed to access the areas.

Notes

1. Disposing water and detergent station wash out in the tracks is prohibited, since track corrosion may be caused.

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2. Vertical surfaces shall be cleaned with the right quantity of water so that there is no water spillage on the floor.

Replenishing of Consumables

Ensuring continuous sufficiency of the consumables (soap, hand towels, toilet tissue, etc.) by inspection of a member of the Contractor's personnel equipped with a radio transceiver.

2.4.5 EVALUATION OF CLEANING

The Operation Agency shall inspect and score the Contractor and the cleaning works provided either by the Contractor or his Subcontractors.

Description of Scoring Categories

Satisfactory: There is no dispersed litter and the area is neatly arranged. The area is clean and free from impurities, greasy stains, dust, finger marks and stains. All items have been cleaned. Hand towels, toilet tissues and hand soaps/liquid soaps have been replaced.

Non-satisfactory: The area has many dispersed litter. The area has many impurities, grease stains, dust, finger marks and stains or there are many indications that the area was not properly cleaned. There are indications that some of the items have not been cleaned. Some of the hand towels, toilet tissues and hand soaps/liquid soap have been replaced.

Pass/Fail

1. If all works have been found “Satisfactory”, a “Pass” mark shall be given to the Cleaning Performance.
2. If at least one work is found “Non-satisfactory”, a “Fail” mark shall be given to the Cleaning Performance. The Contractor shall repeat non-satisfactory works in the areas concerned and Cleaning Performance shall be reassessed by the Station Master. If the desirable result has not been achieved within four (4) hours, then a “Fail” mark shall be given anew to the Cleaning Performance.

A proposed Cleaning Performance Evaluation Form is attached here below, while the Contractor may modify it accordingly and it must be approved by AM.

2.4.6 CLEANING OF TUNNELS AND TUNNEL RECESSES

Tunnels shall be cleaned as follows:

1. Once every year upon the commencement of the revenue service, the Contractor shall wash all the tunnels throughout their entire length using a pressure washer equipped with the appropriate tank and nozzles, all installed on one service wagon. Washing shall be limited to only 1.2m above the TOR. In the framework of this process, all litter in the tunnel shall be also collected. Such works shall be executed during night hours.

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2. Once every three months, the Contractor shall mobilize a special crew to operate inside the tunnels during engineering hours at night and to break, clean and remove calcium deposits accumulated on the tunnel surface or floor from ground water ingress, while the crew will also remove any litter.
3. Once every three years, the Contractor shall mobilize a special crew which having been briefed in detail shall circulate inside the tunnels during engineering hours at night using a special vehicle (e.g. Unimog) in order clean the signaling equipment - CBTC (balises, lamps and point machines).
4. Recesses with a 750 V DC traction equipment or other equipment in tunnels shall be cleaned once every three months following the same cleaning works as the ones carried out in the station technical rooms. This work shall be organized and executed with the cooperation of technical personnel for the access and the briefing in of the cleaners on the safety-relates issues.



ATTIKO METPO A.E.

**“International Tender based on the Open
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**RFP-427/22
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CLEANING PERFORMANCE ASSESSMENT FORM

STATION:_____DATE:_____TIME:_____

INSPECTED BY:_____

AM (TH. M.) REPRESENTATIVE:_____

REPRESENTATIVE OF THE CONTRACTOR:_____



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	AREA			SATISFACTORY	NON SATISFACTORY
TYPE OF AREA	PUBLIC AREAS	PERSONNEL AREAS	COMMENTS		
Emptying of Litter Bins					
Sweeping					
Washing of Floors & Staircases					
Washing of Floors & Glass Panes					
Removal of Graffiti					
Maintenance of Sanitary Areas					
Sweeping & Polishing of Equipment & Parts (Stainless steel surfaces, Escalators, Lifts, Signs, ATIMs, Seats, etc.					
Simple Non-Routine Cleaning					
Other work (Description):					

CLEANING PERFORMANCE: PASS:

FAIL:

TH. M. REPRESENTATIVE

REPRESENTATIVE OF
THE CONTRACTOR

NEW INSPECTION

TIME:

PASS

FAIL

AGREEMENT:

TH. M. REPRESENTATIVE:

REPRESENTATIVE OF
THE CONTRACTOR

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2.5 SAFETY TERMS (ANNEX V)

2.5.1 PURPOSE

The purpose of the Safety Terms is to specify to the Contractor providing services in the Th. M. facilities the additional safety measures (in addition to the minimum measures foreseen in the applicable Greek and European Legislation), which must be introduced during the execution of the cleaning works, in view of protecting passengers, the personnel and the assets of AM, but also the personnel and the assets of the Contractor.

2.5.2 INTRODUCTION

The subject Safety Terms form part of the Contract and concern the provision of Cleaning Services.

These Terms enable the Contractor to implement the requirements of the Rule Book of the Th. M. and the Procedures related to the scope of the Contract.

2.5.3 OBLIGATIONS

The Contractor shall be exclusively responsible to advise also before the commencement of any work all his personnel on the implementation of the terms specified in this document, in the Rule Book of the Th. M. and in the relevant Procedures, which must be adhered to in view of meeting his Contractual Obligations.

Immediately after contract award and before assuming his duties, the Contractor shall be under the obligation to compile a list with the full details of each employee of his and to file the relevant training request to AM. The list shall include the name, surname, ID number or other equivalent document as well as a medical good health certificate. The training request and the training procedure shall be repeated in case of employee replacement. Training, certification, issuance and renewal of the certificates constitute the responsibility of the Contractor. The training shall be carried out in line with the Regulations and the Procedures related to the operation of the Metro, as well as on track safety-related issues and emergency response in the facilities of the Th. M. operation system.

Moreover, it is the Contractor's exclusive responsibility to ensure that the above shall be applied both by the personnel that he employs, either directly or indirectly, for cleaning works and by the personal of any Subcontractors that he might be using.

Definitions and any eventual explanations of the terms used in the present text are included in the Rule Book of the Th. M.

2.5.4 GENERAL SAFETY REGULATIONS

Greek Language

In view of meeting his contractual obligations, all persons employed by the Contractor in the facilities of the Th. M. shall be able to read, write and speak Greek, in order to be able to carry out their work in due safety. Their competence shall be proven by the Contractor.

Safety Policy of the Contractor

The Contractor shall provide and submit for approval to the Th. M. the following documents in case of amendment:

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- Health and Safety Policy.
- Description of the Organizational Structures and the Action Plans on the basis of which safety issues are addressed, with particular reference to the activities deriving from his contractual obligations.

Compliance with the Legislation

The Contractor shall be under the obligation to meet his Contractual Obligations consisting in adhering to and implementing all the provisions of the Police, Administration, Fire-Brigade, Labor Legislation, Main and Auxiliary Insurance Funds etc. and those provisions related to the working hours, health and safety terms and, in general, all the provisions of the legislation in force.

During the Contract, the Contractor shall provide his services to the Company by using methods and practices that ensure health and safety conditions for the passengers, the Contractor's personnel, the personnel of AM, the personnel of other contractors and, in general, for all those affected by his activities.

The Contractor shall prove to the Company that he carries out a Risk Assessment for the works that he executes.

In the Risk Assessment the Contractor shall identify the actions undertaken to minimize any special hazards originating from the operation of the underground electrical railway, such as circulating trains, exposed third rails and works carried out in underground installations.

The Contractor shall take all safety-related matters provided for in the Legislation, the Company Regulations and the modern techniques and scientific methods.

In view of meeting his Contractual Obligations in line with all the rules of science and technology, the Contractor shall make available and declare that he possesses properly trained, specialized, proficient personnel, which holds the necessary skills, permits and degrees and shall be under the obligation to possess all the permits, documents, certificates and the remaining justification documents required for the equipment he uses.

The Contractor shall ensure that the Contractual Works are carried out in compliance with all the rules included in the Rule Book of the Th. M., the Procedures and the Directions of the Company.

Subcontracting of Works

The Contractor shall ensure that the terms and the provisions of any subcontracting contract he concludes with third parties where provision is made for the execution of works in the facilities of the Th. M. by the Subcontractor's personnel shall include the requirement for compliance of the Subcontractor with the above Terms.

Subcontracting any work or work section does not release the Contractor from his responsibilities in terms of health and safety, training – certification of the Subcontractor's personnel from AM.

Smoking Prohibition

Smoking in the Th. M. facilities is strictly forbidden. The Contractor shall ensure that his personnel, including the Subcontractor's personnel, comply with this requirement. Persons not complying with the aforementioned prohibitions shall be immediately removed from the facilities.

This requirement should be notified to the Contractor's and the Subcontractor's personnel

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in the Safety Plan of the Contractor.

Appointment of Representative and Communication of the Contractor's Personnel

The Contractor shall appoint his Representative who will be responsible for health and safety at work in the work areas, while he shall communicate to the Th. M. his name, a contact telephone number and his substitute in the event of his absence. His substitute shall have all necessary qualifications in order to substitute the Representative.

If the Contractor is under the obligation to provide services for which more than 800 man-hours will be required on an annual basis in order to meet his contractual obligations, then his Representative on Health and Safety related matters shall have to meet the preconditions set forth by the Legislation in force on Safety Officers and through a written declaration the Representative shall accept his appointment and all the responsibilities resulting from the acceptance of this appointment. His appointment shall be copied to the Labor Inspection Authority at the care of the Contractor, as stipulated by the Legislation in force.

Prior to the commencement of the works in the facilities of the Th. M., the Contractor shall communicate to the Labor Inspection Authority the names of the members of his personnel, including the names of the personnel of any Subcontractors of his, if any, as well as the nature of the works to be carried out.

If, upon commencement of the works additional personnel must be used, the Contractor shall submit an additional list with the names of the additional personnel before they assume their duties. Entrance to the facilities shall be prohibited to the persons whose name does not figure on the list and does not possess any necessary permits.

Training and Qualifications of the Contractor's Personnel

In view of meeting his Contractual Obligations and depending on the duties assigned to it, the Contractor shall make available properly trained personnel.

The personnel of the Contractor to work in the facilities of the Th. M. shall have received the relevant mandatory training on Regulations and Procedures applicable to the system operation, Track Safety related matters and emergency response. The Contractor's attention is drawn to Attachment no. 1 where the requirements of this training are described. The number of the Contractor's personnel to follow the training programs and the training programs which must be followed, as well as the relevant requirements shall be specified in line with paragraph 2.8.4 of the document entitled “Technical Description and Specifications”.

The Contractor shall inform in writing AM. The Contractor shall provide copies of all the training records of the new personnel.

The training and qualifications of the personnel must be in compliance with the Health and Safety Policy of the Contractor and with any special requirements set forth in the Contract. The Contractor shall have to prove the qualifications and the training level of his personnel in line with the stipulations of the Contract.

In order to participate in the training, the personnel of the Contractor and/or of the Subcontractor shall possess the following items:

- Medical good health certificate prior to the commencement of the training program certifying the person's good health (the indicated procedure shall be followed in special cases, such as Covid-19).
- ID or passport or other official document to present to the trainer.

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- Certified copy of the recruitment notice to OAED (Manpower Employment Organization)

The Contractor shall be responsible to ensure that during training, all personnel wears the necessary Personal Protection Equipment, namely the High Visibility Vest and safety shoes, certified as per EN345.

If works are required to be executed on or adjacent to the track, in line with the Th. M. Rule Book and prior to the commencement of the works, the Contractor shall make sure that his personnel has undergone the appropriate training and has received the relevant certification. The Contractor's personnel shall be under the obligation to carry its Certification Card at all times while executing works. Personnel not possessing the appropriate Certification Card shall not be allowed to enter and shall be removed immediately from the work areas. Any claims for compensation or delay on the part of the Contractor arising from this action shall not be accepted by AM.

If a permit or a license is required to carry out specific works by law, the Contractor's personnel shall carry at all times copies of these permits or licenses.

AM reserves the right to request from the Contractor to proceed with an additional training of his personnel, where and if necessary.

IDs of the Contractor's Personnel

All personnel of the Contractor and his Subcontractors shall be under the obligation to carry at all times while in the facilities of the Th. M. and while carrying out a contractual work the ID with his photo, made available to him by the Contractor and approved by AM, as well as its Certification Card.

The Contractor's personnel shall present his ID upon request of any Representative of AM. Any claims for compensation resulting from expenses or delays incurred by the Contractor arising from the above shall not be accepted by AM.

The Contractor shall be under the obligation to prove that he has checked the details of the ID and of any other certificate held by the personnel.

Persons found to exchange or use the same ID in order to gain unauthorized access in the facilities of the Th. M. shall be removed from the facilities once and for all.

Interruption of Works for Safety Reasons

AM shall reserve the right to interrupt at any moment the execution of works in the event that an infringement of these Terms is ascertained or if it deems that the activities of the Contractor may generate hazards, damage to equipment or lead to the deterioration of the quality of the services provided to passengers.

No cost or delay on the part of the Contract arising from the above shall be accepted by AM.

Appointment of the Person in Charge of Designated Work Areas

The Contractor shall be under the obligation to indicate every time and for every work area the Person in Charge of Designated Work Areas prior to the commencement of the works.

The Contractor's Person in Charge of Designated Work Areas shall notify the personnel of his presence and shall remain on site the work execution areas for as long as the Contractor's personnel is present on site. He shall continuously monitor the progress of the works; he shall direct, supervise, instruct the personnel and, in general, he shall see to the safe quality and on time execution of the works.

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The Contractor shall be under the obligation to demonstrate that the Person in Charge of Designated Work Areas is properly trained and meets the preconditions dictated by the applicable legislation based on the nature of the works, in order to safeguard the safety of the personnel in the work areas and, in general, the safety of the persons which could be affected by executed works.

Prior to the commencement of the works of each shift, all the Contractor's Persons in Charge of Designated Work Areas shall report to the Representative of AM on site the project or to the Person in Charge of the Designated Work Area where works are being executed, in line with the applicable procedures for this specific area.

Access to the Railway Network

Access to the facilities of the Th. M. shall be granted only to authorized personnel and for specific reasons.

The Contractor's personnel shall comply with all the requirements of AM related to the granting of an access permit to the installations, as these are set out in the Rule Book, the Procedures and the terms of this specific Contract.

If access to the installations of the Th. M. is granted to the Contractor's personnel, the personnel, in order to reach the relevant working area, shall only use the specific route for which approval has been granted and which shall be indicated in the Method Statement to be agreed upon with AM.

The Contractor's personnel shall be under the obligation to leave the installations of the company as soon as works executed by the personnel have been completed. The personnel shall leave the areas where works have been executed clean, neatly arranged and shall remove any litter, tools and equipment.

Where a permit is required for accessing the installations, it shall be granted by AM, while the personnel shall carry it at all times together with his ID. These items must be immediately available for inspection by any representative of AM.

The Contractor shall be under the obligation to prove that he implements strict control measures for the verification of the access permits to the facilities.

Removal of Contractor's Personnel

AM is entitled to object in writing to the Contractor against any member of its personnel or of the personnel of his Subcontractors, whose behavior or actions, in the opinion of the Onsite Manager of AM, puts at risk the safe operation of the railway and to request his permanent removal from the installations.

However, AM reserves the right to remove immediately from the installations of the Th. M. any person whose actions are hazardous to safety.

Extended Duration of Overtime and Shifts

For AM to ensure safe execution of works in its facilities, the Contractor is under the obligation to prohibit the extended duration of overtime and shifts of his personnel.

The Contractor shall not allow his personnel to work beyond the working hours foreseen by the Greek Legislation.

The Contractor shall keep detailed a record of the working hours of each employee per sector of duties. These files shall be made immediately available to the Representatives of AM upon their relevant request.

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Safety Instructions

In addition to its full compliance with the Regulations and the Procedures of the Th. M., the personnel of the Contractor and the Subcontractors shall be under the obligation to comply immediately with any safety instruction given to them by persons appointed by AM on safety-related issues, such as: Persons responsible for the Protection of the Work crew, for a reserved area, the Circulation of Maintenance Trains and for the Works Execution Area.

Copies of the Regulations and Procedures applicable to the personnel shall be made available to the aforementioned personnel by their signature during training by AM.

Drugs and Alcoholic Substances

The Contractor's personnel is not allowed to consume or to be under the influence of alcoholic beverages, drugs or other substances, which may diminish his capacities in terms of safety during the execution of works or which otherwise may create a hazard for others during the execution of works in the installations of the Th. M.

Use of Radios, Electrical Equipment or Mobile Phones

The use of radios or similar electrical equipment, including personal headphones, by the Contractor's personnel while working at the Th. M. installations is prohibited. Hearing aids may be used if not infringing the safety-related requirements.

Handheld transceivers shall be only used further to the clear written approval of the Representative of AM.

If the use of mobile phones appears to be hazardous for safety on a well-justified basis, then their use shall be prohibited. Mobile phones shall be used if the Contractor demonstrates that they do not constitute a hazard for safety.

Protection of the Property and the Equipment of the Th. M.

During the execution of cleaning works, the Contractor's personnel shall not obstruct or affect in any way whatsoever the systems and the operation of the Th. M. equipment.

The Contractor shall make use of the appropriate temporary measures ensuring protection of the property and equipment of the Th. M. against damage. Such measures shall be agreed upon with AM and shall be included in the Contractual Safety Plan and in the relevant Method Statements.

Storage of the Contractor's Materials at the Installations of the Th. M.

The Contractor shall not install any type of equipment or material in a manner which obstructs the movement of equipment, vehicles, trains or persons. More precisely, there should be no equipment or material left at a radius of 1m from the track and the PSDs.

Information on the Hazards and the Evacuation Procedures

AM shall indicate to the Contractor the work areas and shall advise the Contractor on the special hazards anticipated during the execution of works in these areas and foreseen by the Contract. This process shall take place during the training on area familiarization. The notification of these hazards shall not release the Contractor from his responsibility to assess the hazards to which his personnel shall be exposed during the execution of works at the installations of the Th. M.

Prior to the commencement of the works, the Person in Charge of Designated Work Areas appointed by the Contractor shall be under the obligation to report to AM in line with the procedures applicable for the specific work area. The Representative of AM shall point out to the Contractor's Person in Charge any hazard he should take into account. The

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Representative of AM shall also inform the Contractor's Person in Charge on the evacuation procedures in case of an emergency, as well as on the alarms, the routes and the personnel assembly points.

The Contractor's Person in Charge of Designated Work Areas shall be fully acquainted with these procedures, the alarms, the routes and the personnel assembly points.

The Contractor's Person in Charge of Designated Work Areas shall inform accordingly the personnel of the Contractor in its entirety and the personnel of the Subcontractors, if any.

During an emergency, the Contractor's Person in Charge of Designated Work Areas shall be responsible for the safe evacuation of his personnel from the work area to the assembly point. He shall have at his disposal a list with the names of the entire personnel and shall perform a personnel count at the assembly point. Then, he shall report to the representative of AM any persons absent, their possible location inside the installations, while he shall be at the disposal of the representative of AM in view of being instructed accordingly.

Incidents Recording and Reporting

Recording

The Contractor shall be under the obligation to keep a log of any incidents created in relation to his personnel or the activities of his personnel. Any work injury suffered by his personnel should be recorded and described in this log.

An incident is any unprecedented event, which causes or which, under slightly different circumstances, could have caused:

- Death, injury or illness
- Damage or loss of property, installations, materials or destruction of the environment
- Interruption of the operation of the train, the station or of other services provided to the passengers.

NOTE: In the application of this definition, it is important that the Contractor takes into account any incidents during which no damage or injury was caused, in the framework of which, however, under slightly different circumstances such phenomena would have been produced.

Reporting

The Contractor shall be under the obligation to declare immediately to AM any incident or unusual situation. The Contractor shall develop and use the appropriate reporting form.

The Contractor, in cooperation with AM, shall create the relevant “Incident Reporting” Form. The representative of AM shall make available the above to the Contractor upon request.

First Aid

The Contractor shall be under the obligation to make available to his personnel the appropriate first aid equipment in all work areas. Prior to the commencement of works, the Contractor shall be in a position to prove that he proceeded with a risk assessment, in order to identify the suitability and availability of the materials, the equipment and the persons to provide the first aid.

Health Status of the Contractor's Personnel

The Contractor shall be under the obligation to only hire healthy individuals, capable of executing the works specified in the Contract. The Contractor shall not hire in his

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knowledge personnel suffering from a chronic disease or disability, a contagious disease or persons under medication, likely to affect the person's safety or the safety of others.

The Contractor shall be under the obligation to prove that he has taken cognizance of the physical condition of the personnel required for satisfying his contractual obligations and to verify that all the necessary medical examinations were conducted to the personnel before being hired.

In order to participate in the training of AM, the Contractor's or the Subcontractor's personnel shall provide the relevant medical good health certificate.

Hazardous Substances and Processes

Prior to the commencement of the works, the Contractor shall submit a list with the consumable and hazardous substances to be used, accompanied by the Material Safety Data Sheets.

The Contractor shall be under the obligation to submit an assessment of the risks involved for the persons engaged in the transportation, handling, storage and use of the substances together with his proposed controls.

The Contractor shall be under the obligation to submit a list of the processes which might trigger the generation of hazardous substances, such as welding works, accompanied by in these processes.

Storage and Use of Gas Cylinders, Inflammable, Volatile and Combustible Materials

The Contractor shall not be allowed to carry or store in the installations of the Th. M. industrial or flammable gas cylinders or containers of inflammable or volatile substances without the previous written approval of AM.

The Contractor shall not be allowed to carry or store in the installations of the Th. M. any material covered by polyethylene or similar combustible material or material which, when it burns, it might generate toxic gases, without the previous clear written approval of AM. Plastic litter bags may be used, the number of which is limited, however, to the quantity specified for the each shift.

The Contractor shall agree with the representative of AM on the storage of inflammable and volatile substances. Thorough check shall be carried out at the subject stored substances during the execution of the works, while their number shall be limited to the quantity required for the execution of the works.

The Contractor shall install the respective increased fire protection means and shall take all necessary Safety measures at this own expenses, if deemed necessary by AM.

All substances shall be kept in containers, approved by AM, while their quantity shall be limited to the quantity agreed upon with AM.

All empty containers and packaging must be immediately removed and disposed in line with the terms of the Contract.

The Contractor shall use hazardous substances only when these comply with the directions of the manufacturer and the provisions of the Legislation on Health and Safety. Moreover, small areas must be sufficiently ventilated.

Generation of Smoke, Emissions and Dust

The Contractor shall limit to the minimum possible the generation of smoke, emissions and dust, while he shall also protect the personnel and the equipment, when required, from injuries or problems.

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Noise

The Contractor shall be under the obligation to limit the noise generated by executed works to the minimum possible level. Works must be executed at times when least disturbance is caused.

The Contractor shall demonstrate in his Safety Plan that he has taken cognizance of all noises hazardous for the personnel and noise nuisances for near-by residents.

The personnel of the Contractor executing activities hazardous to hearing must be equipped with and use the appropriate protective equipment.

Inspection of Work Areas

AM reserves the right to inspect the work areas, in order to assess the safety of the activities carried out by the Contractor and to verify compliance of the Contractor with the terms of this document.

Transportation of Loads using Lifts and Escalators

In addition to loads carried by hand, the Contractor may also transport loads using escalators and lifts during engineering hours, on condition that he has previously ensured the written approval of AM's representative.

Loads carried by hand during operation hours should in no way whatsoever constitute a hazard for anyone, including the personnel of the Contractor or the equipment.

Load transportation using escalators or lifts must be carried out in line with the Th. M. procedure “Transportation of Heavy Loads using Lifts or Escalators”. The procedure shall be drafted further to the cooperation between the Contractor and AM.

Any damage to escalators or lifts caused as a result of the Contractor's actions must be immediately reported to the Contractor, so that no further damage is caused or so that there will be no persons or equipment put at risk.

Use of High Visibility Vests

All the Contractor's personnel working or moving on or adjacent to the Track or carrying out an activity in the frame work of which ensuring better visibility would increase the personnel's safety or any personnel working in locations specified by the Contract must wear an approved High Visibility Vest and safety shoes certified as least as per EN 345.

The Contractor's personnel working in stations must wear a High Visibility Vest at all times.

Personal Protective Equipment

Having proceeded with the relevant risk assessment, as foreseen by the Legislation, the Contractor must be in a position to demonstrate that, where required, the proper Personal Protective Equipment is made available and that the personnel has been trained on its use.

Site Care

The Contractor shall be fully responsible to maintain the health and safety conditions in the work area. Upon completion of the works, the Contractor shall be responsible to deliver the area clean and remove all litter and materials. Litter shall be disposed only using the method approved by AM.

Availability of Sanitary and Eating/Drinking Areas

The Contractor shall be under the obligation to make available to the personnel the necessary sanitary and eating/drinking areas. In most areas, AM shall provide the subject

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facilities. Where these facilities are provided by AM, the Contractor’s personnel shall make sure that they are always kept clean.

Attachment 1: Mandatory Training on Safety-related Issues

Working Hours	Training Duration (days)	Subject
Daily Hours (DH):	1	Basic Knowledge on Safety and Operation-related Issues of the Th. M. Lines
Night Hours (NH) & Engineering Hours (EH)	2	1st Day: Basic Knowledge on Safety and Operation-related Issues of the Th. M. Lines
		2nd Day: “Track-Aware” person – Th. M. Lines
Superintendents	7	1st Day: Basic Knowledge on Safety and Operation-related Issues of the Th. M. Lines
		2nd Day: “Track-Aware” person – Th. M. Lines.
		3rd & 4th Day: “Track-competent” person – Th. M. Lines
		5th – 6th - 7th Day: “Person in Charge for the Protection of the Work Crew” for the Th. M. Lines

*Annex V - Safety terms** The training for the “Person in Charge for the Protection of the Work Crew” shall be carried out when the Contractor’s personnel shall have previously familiarized itself with Th. M. network and gained a relevant experience on it.

**Duration and certification may be modified based on the regulation and the procedures of the Th. M..

3. CLEANING OF THE DEPOT

The subject specifications set out the requirements of the Th. M. for cleaning works executed in the areas of Pylea Depot.

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3.1 DESCRIPTION OF THE DEPOT AND OF THE AREAS NEEDING CLEANING

3.1.1 Depot – General

Pylea Depot, being part of the long-term network of the Thessaloniki Metro, includes all the necessary installations to support the operation of the Metro during its first and second phase of operation, namely in the framework of the Base Project and the Extension to Kalamaria. Rolling Stock maintenance and repair facilities serve a fleet of up to 50 train sets.

The layout of the Depot includes 3 special train operation areas which necessitate due attention and the implementation of procedures that ensure the safety of the persons working in the cleaning work crews and safe work in the areas of the Depot.

- (a) Automatic train operation area
- (b) Manual train operation area
- (b) Intermediate area connecting areas (a) and (b).

3.1.2 Summary Description of the Depot Operations and Facilities

Pylea Depot constitutes the main Rolling Stock maintenance and repair facility of the Th. M., which also houses Administrative and Training Services and other workshops, various infrastructures supporting the operation, administration and maintenance of the Thessaloniki Metro, such as:

- Depot track infrastructure consisting of:
 - Automatic train stabling tracks
 - Maintenance tracks
 - Test tracks
 - Access and connection tracks, including the train washing track.
- Building infrastructure of the Depot consisting of:
 - A main workshop
 - A maintenance workshop
 - Depot technical and administrative services offices
 - Staff rooms and meeting rooms
 - Technical rooms for the power supply and control facilities of the Depot.
- Depot areas (offices and workshops) intended for the maintenance of systems other than train sets:
 - Track maintenance
 - Signalling maintenance
 - Telecommunications and radio maintenance

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- Information technologies
- Power supply equipment maintenance
- Automatic fare collection machinery maintenance
- Mechanical installations
- Warehouses intended for:
 - Operation materials
 - Basic spare parts for all systems
 - Consumable spare parts
 - Other.
- Depot technical rooms for the power supply and control systems of the Depot:
 - Rectifier substation
 - MVP 20 KV for Depot power supply
 - Lighting and Auxiliary Substation (LAS)
 - Signalling equipment
 - Telecommunications equipment
 - Heating and cooling
- Other facilities
 - Guard houses
 - Waste disposal areas
 - Inflammable material store

In addition, the depot area also includes the following infrastructures:

- Administration Building:

All services related to the operation of the Thessaloniki Metro shall be housed in the Administration Building. This building is located within the Depot area and includes structures meeting the administrative needs of the Metro and the operation personnel, such as:

- Offices
- Meeting rooms
- Technical rooms
- Training rooms
- Assembly rooms

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- Operation Control Centre (and Emergency Control Room) consisting of:
 - Operator's rooms
 - Technical rooms
 - Staff rooms
 - Assembly rooms
 - Diesel generator room housed in a separate area
- Cash counting room consisting of:
 - cash counting area
 - cash storage area – highly protected area
 - empty coin boxes storage area
 - staff room
 - assembly rooms.

The Operation Control Centre (OCC) (and the Cash Counting Area (CCA) are integrated in the Train Stabling/Administration Building Complex.

In brief, the Depot includes the following structures:

- Perimeter fencing of the entire Depot
- Perimeter retaining wall
- Railway infrastructure and systems
- Pedestrian bridge built over the filter trench, the northern access and the train washing plant
- Access – service roads inside the Depot
- Pedestrian bridge connecting the Repair Workshop with the Train Stabling Area and the Administration Building
- Complex 1 – Maintenance and Repair Building
 - Two-storey underground parking facility
 - Bogies storage area
 - Heating and Cooling Facility
 - Electromechanical rooms (LAS, RS, Fire protection, etc.)
 - Train Washing Plant
 - Power Supply Substation
 - Waste collection area
 - Large vehicles parking facility

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- Underground corridor to be used as emergency exit
 - 4 emergency staircases
 - 4 lifts for personnel and 3 freight lifts
 - Main Workshop
 - Repair Workshop
 - Transverser
 - Painting Plant
 - Main Entrance
 - 3 gantry cranes
 - Main Warehouse (two levels)
 - Offices
 - Laboratories
 - Sanitary areas
 - Locker rooms with cabinets
 - Mess room
 - Small rooftop structure for open air activities.
- Complex 2 – Stabling Area for 20 Trains and Administration Building
 - Heating and Cooling Facilities
 - E/M rooms (LAS, Fire protection, Signalling, Telecommunications, etc.)
 - 7 platforms
 - Four (4) staircases and 8 lifts
 - Permanent Facilities Laboratories
 - Sanitary areas, locker rooms, kitchens
 - Train Stabling Area Main Entrance
 - Cash Counting Area
 - Offices of the Permanent Facilities Laboratories Building
 - Administration Offices
 - Operation Control Centre
 - 2 train bridges
 - Pedestrian bridge connecting the Administration Building with the train shunting area
 - Track Maintenance Building
 - Administration Building Main Entrance
 - Emergency Exit to the Test Workshop Trench

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- Mess room
- 4 small rooftop structures for open air activities
- Other secondary buildings of the Depot
 - Building 7 (it includes the Emergency Control Room)
 - Fire-fighting Tower
 - Large Vehicles Parking Area
 - Outdoor parking facility for employees/visitors
 - East guard house
 - North guard house
 - Inflammable Materials Store
 - Access tunnel entrance cover
 - Testing Workshop Trench
 - Planted area.

3.2 DEFINITIONS AND DESCRIPTIONS OF CLEANING WORKS

3.2.1 Cleaning of glass panes

Removal of dirt and residues using detergents suitable for glass surfaces and drying out, so that no stains and spots are left on the surface. Further to the cleaning of the glass panel, the window or mirror frame shall be also cleaned, as well as the train blinds and any glass panes at the garage doors, if any. For high-altitude glass panes, the appropriate hoisting machines shall be used.

3.2.2 Wet Cleaning

Cleaning of surfaces using water (high or low-pressure, hot or cold) and the appropriate detergent solution to remove dirt and residues, so that no stains and spots are left on the surface. Different wet cloths with or without detergent of different color shall be used per area (rest room, dining room, etc.)

3.2.3 Drying out

Drying out of surfaces after wet cleaning using a cloth, a mop, air dryers, mechanical suction machine or other means.

3.2.4 Sweeping/Vacuuming

Cleaning of floors, street pavements and other surfaces using simple or mechanical brooms or a suction vacuum cleaner to remove dispersed dirt, dirt, debris, etc.. Placing of litter in bags and disposal thereof.

3.2.5 Mopping

Cleaning of floors using water and detergent solution and a mop to remove dirt and residues, so that no stains and spots are left on the surface. The mop must be frequently cleaned in a separate mop bucket and, thus, a double mop bucket is

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dictated. Special care must be given so as to prevent burdening vertical surfaces with the dirt swept from the floor. Particular care must be given so that dirt concentration in the corners is avoided. Dirt built up on vertical mopped surfaces is unacceptable. After mopping, floors should be left to dry so that they can be used immediately.

Sweeping/vacuuming the floors before mopping is mandatory.

Large surface floors in workshops shall be mopped using a ride-on scrubber-drier.

3.2.6 Thorough Cleaning

Thorough wet or dry cleaning of surfaces with the appropriate tools, e.g. using a cleaning brush of the appropriate hardness, scrappers, sponges, cloths, etc., manually or using mechanical means, so as not to destroy cleaned surfaces. Detergents or detergent solutions of the appropriate composition shall be also used. The purpose of thorough cleaning is to remove dirt concentration, strains or spots and, in general, any floating and/or accumulated or glued dirt, so as to restore the initial cleanliness and appearance of the surface.

This method shall be also used for cleaning equipment, fitted carpets, industrial or non-industrial floors, walls, fire-fighting equipment, lighting fixtures and any other surface.

The use of steel, sharp, particularly hard or any other tools and cleaning materials, which cause wear and uneven appearance on surfaces is prohibited.

Thorough cleaning shall be scheduled, so that it is carried out before the Contract Supervisor and approved by him.

3.2.7 Dusting

Dirt removal using as oft brush and use of a dust repellent or vacuum cleaner.

3.2.8 Disinfection

Use of disinfectant substances during wet or dry cleaning, mopping or thorough cleaning. It shall be possible to demonstrate that a detergent with disinfectant properties is used.

3.2.9 Fitted carpet cleaning

Cleaning fitted carpet mainly in offices using a vacuum cleaner.

3.2.10 Fitted carpet washing

Wet washing of fitted carpets usually using a device which spreads a detergent mix, extracts dirt and washes off the carpet at the same time (carpet extractor). This work must be normally carried out during night hours and at all times with the consent of the user of the area.

3.2.11 Floor polishing

Thorough removal and reapplication of a polishing product (floor wax, etc.). It is self-evident that it shall be the Contractor's responsibility to move and place back on time the furniture of the area. Such work shall be normally carried out during night ours or during weekend, while the consent of the user of the area shall have been ensured beforehand. Polishing substances must be carefully applied, so that vertical surfaces are not dirtied (sills, skirting, walls, doors, furniture). If dirtied, the

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above surfaces should be cleaned within the next day. If dirt is trapped underneath the polishing substance, the work shall be unacceptable and shall be repeated.

3.2.12 Polished Floor Maintenance

Maintaining floors locally where the polish has been damaged or worn (under office chairs, corridors, staircases, etc.) through local reapplication of polishing substances, spray & buff or other methods. The purpose of the works is to ensure the continued sound appearance of stressed surfaces in-between polishing works of the entire floor. The same work shall be executed in the event that marks from moved furniture items need to be removed.

3.2.13 Arrangement

Placing back furniture, chairs, litterbins, etc. at their initial position, straightening picture frames, doormats, etc. shall be carried out by the work crews.

3.3 ACTIONS PRIOR TO THE ASSUMPTION OF DUTIES

In order to enter the work area and commence cleaning works, the personnel of the Contractor/ Subcontractor shall have to present before and submit to the Supervising Authority of AM the following:

- a) A legal statement of the Contractor stating that he has visited all areas related to the project and that he has taken cognizance of all cleaning requirements of each area.
- b) A list of the entire personnel of the Contractor which will have to enter on a regular basis in or occasionally the Depots, accompanied by the data foreseen in the relevant form of AM.
- c) The items (cards, etc.) proving that the entire personnel, regular or occasional, to be required to enter the Depots has undergone the relevant training on safety-related issues.
- d) Copies of the employment documentation for every employee working in the Depot.
- e) The report of the Safety Officer including an assessment of the work areas, the chemicals storage areas, the hazards per Depot, stating also all necessary Personal Protection Equipment of the personnel.
- f) Demonstration of all the Personal Protection Equipment specified in the report of the Safety Officer as required for all employees involved in the works.
- g) An exhaustive list of all chemicals and detergents stored or simply used in the Depot, including also a column describing the use of each chemical/detergent, accompanied by copies of Technical Data Sheets and Material Safety Data Sheets for every material.
- h) A complete and detailed Cleaning Plan presenting the areas, works, persons, time and duration. An updated plan shall be submitted by the Contractor every 30 days.
- i) A works monitoring method, so as to ensure the necessary quality, in line with the Technical Description and the quality standard applicable to the

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Contractor.

- j) Presentation of the required equipment, of the floor scrubbers-driers in operation mode in the area of the Th. M. and presentation of operators of the machinery.
- k) Demonstration of the Contractor's ability to make available in every depot the litter bins for litter disposal.

Once the Supervising Authority of AM takes delivery of the above and certifies that the Contractor has all the above at his disposal, it shall allow workers to enter the facilities for cleaning works to commence.

3.4 EQUIPMENT&CLEANING MATERIALS

The supply, transportation and storage of the appropriate equipment, machinery and materials (consumable or not) required for carrying out the cleaning programs for the Depot described in the following paragraphs constitute the Contractor's obligation and responsibility.

In addition to its standard equipment, the Contractor shall be under the obligation to make available on site the following equipment items and their complete set:

- Petrol or diesel engine washing unit over 150bar
- Petrol or diesel engine hot water washing unit over 150bar
- 20m boom lifts for the cleaning of sheds/glass panels, etc.
- Aluminum scaffolding of a working height of 8 meters
- Ride-on floor scrubber-drier
- Magnetic sweeper for the collection of steel burrs
- Portable petrol leaf blower to collect leaves and dispersed items
- Wet/ dry vacuum cleaners 3000KW
- Rotational device for removal or reapplication of coverage (e.g. floor wax) for false floors etc.
- Equipment for safe hoisting of employees to clean glass panels, etc.

The Contractor shall use premium quality, fully maintained and in a good operating condition equipment.

The Contractor shall adhere to the operation and maintenance specifications of the equipment manufacturer and to all lawful provisions and rules of AM, so as to prevent any hazard of pollution, disturbance, obstruction to other operations or the generation of any hazard whatsoever. More precisely:

The Contractor shall possess all the permits, documents, certificates and other justification documents required for the use of the equipment, as these are foreseen by the legislation.

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The Contractor shall comply with and strictly adhere to the safety rules of AM and, in general, to all the provisions of the legislation in force.

The Contractor shall provide the Personal Protection Equipment for the cleaning personnel, the signs and other signage items, the detergents, soap sand other chemical materials, the litter bags, the fuel and the mineral oils required for the operation of the cleaning machines, etc., as well as any other materials necessary for the cleaning works which are not stated herein.

The tools, machinery, materials and Personal Protection Equipment used shall be subject to the approval of AM.

AM may request substitution of the above should the relevant reasons apply, even if their use had been previously approved. The Contractor shall not be entitled to substitute them without previous approval of AM.

It is explicitly agreed upon that AM shall reserve the right to control the quality of the materials used by the Contractor. The Contractor shall remove the materials deemed unacceptable immediately further to the relevant instruction, written or verbal, of the Supervisor of the Contract of AM. The Contractor shall be deprived of any right to claim compensation, to raise a request, claim, etc. deriving from this cause.

AM shall supply only the power required for the execution of the cleaning programs (through the existing 220 and 380 Volt electrical power supplies) and water from the city water supply network (through the existing supplies).

If an extension of the existing power and water supply networks or the installation of additional supplies is required in order to facilitate the execution of cleaning works, then, further to the Contractor's relevant request and the acceptance on the part of AM, any modification shall be carried out at the care of AM and at the expenses of the Contractor. Any beneficial modifications shall be maintained by the Th. M..

For the maintenance and repair of his equipment, the Contractor shall use technicians that he will have been trained on safety-related issues of the Depot. If these technicians have not been trained on the safety-related issues of the Depot, then they shall be accompanied by the Contractor's personnel trained on safety-related issues, otherwise they shall not be allowed to access the areas.

3.5 WASTE DISPOSAL

Waste disposal shall be carried out at the exclusive care, responsibility and expenses of the Contractor in skip bins owned by the Contractor or his associates.

Waste collection means the collection of waste from defined areas, the packaging of the waste (if specified or simply required), its temporary storage in clearly predefined spaces, its removal from the Depot and its disposal in the appropriate public or private waste collection areas. The Contractor shall be advised on and comply with the applicable provisions on waste of the municipalities involved.

In Pylea Depot, the Contractor responsible for the temporary storage of waste shall provide at his responsibility the appropriate steel waste skip bins of a capacity of 8 - 10 m³ at the appropriate locations and shall see to the immediate removal of full

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bins from the Depot and their replacement by empty skip bins. Skip bins shall not remain full for more than 12 consecutive hours. For the period extending between May 1st and September 30th, skips with organic waste (food residues, toilet paper, etc.) shall not remain in the areas of the Th. M. for more than 3 days.

The Contractor may install a waste compactor in the area to be indicated to him for the compaction of waste in Depots.

The Contractor shall see to the sound condition and maintenance of these skip bins. Maintenance means preserving the steel items and their coating in a good condition and proceeding with their frequent washing and disinfection in the facilities of the Th. M. The Contractor shall also see to the maintenance, cleaning and sound appearance of the waste compactor.

The Contractor shall provide to AM copies of the waste disposal documentation to track the recycling volume and percentage.

3.5.1 Recycling

The Contractor shall participate in the recycling plan of the Th. M. Therefore, he shall throw away recyclables, wooden or plastic pallets, paper or plastic packaging, plastic, paper, lamps, batteries, steel, oil, printer cartridges only in the special recycling bins. The Contractor shall direct all recyclable items in the central collection points that he will keep clean and properly arranged.

3.5.2 Paper recycling

Paper waste shall be collected by the office services of AM in separate bins for being recycled. The Contractor shall participate in the paper recycling plan carried out in the Depots. He shall collect paper from each separate bin and shall place it in a central recycling bin that will be disposed by the Municipality of Thessaloniki or by another recycling company at the care of AM. Disposing paper collected from the offices, etc. into standard bins is strictly forbidden.

3.5.3 Aluminum recycling

Aluminum beverage cans shall be collected in separate bins at the depots for recycling purposes. The Contractor shall participate in the aluminum recycling plan carried out in the Depots. He shall regularly check whether rolling litter bins are full and he shall empty them in central collection points. If required, the Contractor shall remove any litter not falling in this category. Disposing collected steel cans to standard bins is strictly forbidden. The Contractor shall also see to the cleaning of the bins.

3.5.4 Recycling of paper packaging

The Contractor shall sort recyclable items and shall direct them to the indicated collection areas. If a paper packaging (carton boxes, boxes) compactor is available, the Contractor shall be responsible for filling and operating it. The compacted mass shall be placed at the indicated location, while the Contractor shall keep the machine clean and shall remove any litter not falling in this category.

3.5.5 Plastic recycling

The Contractor shall sort recyclable items and shall direct them to the indicated collection areas. If a plastics compactor is available, the Contractor shall be responsible for filling and operating it. The compacted mass shall be placed at an

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indicated location, while the Contractor shall keep the machine clean and shall remove any litter not falling in this category.

Similar actions (sorting, collection, packaging, etc.) shall be required also for the collection of other materials to be recycled, such as printer cartridges, batteries, electronic devices, lamps, etc. The Contractor shall remove any litter not falling in this category from the special collection bins. The Contractor shall see to the disposal of recyclable items further to the timely notification of the recycling agency (municipality, company, etc.).

3.5.6 Disposal of hazardous and toxic materials

The Contractor ought to provide guidance and information to the Th. M. on the collection, as well as on the lawful and environmentally sound disposal of materials considered hazardous for the environment according to the applicable legislation. The disposal of such materials in standard litter bins is prohibited.

3.6 PERSONNEL, TRAINING & ACCESS TO THE WORK AREAS

The circulate on of trains and the presence of 750V DC in the Depot gives rise to serious risks; thus, the personnel working in these areas must be adequately trained before assuming its duties, behave in a safe manner and use the correct work methods. Therefore, the Contractor's personnel to work or required to enter the Depots of the Th. M shall have to be adequately trained before assuming its duties, at least in the following subjects:

- a) “Track aware” training and certification of the entire personnel of the Contractor that will only enter the Th. M. Depot.
- b) “Track competent” training and certification of the entire personnel to work in the Th. M. Depot.
- c) Moreover, at least two (2) persons of the cleaning personnel shall have to be trained and certified as “Person in Charge for the Protection of the Work Crew”. According to the regulations, if cleaning works are being executed in the area of the tracks, the Person in Charge for the Protection of the Work Crew shall have to be present on site the project throughout the execution of the works, in order to ensure the work crew's protection.
- d) Familiarization with the areas of Pylea Depot.
- e) Entrance to the depot shall not be allowed without the basic “Track aware” certification.
- f) With regard to the details and other terms related to the training of the Contractor's personnel, applicable shall be provisions of the relevant article of the General Terms of the Contract and the provisions of the Rule Book.
- g) In addition to the certification card issued by the training service of AM, the Contractor shall also ensure in due time for the entire personnel involved the issuance of another special identification card with a photo, so that the personnel may be identified as the personnel of an associated company. For the issuance of this card, the Contractor shall have to make available to AM a list with the names of the personnel that has undergone training, other documents, such as penal record extracts, photos, etc.. AM shall issue a special card for each member of the

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personnel of the Contractor or of any cleaning subcontractor-contractor. Entrance to the facilities of the Th. M. shall be allowed only on presentation of this card.

- h) The Contractor ought to ensure sufficient overlapping and replacements for the work positions.
- i) The Contractor shall raise no claim whatsoever against AM, if access to the facilities of the Company is denied due to incomplete training or non-compliance of the personnel with the above or with safety regulations in general.
- j) The Contractor shall also train his personnel on all the technical details of the cleaning programs, as well as on the use of the machinery and the cleaning materials to be used.
- k) Any equipment and materials of the Contractor shall be accepted at the Depot by the Contractor's personnel trained on the Depot safety-related issues. The same shall apply for the repair and maintenance of the Contractor's equipment. Technicians and maintenance technicians of the Contractor's equipment shall enter the Depot only when escorted by the Contractor's trained personnel, while maintenance works shall be carried out in areas away from tracks.
- l) Special crews of the Contractor (glass pane cleaners, floor wax crews, etc.) that will be required to enter regularly at the Depot but at not at frequent intervals however should also be comprised of personnel trained on safety-related issues of the Depot.
- m) The Contractor's personnel shall be under the supervision and management of the Contractor and shall not have any legal relationship, what so ever, with AM. The Contractor shall be solely and exclusively liable for every violation of any provision of the applicable legislation committed by the Contractor himself, his legal representative or by any member of his personnel and shall bear full Penal, Administrative and Civil liability.
- n) The Contractor shall comply with the legislation concerning the operation of cleaning services companies. He shall comply with or meet the provisions of the sector al labor agreement in terms of the fees and the social security of his personnel. He shall deliver to the Person in Charge of AM proof of the above before the assumption of duties and also upon request. Employing non-insured personnel in the areas of the Th. M. is prohibited.
- o) The Contractor's personnel shall comply with the smoking bans applicable in the company areas.
- p) The Contractor shall not hire or employ in the framework of his contractual obligations persons less than eighteen (18) years old and persons over sixty seven (67) years old.
- q) The Contractor shall remove and immediately prohibit, at the suggestion of AM, entrance and presence in the facilities and, in general, in the areas of the Th. M. of any person that the Contractor uses, irrespective of whether this person falls within the Contractor's personnel or is employed by third parties, if this person has been characterized as unwanted at the absolute discretion of AM It is stated as an example that this right may be exercised either for reasons of disobedience, for reasons of committing a general professional offence, for violating the safety measures, for violating the (Police, Administrative, etc.) provisions or due to lack of

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qualifications, ability, permit, Degree, etc. or due to improper behavior, violation of the company regulations, or due to age or to any other reason not specially specified. This removal shall have no financial impact on the Th. M.. The Contractor shall be absolutely liable before AM or before third parties for any damage, fault, accident, etc. caused by the person removed.

3.7 SUPERVISION AND APPROVAL OF WORKS

- a) The experience of the Contractor, the detailed data provided, the Contractor's on site visit at the Depots shall enable him to define the required personnel. The actual man hours shall depend on the number and the capacity of the workers that the Contractor shall possess and to a great extent from the organization of the project. AM shall not be held liable if the Contractor ascertains as the project progresses that more personnel is required. The Contractor shall remain responsible for adhering to the specifications and for complying with the quality standard he is subject to.
- b) Throughout the duration of the project, the Contractor shall provide his services by obstructing to the minimum extent possible the remaining activities and by making available the adequate personnel, materials, equipment and other resources required for meeting his contractual obligations, irrespective of whether these are strictly defined in the Contract or reasonably derive there-from.
- c) The Contractor shall carry out the works of the Contract under the supervision of the Service responsible for Rolling Stock Maintenance. In the framework of this supervision, it shall be examined whether the Contractor adhered to the terms of the Contract and, in general, to his contractual obligations.
- d) AM's Person in Charge of the Supervision of the Contract may request, if deemed advisable, that a works log is kept. He may also request that checklists are completed for supervision and control of the cleaning works. Completed check lists shall be approved and signed by other persons working in the areas of the Th. M. who will check and accept cleaning works.
- e) The Contractor shall comply with the suggestion sand the directions of the representatives of the Service responsible for Rolling Stock Maintenance. However, this shall not release him in any way whatsoever from his responsibility for any omissions or faults in the execution of this works, as per the science and technology rules.
- f) The Contractor shall be in constant communication both with the Service responsible for Rolling Stock Maintenance and with AM' s Persons in Charge for the supervision of the executed works and with the Managers in the sections of whom he carries out his duties, so that he is informed on the various operation-related issues of the company and on any special problems which might arise, so as to limit to the minimum extent any irregularities and problems which might arise during the execution of his works.
- g) The Contractor shall provide a Superintendent to ensure quality and adherence to the terms of the Contract as regards the cleaning services. This person shall not be assigned with other duties. He shall be not involved in administrative or supply works. He shall monitor the execution of the works by monitoring the cleaning personnel on site. He shall have coordination and supervision skills and shall be

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familiar with the Technical Specifications of the Contract. He shall be present on site and shall supervise the main volume of the cleaning works in all areas, while he shall see that he is informed on and held accountable also for works executed outside his working hours. He shall monitor and draft the relevant plan, so as to ensure that the frequencies of the works are adhered to. He shall be present on site to supervise special works (annual, semestral, etc.). He shall have basic computer skills enabling him to monitor cleaning plans, send files on a daily basis and communicate with emails on a constant basis. He shall properly adjust his working hours so as to coincide with any available time in the time schedule of the Person responsible for the supervision of the Contract on the part of the Th. M. and shall ensure up to two hours daily for face-to-face communication, on site visits, collection of complaints and checklists filling in.

- h) A justified and reasonable deviation in the provision of cleaning services is acceptable. In any case, however, the two-hour presence of the Superintendent in areas of the Th. M. must be ensured.
- i) The Contractor is obligated to visit the work areas of the Th. M. for inspection purposes once a week and always in agreement with the Supervisor on the part of AM.
- j) The supervising personnel of AM shall visit both the work areas as well as the facilities and the areas that have been made available to the Contractor at any time and at its own discretion without prior notice.
- k) AM reserves the right to also check whether all the Health, Safety and Fire Safety Rules have been strictly observed on behalf of the Contractor and to request compliance with the relevant rules.
- l) If any omission on the part of the Contractor in terms of the Personal Protection Equipment or the safety measures is ascertained, AM reserves the right to impose, in addition to the immediate suspension of the works until the Personal Protection Equipment is ensured and the introduction of the foreseen safety measures by the Contractor.
- m) Should a problem arise during the execution of works, the Contractor shall report the nature of the problem addressed and shall suggest the relevant mitigation measures. However, in any case, the Contractor shall have to comply with the frequency of the provision of services, as required by the Contract.
- n) Works shall be controlled and certified by AM's Supervisor. Any cleaning work not-executed or not-completed on time or found non-satisfactory, at its own discretion, shall be repeated by the Contractor until works are considered acceptable.

3.8 SPECIAL ARRANGEMENTS

- a) In Pylea Depot, cleaning works shall be carried out in line with the classification of areas, the specified cleaning frequency and the availability of the areas for cleaning.
- b) In periods of high workload and in view of ensuring the execution of the scheduled works (e.g. floor polishing-floor waxing, periodic thorough cleaning, cleaning of glass panes), the Contractor may also make available additional personnel, as required.

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- c) All periodic works can not be completed simultaneously; thus, they will be allocated throughout the entire duration of the project.
- d) In any case, non-completed works shall be depicted accordingly on the Performance Indicators and the relevant availability payment shall be reduced accordingly, as specified in the Payments Document.
- e) The Contractor shall visit all areas related to the project and shall be advised on the cleaning requirements applicable to each area in line with the area classification. Especially in areas where floor polishing is required (floor wax), as from the beginning of the project and on a monthly basis, the Contractor shall carry out works to a fraction greater than 1/12 of the annual workload, as shown on the table of works. The same shall also apply for the remaining works the periodicity of which is greater than or equal to 2 months.
- f) The Contractor shall keep an updated list, approved by the Supervision Service of AM, of works completed from the beginning of the Contract.
- g) The Contractor shall see to the provisional availability of rooms, such as locker rooms, lockers, etc. for use by the cleaning subcontractors.

3.9 NON-ROUTINE WORKS

Once notified on time, the Contractor shall be under the obligation to make available to AM additional properly trained personnel for non-routine works whenever required.

3.10 GRANTING OF KEYS AND AREA SAFETY

The Contractor shall safe keep the keys entrusted to him by AM. The Contractor or his personnel shall not be allowed to duplicate keys. If key copies are required, the Contractor shall request them from the Person in Charge for the Supervision of the Contract and he shall be registered as the current key holder. The Contractor is under the obligation to lock the areas found locked when leaving them and leave unlocked the areas that he found unlocked. He shall turn off any lights and close all windows that might have been left open. Upon termination of the Contract, he shall return all keys handed over to him.

3.11 REPORTING OF DAMAGE

The Contractor shall be under the obligation to report any damage to the Supervisor of the Contract, who shall forward the report to the persons responsible for its reinstatement. Any damage detected during cleaning, e.g. broken glasses, damaged windows, doors, knobs, locks, shades, air conditioning units, floors, false ceilings, damage on walls, water taps, sanitary appliances, etc. shall be reported on a special form where clear reference of the relevant area should be made.

3.12 AREAS MADE AVAILABLE AND FACILITATIONS

For the storage of the equipment and cleaning materials the areas specified below shall be made available to the Contractor. AM reserves the right to claim back any conceded area, on condition that another equivalent area will be made available in exchange. The Contractor shall be responsible and under the obligation to keep these areas clean and tidy.

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AM shall not be responsible for the suitability or unsuitability of the storage area that he will make available to the Contractor for safeguarding his equipment and materials. On the contrary, the Contractor shall be exclusively liable for safeguarding them. If the Contractor deems that his equipment and materials will not be sufficiently safe, he shall see to the construction of an elegant steel locker.

If the Contractor uses an electrically-operated or motorized mobile cleaning equipment, then special parking and/or charging locations shall be indicated to him. The electrical installation for the charging equipment, the eventual extension of the existing electrical network and its maintenance shall be carried out at the responsibility and care of the Contractor and at the expenses of the Contractor, while they shall be subject to the approval of AM.

The Contractor shall not occupy other areas than the ones specified and shall not leave equipment or other materials exposed in other areas or in public view.

The storage of waste, even temporary in storage areas is strictly forbidden.

3.13 CLEANING OF SHELTERED AREAS

Offices, rooms, consulting rooms, corridors, staircases, lifts, guard houses, locker rooms, bathrooms, WCs, kitchens, dining rooms.

Offices shall be housed in individual rooms or in unified large spaces, separated in smaller offices through movable partition panels.

Areas shall be equipped with wooden or steel furniture (offices, bookcases, filing cabinets, etc.) and with the relevant electrical and electronic equipment required for their operation, while floors shall be lined with plastic tiles.

Steel doors shall be used. Windows shall have an aluminium frame and shall be equipped with horizontal steel louvers.

Stainless steel lift cabins shall be used, as well as stainless steel doors and glass panels.

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	M²	Man-hours
1	Cleaning of window glass panes, inside and outside	Every 2 months	14:00 - 20:00 or weekend 8:00 - 20:00		92
2	Floor polish maintenance				10
3	Fitted carpets washing				6
4	Thorough cleaning of seats, offices, furniture				10



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5	Thorough cleaning and floor polishing after complete removal of the residues of polishing substances from horizontal and vertical services	Every 12 months			260
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3.13.1 Workshops, Warehouses

Workshops and warehouse areas shall be fitted with industrial flooring and shall not be normally equipped with water collection/ water discharge points. Moreover, maintenance pits in floors housing tracks shall be cleaned at the same frequency. For safety reasons, however, the consent of the workshop person in charge should be ensured.

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	M ²	Man-hours
1	Sweeping/vacuuming of floors, locally (only where required)	Every day Monday –Friday	14:00 - 22:00		2
2	Sweeping/vacuuming of floors Cleaning of workshop grating	2 times/week (Monday &Thursday, Wednesday&Saturday or Tuesday & Friday	14:00 - 22:00		2
3	Wet cleaning and drying out of floors	3 times/week (Monday &Thursday, Wednesday & Saturday or Tuesday & Friday)	14:00 - 22:00		8
4	Cleaning of washing chamber	Every 2 months	14:00 - 22:00		16
5	Removal of voluminous waste				2
6	Dusting & cleaning of equipment, machinery, washing of workbenches	Every 6 months			60
7	Thorough general cleaning of floors	Every 12 months	7:00 - 22:00 further to a special arrangement		50
8	Thorough general cleaning and cleaning of workshop pits, floors, walls, lighting fixtures, holes, pipings				80

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9	General cleaning of high-rise surfaces, walls, beams, cable trunk ways, pipings, lighting fixtures, garage doors – dusting and removal of animal				48
	Cleaning of ceilings above the offices inside sheltered buildings				
	Cleaning and washing of walls and steel profiles up to two meters high				
10	Lifting of gutter gratings, steel slabs and grids on workshop floors. Thorough cleaning				22

3.13.2 Technical rooms

Technical room areas need periodic cleaning. They are fitted with industrial floor and for safety reasons they shall be always cleaned on condition that the consent of the person in charge of the relevant section has been ensured and under the continuous supervision and in the presence of a person working in the relevant section.

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	M ²	Man hours
1	Equipment dusting	Every 6 months	8:00 - 22:00		10
2	Cleaning of equipment – dry or wet and drying out				10
4	Sweeping/vacuuming of floors				10
5	Thorough cleaning, mopping and drying out of floors				12
6	Cleaning of the warehouse. Dusting, sweeping, mopping.				16
7	Cleaning of the areas of the lift shafts: dusting, sweeping, mopping				8

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3.14 CLEANING OF OUTDOOR AREAS

3.14.1 Streets, Sidewalks

Areas characterized as streets and sidewalks are shown in the plan view drawing of every Depot and include the asphalt or cement-paved areas and streets with the adjacent sidewalks.

When there are no specially constructed sidewalks or these are not clearly visible, a sidewalk shall be defined as a 1.0m band on either side of the asphalt-paved road (on condition that this area is not close to a track, in which case this area shall be classified as such). Due care shall be also given to the area outside the Depot. Collection and disposal of disperse litter and waste from sidewalks outside Pylea Depot is required, while where there are no sidewalks, a 1m wide zone right outside the fencing throughout its entire length shall be cleaned.

Thorough cleaning of the equipment of outdoor areas is required. External washing of doors, walls up to the height of 2 meters & of equipment (air conditioning units, fire-fighting means, ventilation grids, signage posts, mirrors, etc.). Signs which belong to the Depots located however outside the Depots should be also cleaned. Careful graffiti cleaning and removal of stickers shall be also included in the cleaning works. Thorough cleaning of the floor and of the steel elements of the pedestrian bridge shall also be included in the cleaning works.

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	m²	Man-hours
1	Collection, gathering and disposal of disperse litter and waste	Every day Monday - Friday	07:00 - 18:00		1.5
2	Thorough cleaning of disperse burrs				0.1
3	Checking of signs leading to Depots. Graffiti cleaning and removal of stickers, where required.				0.1
4	Sweeping/ Vacuuming of streets and sidewalks	3 times/week	07:00 - 18:00		2
5	Cleaning of open rainwater pipes and rainwater drain grating(next to streets and sidewalks)				0.5
6	Weeding and removal of any type of plants/ weeds from streets and sidewalks				0.1

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7	Cleaning voluminous refuse	Every 6 months	07:00 - 18:00		50
8	Thorough cleaning & high-pressure washing of walls, streets, sidewalks and, in general, of cement and asphalt-paved surfaces of the Depot(A special arrangement and interruption of power supply is required when works are carried out next to third rails). Removal of chewing gums from the sidewalks once every three months		0:00-24:00 on condition that no disturbance is caused to workers and parked vehicles are not obstructed		200
9	Collection and disposal of disperse litter and waste outside the Depot. Cleaning of the rainwater duct grates adjacent to sidewalks.		07:00 - 18:00		50
10	Thorough cleaning of equipment in outdoor areas.	Every 12 months	00:00-22:00		100

3.14.2 Areas adjacent to the Track or on the Track

Areas characterized as adjacent to the track or on the track are shown in the plan view drawing of every Depot and include the areas, as these are set in the relevant definition included in the Th. M. Rule Book.

In the areas adjacent to the tracks and on the track, “track aware” persons shall be required to carry out the relevant cleaning works escorted by the appropriate personnel. Power supply interruption shall be also required in the area where cleaning works are executed. Therefore, such works shall be carried out per electrified section of third rail.

3.14.3 Complex 1 – Underground parking area

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	m ²	Man-hours
1	Collection, gathering and disposal of disperse litter and waste from both levels	2 times/week	08:00 -20:00		



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2	Sweeping/ vacuuming of the floors of both storeys	1 time/month	18:00-00:00		
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3.14.4 Other Outdoor Areas

Other areas include all Depot outdoor areas, with the exception of streets, sidewalks and a reason the track and adjacent to the track.

s/n	CLEANING WORK	FREQUENCY	AVAILABILITY	m ²	Man-hours
1	Collection, gathering and disposal of disperse litter and waste	Every 6 months	08:00 -16:00		96

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4. CLEANING OF TRAINS

4.1 INTRODUCTION

These specifications shall specify the technical requirements for the interior and exterior cleaning of all Th. M. trains.

The objective is to keep the trains clean and presentable and this is one additional reason for the public to use them.

4.2 DESCRIPTION

The entire Rolling Stock of Th. M. shall consist of 18 train sets with 4 cars (Series I) and 15 train sets with 4 cars (Series II). Trains shall not be equipped with cabins for drivers. Each vehicle shall be approximately 12.5 long, 2.65m wide, with a total height of 3.8m.

4.3 GENERAL TRAIN CLEANING PLANS

In order to meet the needs for cleaning the trains and the cleaning related areas and installations, works have been divided into the following programs:

1. Interior cleaning
2. Exterior cleaning
3. Thorough interior cleaning
4. Thorough exterior cleaning
5. Annual exterior cleaning
6. Application of protective coating
7. Cleaning of graffiti
8. Daily cleaning of the train washing plant
9. Monthly cleaning of the train washing plant
10. Annual cleaning of the train washing plant
11. Cleaning of the areas where cleaning works are executed
12. Annual cleaning of the areas where cleaning works are executed
13. Non-routine cleaning

Note: The cleaning plans concerning the Rolling Stock refer to vehicles – cars and not entire train sets.

In more details:

4.3.1 Interior cleaning

The interior cleaning shall be carried out in train stabling areas at Pylea Depot. However, the Contractor shall maintain his right to carry out cleaning works at another point of the Th. M. network as well, if his operational needs require so in the future, following a relevant notification of the Contractor. If the Contractor proposes the execution of cleaning

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works at other points of the network (e.g. at a train platform), he must obtain the relevant permit by AM.

Interior cleaning shall be carried out following the completion of the revenue service of each train moving with passengers in the network. At the responsibility of the Contractor, trains shall be withdrawn from the network and shall be directed to a platform inside the cleaning area dedicated for train cleaning purposes for at least 15 minutes. It is pointed out that the available time can be modified according to the Th. M. operational needs without any additional claim raised on the part of the Contractor.

In case that, due to the Contractor's liability, cleaning works are not performed, or are not completed or, during the inspection, are considered unacceptable, at the end of the month the availability payment shall be reduced on the basis of specific indicators (see Payments Document).

The subject plan shall include the following works, which shall be executed to the extent required and where needed, always having a uniform result:

1. Ceiling, ventilation grille, equipment covers, lighting fixtures, station announcement
 - Sweeping using a special wet cloth for all surfaces;
 - Sweeping using a special brush of the ventilation grille;
 - Careful sweeping of the Station Announcement Device;
 - Removal of visible dust;
 - Elimination of any discontinuity and unevenness;
2. Glass, walls, advertisements, wall between seats;
 - Removal of visible dust and stains;
 - Elimination of any discontinuity and unevenness;
 - Sweeping using a special wet cloth for all surfaces
 - Cleaning of all glasses;
 - Removal of visible stains from glasses, from an opening part of a glass;
 - Removal of dust from the contact zone of an opening part with gasket;
 - Removal of dust from a resilient pad of a window;
 - Elimination of easily removed scratchiti (scratched depiction) from rubber surfaces;
 - Removal of visible stains from glass partitions;
 - Removal of dust and stains from walls, equipment, fire extinguishers, fire hose cabinets, from emergency handles etc.;
 - Cleaning a part of a wall between seats;
3. Passenger doors, intermediate doors and bellows;
 - Elimination of any discontinuity and unevenness;
 - Sweeping using a special wet cloth for all surfaces;
 - Removal of stains from passenger doors from the interior side and from the door

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posts. This work shall be also executed at those doors that remain open during cleaning. Unevenness shall not accepted;

- Thorough cleaning of the lower part of the doors. The brush, the rubber parts and the silicon stripe must be clean at all times. Mop fibers shall not accepted;
- Removal of difficult stains from passenger doors from the exterior side;
- Cleaning intermediate doors;
- Cleaning by hand of the corner between the wall and the floor in the area of intermediate doors;
- Cleaning of the area between cars (grooves etc.);

4. Handrails, poles

- Cleaning all surfaces using a special cloth as well as characterized and certified liquid detergent/disinfectant;
- Thorough cleaning of the center plate and the lower part of the pole;
- Visible stains or dust shall not be accepted.

5. Seats

- Cleaning between seats and between the seats and the wall.
- Cleaning plastic surfaces of the seats;
- Removal of stains from the textile surfaces of the seats;
- Bigger stains on the seats shall be cleaned outside the train. If, after the completion of cleaning works, there is not enough time for the seat to dry, it shall be replaced by a dry one. Seats shall be replaced by specially trained personnel of the Contractor using the Contractor's tools. Stains on the seats shall not be accepted. The Contractor ought to maintain a sufficient stock of all types of seats in all areas where cleaning works shall be executed. The Contractor shall also see to the replacement of defective, broken, vandalized or worn seats and shall call the specialists for their repair.
- Cleaning the back side of the seats.
- Cleaning the legs of seats. Elimination of any unevenness. This work must be carried out after mopping the floor, in order to obtain the best possible result.

6. Floor

- Cleaning using a vacuum cleaner or another suitable cleaner. Litter shall be collected in the train. It is prohibited to throw garbage on the platforms and the tracks. If, by mistake, garbage falls on the tracks, on the platforms or underneath the platforms, it shall be cleaned on the same day.
- Local cleaning of stains. All stains must be removed.
- Wet cleaning (mopping and drying) of the entire surface using a disinfectant liquid detergent. It is recommended to use a flat mop.
- The threshold of the passenger door shall not be disregarded. The grooved surfaces of the threshold shall be cleaned by hand. The threshold ends near the posts shall be cleaned by hand.

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- The back part of the seat leg shall not be disregarded.
 - The part of the wall covered with the material used for floors shall not be disregarded as well.
 - The area between train vehicles (gangway floor bump) is not disregarded. The holes next to this bump must be clean at all times.
 - Mop fibers or hair (tufts) shall not be accepted.
7. Removal of small-scale graffiti
- Irrelevant stickers and individual small-scale graffiti at interior or exterior surfaces of the train shall be removed in the framework of this plan.
 - Only exterior large-scale graffiti, larger than 1m² / case, shall be included in the separate graffiti removal plan.
8. Exterior side
- The exterior surfaces of the trains are usually washed at the train washing plant. However, the interior washing plan usually includes also the cleaning of difficult stains not addressed at the washing plant.

4.3.2 Exterior cleaning

- The cleaning of the exterior sides of the trains shall be performed every 24h, from 14:00 to 02:00, at Pylea Depot which includes an automatic train washing plant. Indicative duration of washing: 4 to 8 minutes/train.
- Service trains in the Metro network, upon their return at the Depot, shall move with all windows closed through the automatic train washing plant, at the responsibility of the Contractor.
- The Contractor shall monitor and notify about any need to replenish spare parts of the subject plant and shall also monitor and report whether the washing of the exterior sides of trains is prevented or omitted. There is no provision for any other involvement of the Contractor in this program.
- Once the majority of train vehicles is washed at the washing plant, the Contractor shall execute the program for the daily cleaning of the installation.

4.3.3 Thorough Interior Cleaning

- The thorough interior cleaning aims at restoring –as much as possible- the initial appearance of the surfaces. The Thorough Interior Cleaning shall take place at the stabling shed at Pylea Depot. It shall be performed approximately every 25 days (every 30days, as a maximum), on every train, from 16:00 to 02:00. Indicatively, the duration of the relevant works shall be from 4h to 6h per train.
- In case that, due to the Contractor's liability, the Thorough Interior Cleaning is not performed, or is not completed or, during the relevant inspection, the subject cleaning is considered unacceptable, at the end of the month a deduction of the availability payment shall be made due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document.

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The following works shall be included in the subject program:

1. Ceiling, ventilation grille, equipment covers, lighting fixtures, station announcement
 - Cleaning the interior part of the lighting fixtures. Opening of the lighting fixtures covers by specially trained personnel of the Contractor equipped with the appropriate tools. Due attention must be given not to lose any screws and washers. Cleaning all surfaces at the interior side of the cover and the trough of the lighting fixture using a special wet cloth. If required, the lamp tube is removed and re-installed. Thorough cleaning of the ends. Closing and screwing the cover. The end caps of the lighting fixtures must not be disregarded, even if they do not contain any lamp. The lighting fixture in-between the vehicles must not be disregarded;
 - Cleaning the ventilation grille using a special brush. Cleaning of both sides of all blades of the grille using a special wet cloth and detergent or a steam cleaner of high performance;
 - Cleaning the joints of the equipment covers using a special wet cloth and detergent, or a steam cleaner of high performance;
 - Cleaning the entire ceiling surface using a special wet cloth and detergent, or a steam cleaner of high performance;
 - Cleaning the ceiling at the part in-between vehicles;
 - Careful cleaning of the Station Announcement device;
 - Removal of any dust particles;
 - Elimination of any discontinuity and unevenness;
 - Replacement of burned-out light bulbs with lamps available in the store room.
2. Glass, walls, advertisements, wall between seats;
 - Removal of dust and stains;
 - Elimination of any discontinuity and unevenness;
 - Cleaning all surfaces using a special wet cloth;
 - Thorough cleaning of door and window glasses. Removal of visible stains from an opening part of a glass. Removal of dust from the contact zone of an opening part with gasket. Thorough cleaning of the rubber margin of the window. Elimination of easily removed scratchiti (scratched depiction) from the rubber margin of the glass. Coating of the rubber margin of the glass using a special protective liquid;
 - Thorough cleaning of glass partitions;
 - Thorough cleaning of walls, equipment, fire extinguishers and fire hose cabinets, advertisements, equipment, emergency handles etc.;
 - Thorough cleaning of the part of the wall between seats;
 - Cleaning and smoothing of scratches using polishing machine and special crème.

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3. Passenger doors, intermediate doors and bellows
 - Elimination of any discontinuity and unevenness;
 - Cleaning all surfaces using a special wet cloth;
 - Removal of stains from passenger doors from the interior side and from the posts. This is also applicable for the doors which remain open during cleaning. Unevenness shall not be accepted;
 - Thorough cleaning of the lower part of doors. Scrubbing by hand using a special brush. The brush, the rubber parts and the silicon stripe must be clean at all times. Mop fibers shall not be accepted;
 - Removing extra grease from the door mechanism guides, on the top part of the passenger door;
 - Removal of stains from the exterior side of passenger doors;
 - Cleaning of both sides of the intermediate doors. Cleaning of the glass as well;
 - Cleaning by hand of the corner between the wall and the floor in the area of intermediate doors. The silicon stripe must be clean at all times;
 - Cleaning of the area between cars (grooves etc.);
 - Cleaning and smoothing of scratches using polishing machine and special crème;
 - Elimination of scratches from the satin finish of a stainless steel door using special gums.
4. Handrails, poles
 - Cleaning surfaces using a special cloth and certified liquid detergent/disinfectant. Thorough cleaning of edges and joints. Steam cleaner must be also used. Thorough cleaning of plastic handrails;
 - Thorough cleaning of the center plate and the lower part of the pole;
 - Visible stains or dust shall not be accepted.
5. Seats
 - Thorough cleaning between seats and between the seats and the wall;
 - Thorough cleaning of all plastic surfaces of the seats. A special polishing cream for the car body finish is used;
 - Washing of train seats by trained personnel of the Contractor using a special pressure washer (Hot water pressure washer with 3rd rail and train deactivated). The equipment shall be protected by weather proof covering (microphones, loudspeakers etc.). Water absorption by fabric using “Extraction” type device. Replacement of defective, broken, vandalized or worn seats. Seats shall be replaced by specially trained personnel of the Contractor using the Contractor’s tools. Stains on the seats shall be accepted. The Contractor ought to maintain a

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sufficient stock of all types of seats in all areas where cleaning works shall be executed;

- Checking the final drying of seats prior to the delivery of the train for use;
- Cleaning the back part of the seats;
- Cleaning the area at the back side of the single seats;
- Thorough cleaning of the seat cantilever (underneath the seats);
- Thorough cleaning of the legs of the seats. Elimination of any unevenness. This work must be carried out after mopping the floor, in order to obtain the best possible result.

6. Floor

- Cleaning using a vacuum cleaner or another suitable type of cleaner. Dust is collected inside the train. It is prohibited to throw garbage of the platforms and the tracks. If, by mistake, garbage falls on the tracks, on the platforms or underneath them, it shall be cleaned on the same day;
- Local cleaning of stains;
- For floors with no protective coating;
- Floor scrubbing with rotary cleaning brush and special detergent. A special electric device shall be used for the corners and, in case scrubbing using a machine is not possible, this is done by hand using a suitable brush. Subsequently, surfaces are washed using plenty of water. Water and lather shall be absorbed by a special machine. Throwing water and lather outside the train is not accepted;
- For floors with protective coating;
- Thorough interior cleaning shall be followed by an inspection and, where required, by either local or more extended maintenance, based on an instruction included in the relevant plan capable of prolonging the perfect appearance of the floor until the next maintenance, or until the coating shall be fully replaced. In order to specify the “perfect” condition of the floor wax, a gloss meter shall be used to check it and the subject measurement must not be less than 40 gloss units at any point of the floor. The measurement of 40cm from the supporting pole of one of the middle vehicles shall be considered as representative measurement. This measurement shall be recorded on the daily Form for each train. Floors where floor wax has been placed shall be carefully mopped, to avoid stains at the edges corners and joints. Water and lather shall be absorbed by a special machine. Throwing water and lather outside the train is not accepted;
- Wet cleaning (mopping and drying) of the entire surface using liquid detergent /disinfectant. It is recommended to use flat mop.
- The threshold of the passenger door shall not be disregarded. The threshold grooves shall be cleaned by hand. The ends of the threshold near the posts shall be cleaned by hand.

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- The back part of the seat leg shall not be disregarded.
 - The part of the wall covered with the material used for floors shall not be disregarded as well.
 - The area between train vehicles (gangway floor bump) is not disregarded. The holes next to this bump must be clean at all times. The gangway floor bump shall be lifted and cleaned underneath.
 - The corners of the floor near the intermediate doors shall not be disregarded.
7. Removal of small-scale graffiti
- Irrelevant stickers and individual small-scale graffiti at interior or exterior surfaces of the train shall be removed in the framework of this plan.
 - Only exterior large-scale graffiti, larger than 1m² / case, shall be included in the separate graffiti removal plan.
8. Exterior side
- The exterior surfaces of the trains are usually washed at the train washing plant. However, the interior washing plan usually includes also the cleaning of difficult stains not addressed at the washing plant.
 - The estimated work load of the thorough interior cleaning shall be presented in the following table, namely:

4.3.4 Thorough Exterior Cleaning

- The thorough exterior cleaning shall take place at the automatic washing plant, in Pylea Depot. It shall be performed approximately every 25 days and in no case after 30 days, from 14:00 to 02:00. Indicative duration of works: 20 to 30 minutes per train.
- In case that, due to the Contractor's liability, the Thorough Exterior Cleaning is not completed or, during the relevant inspection, the subject cleaning is considered unacceptable, at the end of the month a deduction of the availability payment shall be made due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document.
- The Thorough Exterior Cleaning shall include the following works:
- The train shall be moving inside the washing plant at the driver's responsibility; the driver shall take all actions so that all train windows are closed before the train washing commences.
- Upon completion of the automatic washing cycle, the subject train shall be re-directed to the washing plant, so that its front side is close to the work platforms where the special manually operated brushes are found.
- The train shall be moving and stopping accordingly at the driver's responsibility and in communication with the person in charge of the cleaners' work crew until to the two persons handling the manually operated brushes wash the front parts

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and all intermediate surfaces of the vehicles, i.e. the surfaces which are not automatically washed, of all vehicles, as the train shall be moving towards the washing plant,

- The front parts of the train, up to 2m high, shall be thoroughly cleaned with a cloth and the appropriate detergent. Stains shall not be accepted on the front parts, the lighting fixtures, the glass and the mask of the train.
- If required, the train shall be washed twice.
- Special care shall be taken for the cleaning of the surfaces that have already been cleaned from graffiti and where stamps might have been created. All exterior surfaces of the train shall be checked and any graffiti residues shall be dealt with.
- The washing plant shall operate smoothly using alkaline detergents, but can also operate, by exception, using acidic detergents to achieve the most effective cleaning of any type of salt deposits. In this case, it must be requested from the Rolling Stock Maintenance Technicians to apply the relevant settings to the washing plant.

4.3.5 Annual exterior cleaning

- The annual exterior cleaning shall be performed at the stabling shed of Pylea Depot. A part of the works shall be executed at the automatic washing plant. The purpose of this plan is to remove by hand any unevenness and stains that cannot be addressed by the automatic washing.
- The annual exterior cleaning shall be carried out approximately every ten months +/- two months for every train. In case that, due to the Contractor's liability, the time limit from the previous cleaning has been exceeded, or in case it has not been completed or, during the relevant inspection, the subject Biannual exterior cleaning is considered unacceptable, at the end of the month a deduction of the availability payment shall be made due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document. The time period available for this work shall be from 07:00 to 02:00.

The following works shall be included in the subject program:

1. Washing of train roof

At Pylea Depot, the washing of the train roof shall be automatic. At the automatic washing plant there shall be a special work platform to access the train roof. In case the Contractor's specialists deem necessary to implement additional safety measures, the Contractor shall implement them accordingly. The train set, operated by a driver of the Contractor, shall be accommodated/positioned in such a manner that one of its vehicles is located in the special work platform having its collector shoes lifted. Trained personnel of the Contractor shall climb on the train roof and, tied with special equipment, shall spray a special desalination chemical substance on the dry surface. The chemical substance must dissolve the deposited salt without causing any damage to other train surfaces. The procedure that follows shall be scrubbing by hand using brushes and, if required, the chemical substance shall be applied anew. The surface of the roof, the front parts and the intermediate parts of all vehicles shall be cleaned

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vehicle by vehicle of a moving train. There follows a very thorough rinsing using pressure cleaners each time and, finally, the train shall be washed automatically in the washing plant. No white marks and unevenness shall be accepted on the train surfaces. Indicatively, the duration of works shall be from 4 to 6 hours per train.

2. Washing the train sides

The lower sides of the train shall be also cleaned at the automatic washing plant. The train shall be placed on the basin of the washing plant having the collector shoes lifted. Cleaning shall be performed by hand by one work crew on either side of the train. Up to 2m from the track level, all –without any exception- stains and unevenness, black marks, salts, residues and stamps from the removal of graffiti, glue, scratches on the smooth stainless steel surfaces shall be smoothed and, using special gums, scratches shall be smoothed on the satin finished stainless steel door surfaces. Solvents, descalers and grinders shall be used. Provided that works up to 2m are completed on either side of the train, the train and the work crew shall move to a track at the stabling shed where works shall continue at the remaining height from one side of the train and, in addition, all salt deposits shall be cleaned from the glass using a special scraper. All train windows shall be open and the exterior side of the pivot shall be cleaned. Train doors shall be open and extra grease from the relevant mechanism shall be cleaned. Upon completion of works on one side, it shall be requested to move the train to another track in order to clean the other side. Upon completion of works, doors and windows shall be closed and the train shall be cleaned once more at the automatic washing plant. During the work acceptance control that shall follow, the surfaces of the front part, the intermediate parts and the sides of the train must be clean, with uniform appearance. Indicatively, the duration of works shall be from 3 to 4 hours per train.

4.3.6 Application of the protective floor coating

- The protective coating on the train floors shall be applied at the Depot stabling shed. Every eight to ten months, the old coating shall be totally removed and a new one shall be placed. This work shall be performed on any train and whenever requested by the Th. M.. The Contractor must promptly inform the Supervisor of the Th. M. that an irretrievable wear of the protective coating is about to occur. The time available for the execution of works shall be from 18:00 to 04:00. Indicatively, the duration of works shall be from 5 to 7 hours per train.
- The Contractor shall engage only one train per day. He shall complete the relevant works and shall deliver the train ready for use within 14 hours, including the plan for thorough interior cleaning that usually precedes.

Works

- Removal of the old coating and thorough cleaning of the rubber material of the floor on train floors and sides.
- Non persistent dirt shall be removed using a vacuum cleaner.
- Dissolve the appropriate wax removal (indicatively) Taski Deeps trip, i.e. one to

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four parts of water. If Taski is available, use (indicatively) Taski Jontec No 1, i.e. one part to ten parts of water. Spread the solution evenly on the entire surface using a single disc low speed machine, with green pad.

- Let the aforementioned liquid soak the surfaces for 15 minutes. Scrub intensively using the single disc rotating machine.

Attention:

Make sure that the solution does not dry out on the surface.

- Vertical surfaces, corners that cannot be reached by the machine, shall be cleaned by hand using green pads.
- Use water vacuum cleaner to remove dirty water. All layers of the old floor wax must be removed. The surface must not have any dirt residue.
- Stain marks, appearance irregularities and discolorations shall not be accepted. All corners, seams, slits, floor joint cover assemblies between train-vehicles shall be thoroughly cleaned. Slits around the coupler shall be cleaned using vacuum cleaner and the lower part of the rubber cap shall be scrubbed and cleaned. The gangway floor bump shall be thoroughly cleaned. The gang way floor bump shall be lifted and its lower part as well as the metal slab shall be cleaned. All floor escutcheons shall be unscrewed using a special tool and shall be supported using masking tape. The lower part of the door posts shall be opened using a special key and the aluminum door threshold shall be thoroughly cleaned.

Attention:

- It is forbidden to use any harder scrubbing pads (brown or black). It is forbidden to use cleaning products with pH > 12.
- For scrubbing, it is (indicatively) proposed to use Vileda Super-Pads.
- The surface shall have to be thoroughly rinsed twice with plenty of water to be sucked by a water vacuum cleaner and a clean mop.
- The surfaces shall be left to dry completely.
- The cleaner remains responsible in case train damage occurs. Attention shall be required in order not to cause damage to the vertical stainless steel surfaces as well.
- In case the floor appears to be uneven, surfaces are not thoroughly cleaned and stains remain underneath the floor wax layer, it shall be required to remove the above, repeat the aforementioned procedure and re-apply the floor wax.
- Application of the new protective layer (Floor wax).
- Apply emulsion dispersion / solution (floor wax) (indicatively) Taski Jontec Resitol (Taski Vision Star), at first using an 8-12 cm paint-brush around vertical surfaces that must not be stained with floor wax, for example seat bases, handrail pole bases. Cover passenger door thresholds, floor joint cover assemblies between train-vehicles, gangway floor bump of the coupler, curved skirting along the train sides, etc.). Then, using a special flat mop or a good quality white mop, apply the above in three layers, allowing each layer to dry completely. It is forbidden to stain any other adjacent surfaces with floor wax.

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- The subject layer shall be treated with care during the daily mopping.
- The daily maintenance of the floor shall be achieved by mopping using (indicatively) Taski Tensol and drying using a wheeled, two-compartment mopping bucket. Any contact of the mop with vertical stainless steel surfaces (walls, escutcheons, handrails etc.) must be avoided.
- Maintenance of the protective layer: Within 24 h after the application of the coating, the floor wax must be scrubbed with a red pad using a high speed machine. This procedure shall be repeated every three months for the floor wax to be maintained for 8 months.

Attention: It may be required to miss out the aforementioned work, if the floor is particularly slippery. The above shall be checked by the person in charge of cleaning works appointed by the Th. M..

- Cleaning and repair of a local wear of the coating.
- If needed, in case of local wear, e.g. in high traffic areas, preservatives shall be applied locally between completed floor wax treatment applications, in accordance with the following:
- Dissolve one part (of e.g.) Taski Deep strip floor wax remover to four parts water. If Taski Deep strip is not available, use one part (of e.g.) Taski Jontec No 1 to ten parts water. Carefully apply the solution with a mop locally and uniformly only in the area where wear has been identified.
- Let the aforementioned solutions oak the surfaces for 10 minutes. Scrub intensively by hand (not with the use of a machine) using pad holder, for example (indicatively) Pad boy or pad master (Vileda professional) with green pad (felt) (Vileda professional).
- Attention: Make sure that the solution does not dry on the surface. Use water vacuum cleaner or mop to remove dirty water. The surface must be free of any dirt residues. Stain marks, non-uniform appearance and discolorations shall not be accepted.
- Attention: The surface shall have to be thoroughly rinsed twice with plenty of water to be sucked by a water vacuum cleaner and a clean mop.
- After sufficient drying for approximately 30 minutes, two layers (indicatively) of Taski Jontec Resitol are applied using a mop of good quality.

4.3.7 Removal of graffiti

- This plan shall concern the removal of large color depictions, graphs and graffiti from the exterior sides of the train and shall be executed whenever it is deemed necessary.
- Interior surfaces with graffiti shall be cleaned in the framework of the Interior cleaning works.
- At the exterior part, small scale individual graffiti (up to 0.5m²/case) shall be also cleaned in the framework of the Interior cleaning works.
- Only larger scale graffiti on exterior surfaces is included in this plan.

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- Cleaning works shall be performed at the stabling shed of Pylea Depot. A part of the works can be also executed inside the automatic washing plants, especially if the vandalism occurred at surfaces lower than the train floor.
- The Contractor or who shall possess a modern digital camera with date and time stamp, shall take photos of the affected surface prior to the commencement of the cleaning works and shall deliver the digital file of the photos to AM, submitting also the payment receipts. In any case, shooting shall take place in such a manner that the characteristics of the vehicles and the area that was cleaned are visible.
- The Contractor must respond and repair the affected surface in less than 12 hours from the moment that he has been notified, irrespective of whether it is a working day or Bank holiday, since the sooner the relevant graffiti removal works are carried out, the easier the removal procedure shall be and the smaller the damage caused on the vehicle manufacturing materials.
- In case graffiti cleaning is not completed, during the relevant control the cleaning of graffiti is considered unacceptable, the Contractor shall repeat the subject work until he completes it in an acceptable manner.
- The subject work can be performed either during morning hours or during night hours. The Contractor shall take all necessary measures, so that the train can be stabled at an appropriate platform of the Depot.
- The Contractor shall provide the appropriate devices and consumables for the cleaning of the affected surfaces, which can be the following:
 - Stainless steel surfaces;
 - Painted steel surfaces;
 - Surfaces coated with anti-graffiti protection;
 - Surfaces made of plastic and synthetic materials;
 - Passenger seats made of fabric and synthetic materials;
- The shape of the surfaces can differ: flat, curved, corrugated or perforated (mesh);
- The removal of graffiti from surfaces coated with anti graffiti products must always take place using the appropriate remover. This coatings protective and makes easier the removal of graffiti; however, the subject protection can be damage if inappropriate removers or even hot water is used. Before any removal, the Contractor shall check the type of the surface to be addressed;
- In case of removal of graffiti using only cold water, 50% of the square meters that were cleaned shall be taken into account;
- For the removal of graffiti, know-how and special tools are required, depending on the surface and the type of graffiti. The Contractor shall have at his disposal a set of any type of solvents, polishing machines and special crèmes for tests concerning the removal of stubborn graffiti. The purpose is for the chemical removers that are applied to be effective, without however causing damage to the trains. The Contractor shall be obligated, before as summing his duties, to have available and keep –until the completion of his works- a minimum stock of

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200 liters from each one of the two basic removers;

- Chemical removers comprise or include active substances and their use shall require particular attention. Before assuming his duties, the Contractor shall engage his Safety Officer to prepare and submit to AM as well instructions concerning the proper and safe use, storage, elimination and throwing out all chemicals used;
- The Contractor shall be also responsible for the provision and imposition of the indicative Personal Protection Measures to his personnel, depending on the chemicals used;
- The lower surfaces with layers of plastic film shall be protected by the colors removed. All colour traces shall be removed. Doors shall be opened and any colour that might have penetrated into the silts shall be cleaned. The chemical solution shall be applied. It shall be allowed to act and shall be instantly washed out. The application of removers (plastic, rubber, decorative bands) on surfaces where they can cause damage shall be avoided. In these cases, cleaning works shall be carried out using milder cleaners, but these works shall be repeated more often. Finally, the chemical substance is neutralized and the surfaces are washed well. If inappropriate chemicals are applied or if the chemical substance remains active and continues its action for a longer period than the foreseen one, or if it is not neutralized and washed out well, damage can be caused to the various surfaces. If damage is finally caused, it is immediately reported to the Supervisor of AM, without missing out their recording and report via a special Damage Report Form. In this case, the cost for the replacement of the spare parts or the cost for the repair of the surfaces' appearance may lead to a deduction of the availability payment due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document;
- If the graffiti has been created on the printed membrane of an advertising message, the person in charge of advertisements shall be called upon for an onsite inspection before cleaning works commence since the printed image is usually destroyed even by using mild detergents. If the person in charge of advertisements does not appear within the next six hours, the Contractor shall remove the advertisement and shall clean any residue;
- Each time chemical removers are applied, it shall be required to rinse off the relevant surface very thoroughly. This work can be carried out *in situ* by using the hot water pressure washer, having de-activated the traction power, and/or by using the washing plant, where graffiti from surfaces lower than the floor level shall be also cleaned;
- The assessment of the work load of this plan shall be absolutely indicative. An eventual increase-decrease of this load shall not be part of the limitation of $\pm 25\%$.

4.3.8 Daily cleaning of the washing plant

- Right after the completion of the daily automatic train washing, or after the passage of the main volume of trains from the washing plant has been completed, everyday, from 22:00 to 01:00, the Contractor shall execute the daily schedule for cleaning the washing plant. Indicatively, the duration of works shall be 15 to 20

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minutes / day / washing plant.

- This schedule consists in a very thorough washing off of all surfaces of the washing area of the installation, using a pressure washer; walls, machines, equipment, tank, ditch. The purpose is to sweep away dirt towards the settlement tanks, so that it is not blocked in the layer of salt deposits that will appear once surfaces are dry. For this work, it is proposed to the Contractor to dispose in that area a permanent, large pressure washer.
- Caution is required during the use of the pressure washer because of the adjacent third rails.
- Any spilled liquid shall be mopped, the equipment room shall be roughly arranged, lights shall be turned off and the area shall be closed.

4.3.9 Monthly cleaning of the washing plant

- The monthly cleaning of the installation and equipment of the automatic washing plant shall be executed approximately every 20 to 40 days at each automatic washing plant. The available time for works shall be from 07:00 to 18:00, depending on the track availability. Indicatively, the duration of works shall be 4-6 hours.
- In case the date that has been set has been exceeded without completion of the relevant works having at the Contractor's liability, then at the end of the month a deduction of the availability payment shall be made due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document.
- The following works shall be included:
- Once the traction power is cut off and a special short circuiter has been installed, all surfaces in the washing area are sprayed with descaler while they are still dry. This work shall be followed by scrubbing using a brush and thorough washing off of the entire plant, as well as of the part of the Line included therein, by using cleaning materials appropriate for this purpose. Included to the above are the walls, the discharge basin, the trench, the machinery and the platforms.
- The sieves at the entrance of the shaft shall be cleaned and placed back.
- The entire equipment in the room where the control panel of the installation is accommodated shall be cleaned, i.e. tanks, pipes, panels, equipment etc. The floor of the area is washed using descaler, followed by washing off and mopping.
- The first sedimentation pit shall be emptied using a special pump. Once the pit is emptied, various persons shall go down the pit and, using a shovel, shall collect sludge sediments from the bottom and shall place them into felt sacks, bins or thick plastic bags. The sludge shall be lead to the waste bins.
- The walls of the pit shall be well washed using a pressure washer. The pit covers shall be placed back. The water hose and the pump shall be removed.
- The persons in charge shall be notified accordingly if damage caused to the installation is identified.

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4.3.10 Annual cleaning of the washing plant

- The annual cleaning of the installation and the equipment of the automatic washing plant shall be executed approximately every 10 to 12 months at each washing plant. The time available for the execution of works shall be from 07:00 to 18:00, depending on the track availability. Indicatively, the duration of works shall be 8-10 hours.
- In case the dead line has been exceeded by more than 60 days without the relevant works having been completed at the Contractor's liability then, at the end of the next month, a deduction of the availability payment shall be made due to failure to meet the targets of the performance indicators, as foreseen in the Payments Document.
- The following works shall be required: After cutting off the water supply, all tanks shall be emptied by using a pump. These works also include the above ground plastic tank in the subject area, as well as all underground settlement tanks, followed by the washing of the walls and the bottom of the tanks by personnel with a pressure washer. In the three underground settlement tanks, it shall be required to have various persons enter the tanks with special lighting equipment, taking all necessary precautions as regards work in restricted area. A new pumping shall be made, followed by water suction using a special vacuum cleaner until the tanks are cleaned. The equipment shall be removed and the covers shall be re-installed. The water supply shall be turned on. The persons responsible shall be notified in case damage is identified at the installation.

4.3.11 Cleaning of the areas where cleaning works shall be performed:

- The Contractor responsible for the cleaning of Rolling stock shall be the main user of the various areas and shall be present in the areas on a daily basis; for that reason, he ought to keep constantly neat and clean all areas used by him.
- It has already been set out that waste disposal is strictly forbidden in the track area or in any other area except for the specified ones. Everyday, the Contractor shall empty the waste bins and shall replace the waste bags. However, litter can be found under the platforms and on the ballast of the train stabling areas.
- Every week, in all stabling areas where cleaning works are performed, on a specific day to be agreed upon throughout the execution of works, the Contractor shall perform cleaning works on the tracks and the surfaces under the platforms. The time available for the execution of these works shall be from 07:00 to 20:00, depending on the track availability. Indicatively, the duration of works shall be 2-4 hours. All kind of litter shall be collected, butts, tickets, newspapers, paper waste, grass. Any item irrelevant to the area to be cleaned shall be removed.
- Every week, in all areas where cleaning works are performed, the Contractor shall clean the platforms by mopping them -provided that they are made of concrete- and by hand cleaning, provided they are steel grating platforms. The special sinks, taps and their surrounding space shall be thoroughly cleaning with descaler. All equipment items used by the Contractor shall be also cleaned; brooms, vacuum cleaners, pressure cleaners, mopping buckets, trolleys, transport trolleys for seating furniture, containers of stored materials, barrels, closets, racks, signs, the entire storeroom, walls, floors, lighting fixtures, doors, windows etc. The equipment

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items placed in the aforementioned areas shall be also cleaned, such as fire hose, cabinets, switches, switch buttons, fire extinguishers, water chillers, benches etc. Hoses and water taps shall be also checked and repaired.

4.3.12 Annual cleaning of the areas where cleaning works shall be performed:

- Annual cleaning shall be performed in every area where cleaning works take place, approximately every 10 to 12 months. The time available for the execution of works shall be from 07:00 to 18:00, depending on the track availability. Indicatively, the duration of works shall be 25-30 hours (2 - 3 days).

The following works shall be required:

- Washing using pressure vessel of all platforms, either made of concrete, or steel grating platforms. Washing using descaler and rotating machine for all concrete made platforms.
- Washing of all walls and steel beams using pressure vessel.
- During the work acceptance inspection, platforms, walls, steel beams, pipes, ground must be found absolutely clean and their appearance must be uniform.

4.3.13 Non-routine cleaning works

- Once promptly notified, the Contractor shall provide members of his personnel for the execution of relevant additional works for cleaning the Rolling Stock or the Rolling Stock maintenance equipment in the Depot. It is noted that the subject personnel may be also used for the cleaning and disinfection of bogies and axles in case of accident involving humans or animals.

4.4 ACTIONS BEFORE ASSUMPTION OF DUTIES

In order to start executing works, the Contractor's / Sub-Contractor's personnel shall have to present and submit the following to the Supervising Authority of AM:

1. List of the entire involved personnel required to enter regularly or occasionally in the Depots, including information in accordance with the relevant Form of the Contractor;
2. Presentation of all information proving training in safety issues of the entire involved personnel, regular or occasional, required to enter the Depots (cards from the Training Service as regards safety issues etc.);
3. Copies of back-up documentation concerning hiring for each person engaged at the Depots;
4. Finger print attendance system installed to monitor the attendance of employees at Pylea Depot;
5. Report issued by the Safety Officer / Occupational Doctor of the Contractor to evaluate, in terms of safety, the work areas, the chemicals' storage areas and the risks per worksite/work place as well as indicate on a table all required Personal Protection Equipment (PPE) of the employees;
6. Presentation of all PPE mentioned in the Report of the Safety Officer for each

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employee involved;

7. List for each Depot including all, without any exception, chemicals and detergents to be stored or simply used by him in the Depots, including a column for the use of each one of the above and copies of the Technical Sheets and the Material Safety Data Sheets (MSDS) for each material;
8. Comprehensive and detailed Cleaning Plan per work area including works, persons, time and duration. This plan shall be re-submitted by the Contractor updated after 30 days;
9. Method for the monitoring of works to ensure the required quality in accordance with the Technical Specifications, as well as in accordance with the quality standard under which the Contractor falls;
10. Show that he has the required equipment and materials available in every work area, in accordance with the table included in the relevant Annex;
11. Once the Supervising Authority of AM takes delivery and certifies that the Contractor has all the above at his disposal, it shall allow employees to enter the installations for cleaning works to commence.

4.5 PROVISIONS TO THE CLEANING CONTRACTOR-SUBCONTRACTOR

The Contractor and, to the extent required, AM shall provide to the cleaning contractor-subcontractor or to the cleaning personnel the following facilities:

1. Water from the water supply network;
2. 220 V power supply, as well as 3-phase current supply at the washing plant area and at selected tracks in the Depots;
3. Waste bins on the platforms, in the areas where cleaning works are performed;
4. 8 – 10m³ buckets for waste collection and disposal;
5. Bins for recyclable materials;
6. Telephone line for inter-communication;
7. Portable devices for radio communication, as well as special short circuiting device for each Person in Charge for the Protection of the Work Crew;
8. Staff rest room;
9. Equipment and spare parts storage area;
10. Locker rooms and sanitary areas for the staff;
11. Driving personnel for the movement of trains when required.

All the remaining materials, spare parts and equipment, as well as the required personnel, shall be provided by the Contractor.

The aforementioned facilitations, along with the relevant areas and all trains shall be made available to the Contractor for the execution of the cleaning works. Upon completion of his service, the Contractor must deliver the above to their original state.

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Within the first seven days of his service, the Contractor shall prepare a special Form by recording a list stating the existing damage or wear for which he is not responsible. This Form shall be submitted to the Person in Charge of AM. Where deemed useful, he shall also submit accompanying digital photos.

The cleaning subcontractor-contractor shall be accountable for the damage or wear to furniture and equipment identified in areas under his responsibility, as well as for damage or wear identified in trains, due to improper cleaning methods, apart from the ones already recorded.

4.6 CLEANING EQUIPMENT & MATERIALS – STORAGE

Prior to the commencement of works, the Contractor must dispose in all cleaning areas all items and equipment required for Rolling Stock cleaning. In case of consumables, the cleaning subcontractor-contractor must take all measures to maintain the required stock quantities.

The Contractor shall submit to the Supervising Authorities of AM a list including the cleaning materials that he shall use throughout the duration of the Contract for all cleaning programs. The all-purpose detergents shall be Ecological and bear the Ecolabel distinguishing ecological sign of the European Union Eco-labelling Board (EUEB) or an equivalent one. The all-purpose detergents shall be also accompanied by a certificate of registration in the Register of the General Chemical State Laboratory, even if they are accompanied by a CE certificate. The disinfectant liquids for handrails and the driver's cabin shall be certified by the National Organization for Medicines.

No modification shall be allowed on the agreed upon and approved list of materials without the prior written permit issued by AM.

The provision of all cleaning materials shall constitute the Contractor's responsibility, except for the washing liquids required at the automatic washing plants. In case AM suggests to the Contractor specific materials for cleaning, he shall be under the obligation to comply and proceed with the supply of these materials or other equivalent ones.

As regards the materials for the removal of graffiti, applicable shall also be the stipulations of the article of the relevant cleaning program.

Storage areas for cleaning materials shall be made available to the Contractor. No other material except for the approved ones should be found in these areas. Materials for special use shall be locked in a cabinet in the same area. All containers for material use and transportation shall bear a label indicating their content as well as the relevant safety sign. For each stored material, either used or not, the Contractor shall keep *in situ* the respective Material Safety Data Sheet (MSDS). A copy of this Sheet shall be delivered to each one of the respective Supervisors of AM prior to storage and disposal for use.

The Contractor shall be exclusively responsible for the proper, safe and healthy storage and use of all materials, consumables, chemicals and other substances that he owns or uses for cleaning the Rolling Stock. The Contractor must be in a position to address any unfortunate leakage in a safe manner. If the Contractor believes that the area made available to him for the storage of his materials is in

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appropriate, then he properly configures the subject area, at his own expenses, or he stores in that area only the allowable quantity. In any case, the Contractor's Safety Officer must check the condition of the storage room, as well as the proper use of chemicals every two months, as a minimum, and deliver a copy of his relevant Report to the respective Supervisors of AM.

4.7 TRAINING OF THE PERSONNEL

In the areas where cleaning works shall be performed, there shall be additional serious risks due to the frequent train circulation and the exposed 3rd rails, high voltage conductors. Therefore, the personnel employed in these areas should be promptly and properly trained to behave in a safe manner and use the proper work methods. In addition, any use of inappropriate techniques and materials as regards the cleaning of trains can cause damage to the train equipment and surfaces. Therefore, the Contractor's personnel employed at the installations of the Th. M. must be trained in at least the following fields before assuming duties:

All issues related to the safety at work and fall into the field of the train cleaning personnel, as described in the relevant articles of the General Terms of the Contract and in the Rule Book of the Th. M. in accordance with the opinion of the Health and Safety Office. In particular, training and certification is required for the entire personnel at the level of “Updated in track related issues”. Moreover, taking into account the necessary reserves, at least three persons from each Depot work crew shall be trained and certified at the level of the. According to the regulations, the “Person in Charge for the Protection of the Work Crew” must be constantly present in the work area throughout the execution of works, in order to provide protection to the work crew. Access to work areas is not allowed without the presence of the “Person in Charge for the Protection of the Work Crew”.

- Familiarization with the Depot area
- Introduction to Rolling Stock
- Operation of the automatic washing plant.

The Contractor must also train his personnel as regards all technical details of the cleaning programs and the use of all washing machines, which shall be used during the Contract. The above shall be implemented also in compliance with paragraph 2.8.4 of the document entitled Technical Description and Specifications.

4.8 GENERAL INFORMATION ABOUT THE CLEANING PROGRAMS

The Contractor must be in constant communication with the Persons in Charge of AM who supervise the execution of works and the Heads of the Sections in which he is involved, so that he is updated about the various operation programs and the various specific problems that may occur etc., in order to limit to the minimum possible extent the abnormalities and the problems that occur during the execution of his works.

Cleaning works shall also include the removal of all foreign objects that may have been stuck on the surfaces of the vehicles (stickers, labels, chewing gums etc.), as well as the removal of all graffiti, slogans, stains from the interior and the exterior

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of the train.

It is strictly forbidden to use metal sharp objects or any other tools causing wear on the vehicle surfaces (e.g. “Scotch bright” sponges).

Removal of any bodily impurities of the human body or any other types of impurities identified inside the vehicles. Such impurities shall be placed in sealed bags and the area shall be thoroughly cleaned and disinfected after cleaning for hygiene purposes.

Hazardous materials, such as broken glass, needles from syringes or sharp objects shall be placed in special packaging (box made of hard plastic or metal material to be approved by AM) before being disposed in specific areas.

The Contractor’s obligation shall be to close all windows after cleaning works have been completed.

Trains shall be put into operation for the execution of works only by authorized personnel of the Service. It shall be explicitly clarified that it shall be strictly forbidden to the Contractor’s personnel to proceed with the handling of any systems of the vehicles.

All waste shall be collected, placed in suitable packages and stored in litter bins or special areas to be indicated by AM and which shall be located outside the work area, right after the completion of cleaning works. It shall be strictly prohibited to dispose litter on the tracks or in any other area, except for the specified ones.

The Contractor ought to report through a special Form any damage or wear identified in trains and equipment.

On the same day, the Contractor ought to forward to the Lost Property Service any items found that belong to passengers (keys, documents, cards, wallets) and which he shall deliver at the gates of the Depots in sealed envelopes at his disposal.

The Contractor shall participate –to the extent of his responsibility- in the recycling program of the Th. M.. Therefore, the Contractor is obligated to place recyclable materials (such as paper or plastic packages, plastic materials etc.) only in the special recycling bins.

It is forbidden to place recyclable materials into bins for general waste, while a deduction of the availability payment may be also made on the basis of specific indicators (penalty foreseen in the Payments Document).

4.9 CONTRACTOR’S CONTROL

The Contractor’s experience, the information provided during every cleaning program, the Contractor’s visit to the work areas, shall allow him to specify the required personnel. The actual man-hours shall depend on the number and the capacity of the employees to be made available by the Contractor and, to a great extent, on the Project organization. If the Contractor, as works progress, finds out that more personnel is required compared to the personnel initially foreseen by him, this does not concern AM. The Contractor shall remain responsible for the adherence to the specifications and the compliance to the quality standard to which he adheres.

The following criteria are considered to be the minimum and non-restrictive criteria

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for the acceptance of the Contractor's works:

- No dust on any train surface;
- No visible finger-marks on any train surface;
- Uniform appearance of interior and exterior surfaces;
- Clean and neat area of works or the train washing area;
- Non-existence of damage caused by the Contractor.

The primary control of the works shall be carried out by the same persons performing cleaning works.

A secondary control shall be performed by the Head of each cleaning work crew.

A third control shall be performed by the Contractor's supervisor or by another person authorized and trained by the Supervisor.

If, during these controls, omissions or non-compliances are identified, the Contractor's personnel shall take all measures to promptly restore and remedy them accordingly. Another control shall follow by the Contractor's Head or Supervisor.

Head

In every area reserved for the cleaning of Rolling Stock, there shall be a person appointed by the Contractor as Head engaged in the cleaning and, at the same time, in the guidance of each work crew. This person must be capable as regards coordination and supervising and familiar with the Technical Specifications of the Contract and the cleaning methods.

Contractor's Cleaning Supervisor

The work of the Contractor's Supervisor shall be to check that health and safety measures are adhered to, quality is ensured and the terms of the Contract are met. This person shall not assume any other duties and shall monitor the execution of works by following the cleaning personnel *in situ*. He shall ensure adherence to the relevant procedures and, if needed, he shall suggest -by his own handwriting- the most advisable cleaning methods. This person must be capable as regards coordination and supervision and be familiar with the Technical Specifications of the Contract. He shall attend and supervise the main volume of cleaning works in every area, while he shall take all necessary actions in order to be updated and shall be held accountable for the works performed outside his working hours. He shall monitor and schedule the adherence to the work frequencies. He shall be present on site to supervise the execution of special works (annual, semi-annual etc.). He shall have basic PC knowledge in order to monitor the cleaning programs, transmit data on a daily basis and have a constant communication via e-mails. This person shall have adjusted his working hours in such a manner so as to coincide with the available time of the Person in charge for the supervision of the Contract on the part of AM, thus having two hours on a daily basis to dispose on direct communication. As regards cleaning of graffiti, he shall count them, take photos and deliver digital files to the Supervisor of AM.

As regards the cleaning of trains, every area where Rolling Stock cleaning works are executed shall be constantly attended by a Head of the Contractor engaged in cleaning works and, at the same time, in providing guidance to every work crew.

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He must be capable in the coordination and supervision and familiarized with the Technical Specifications of the Contract and the cleaning methods. This capacity can coincide with the capacity of the Person in Charge for the Protection of the Work Crew, whose presence shall be always required for the entire duration of works. The Contractor shall also make available a Supervisor *in situ*.

A justified divergence can occur. However, in any case, the Supervisor must be present for 4 hours every day in areas of the tracks of the Th. M.

A higher-ranked person appointed by the Contractor shall visit the Th. M. areas for inspection once every week, always in communication with the Supervisor of the Contract, on the part of AM.

In case the personnel of AM identifies that the terms of the Contract or of the specifications pertaining to cleaning works are not adhered to, the Contractor shall repeat the work.

4.10 PAYMENT OF THE CONTRACTOR

The responsible personnel of the Contractor shall see to the supply of trains and to their installation at the appropriate positions for cleaning. Then, the cleaning personnel shall clean on time all trains/vehicles to be made available to him.

Every day, special Forms shall be filled in for the supply of trains to the Contractor and in order to document the completion of the cleaning programs. These Forms shall be co-signed by representatives of the Contractor and of AM following the inspection of the relevant works.

After the end of every month or upon expiry of each period of assumption of duties, the Contractor shall prepare/submit a Form of executed works to the supervising authorities of AM. The Contractor, based on data from the monitoring system of the employees' attendance, shall prepare/submit a Form including the working hours per employee.

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PROVISION OF SECURITY SERVICES

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1. INTRODUCTION

The following specifications refer to the security related requirements of:

1. The 18 stations of the Base Project and the Extension to Kalamaria of the Thessaloniki Metro, hereinafter referred to as “Th. M.” – Article 1;
2. Pylea Depot and all related areas – Article 2.

The Contractor shall be responsible for securing and protecting the above based on this specification either through security teams to be organized by himself or by awarding the sub-contracting work to a security company(-ies).

2. SECURITY OF STATIONS

2.1 Description of the Project

The Thessaloniki Metro (Th. M.) system includes the Base Project and the extension to Kalamaria, whose management is undertaken by ATTIKO METRO S.A., hereinafter referred to as AM.

The Base Project includes 13 stations, namely: New Railway Station, Dimokratias Square, Venizelou, Aghia Sofia, Sintrivani, Panepistimio, Papafi, Efklidis, Fleming, Analipseos, 25 Martiou, Voulgari and Nea Elvetia. It also includes shafts, crossovers, branches and Pylea Depot where the Administration Building and the Operation Control Centre are located.

The extension to Kalamaria includes 5 stations, namely: Nomarchia, Kalamaria, Aretsou, Nea Krini and Micra, and the respective shafts and crossovers.

The system stations have entrances/exits at street level. Ticket issuance and platform selection usually take place at the first underground level, while boarding/alighting of passengers to/from the trains takes place at the lowest level, i.e. the platform level. Passenger circulation in the up and down direction is ensured through stairways and escalators.

All stations are fully accessible to Persons with Special Needs.

2.2 General requirements

1. A security system of the stations and its practices should enhance the sense of security to the personnel and the passengers of the Thessaloniki Metro (Th. M.) by preventing accidents, protecting human life and constantly maintaining a pleasant environment free from threats. Thus, passengers should feel safe to use the Metro as their preferred transportation mode. The afore mentioned practices include, inter alia, the presence of security personnel in the station areas and entrances to enhance the sense of security to the passengers and the exclusion from the Metro network of persons or groups of people performing activities without having previously obtained a written permit by AM, inadmissible persons such as (indicatively but not limited to) e.g. street traders, beggars, drug addicts, drunk persons, as well as the implementation of preventive measures to avoid violence.

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2. The implementation of this policy is achieved by using also the security personnel provided by the Contractor, which (personnel) shall cooperate closely with AM Services concerned and the Greek Police and shall receive instructions from these Authorities in order to provide the highest level of readiness, protection and response. The Contractor can assign this work on a sub-contracting basis to a company(-ies) specialized in the provision of security/safety services.
3. The Contractor shall provide the required operation permit for private firms which provide security services in accordance with Law 2518/1997.
4. The Contractor is obligated to comply with all obligations deriving from the applicable legislation as regards the operation of Private Firms providing security services.
5. The Contractor's personnel shall have obtained the work permit in force –as foreseen by the provisions of article 3 of Law 2518/1997.
6. The Contractor shall see that his entire personnel – when executing their duties - does not breach - any Constitutional right of the citizens/passengers.
7. AM shall provide the Contractor with TETRA radios for safe communication among the security personnel and the Person in Charge of Security of the Contractor and the Safety Officer of AM; the aforesaid equipment is intended for the security personnel. It is noted that direct communication through the TETRA network of the Thessaloniki Metro when the operator is outside the station (i.e. at street level) is not provided. Thus, to the extent required, the security personnel shall be equipped with a sufficient number of radios or mobile phones to be provided by the Contractor; these devices shall be coordinated directly from the respective Control Centre of the Contractor (or of his specialized Sub-Contractor) through an exterior telephone line. These additional devices, the connection to the telephony service providers and the relevant monthly fees shall be borne by the Contractor.
8. The Station Masters of the Contractor shall be responsible, first of all, for the safe operation of the stations. If assistance is required at a station of the Metro system for a security related issue, the Station Master calls the Security Controller at the Security Center in the OCC, which is staffed by the Contractor, who is in constant communication -through TETRA and/or through radio- with the security personnel patrolling the system.
9. The security personnel shall receive orders & shall be coordinated by the Safety Officer of the Contractor. These personnel shall patrol the entire system, from station to station, or shall provide static guard services at the responsibility of the specific station and its duties shall be focused on the locations and the hours where and when there is greater need for security, as experience from the operation has shown.
10. AM shall check the performance of security services provided by the Contractor and maintains the right –depending on the needs of the system- to request from the Contractor to move his security personnel among the various areas where services are provided. The Contractor has also the possibility to propose alternatives to improve the station security which have the same or better results. AM shall assess these alternatives and shall approve or reject them.
11. The security personnel to be coordinated directly by the Security Controller

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of the Contractor, shall undertake—indicatively but not limited to- the following duties in the trains and at the stations:

- Discourage any inconvenient, threatening and hazardous situations for the passengers;
- Carry out checks for non-permissible activities such as smoking, food and beverage consumption, use of drugs etc.;
- Avoid violence against passengers;
- Prevent damage at the Th. M. installations (including graffiti) and theft of passenger belongings and of the Th. M.;
- Prevent access to persons unjustifiably present at the station installations or in the trains and guide them outside the installations;
- Provide assistance and support to Metro passengers, especially to PSNs;
- Inform the passengers about the use of the Metro network;
- Actively support the Operation personnel of the Contractor in case of various incidents and emergencies. In order to provide the best possible services to the Th. M. and its passengers, the security personnel must behave in such a manner so as to serve the public; thus, the Operation personnel shall not only respond to difficult situations and incidents, but shall also have a positive attitude by adopting a passenger-friendly attitude. It is allowed to install and operate a surveillance system with sound or image reception or recording, for the purposes stipulated in article 14 of Law 3917/2011, as specified in PD 75/2020. The passengers, as subjects covered by the GDPR, have the rights foreseen in Regulation (EU) No. 2016/679 and Law 4624/2019, especially the right to request and receive from the Contractor, being the entity responsible for processing, information on the data that concern them, as well as the entities receiving the processed data. In addition to the obligations deriving from these provisions, the Contractor must inform the passengers that they enter an area falling within the range of the installed surveillance systems. This information is provided by all available means, especially by placing signs in visible areas indicating the purpose, the details of the Contractor being the entity responsible for processing, as well as the webpage link on which the Contractor publishes the data necessary for the provision of information to passengers.

2.3 Organization of Security Personnel – Security Patrols

It shall be required to organize security patrols at the stations. Each patrol shall consist of a group of at least two security employees. The organization of the security patrols shall be based on the following schedule:

Sufficient number of groups to cover all 13 stations, every:

- MONDAY – THURSDAY and SUNDAY from 05:30 to 00:30
- FRIDAY (extension of time schedule) from 05:30 to 02:30
- SATURDAY (extension of time schedule) from 05:30 to 02:30.

Each patrol shall cover maximum 7 stations where trains are moving to and from and, thus, their presence shall be noticed at the stations and in the trains too.

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When patrolling station, they shall be moving at all levels used by the public, up to the street level, while they shall provide static guard and inspection services at those levels to give a sense of permanent presence to passengers.

The patrol shall record and immediately inform the Safety Officer in the OCC about parts of the network where various problems have been noticed (e.g. vandalisms, presence of beggars or drug addicts etc.); at first, the patrol shall make an effort to solve these problems, if deemed feasible and safe, then the Contractor shall handle the situation with Police assistance, where required, while AM shall be also informed accordingly.

Moreover, AM maintains the right to request the following to be implemented:

- reinforcement of the station security with additional personnel in special circumstances and events (strikes, demonstrations etc.) for a few days;
- static guard services at 3 central stations (e.g. Dimokratias, Venizelou and Aghia Sofia) with one additional security guard per station and per shift during revenue service hours (05:30 – 00:30) for time periods up to 4 months/year, not exceeding, in total, 36 man-months/year (3 stations x 4 months x 3 shifts), for example during Christmas holidays. In this case, the additional presence of patrols at the specific stations shall not be necessary (however, it is obviously acceptable).

2.4 Security services at stations during night hours

During night hours, when stations are not in operation, i.e. from 00:30 to 05:30 on week days and from 02:30 to 05:30, respectively, every Friday night to Saturday morning and every Saturday night to Sunday morning, for 365 days/year, it shall be required to have the stations patrolled by car moving at street level and checking the stations once every night at non-specific hours, in communication with the Safety Officer of the Contractor and of AM, if required.

2.5 Security services at forestations

In addition to the stations, it shall be also required to provide security services to the Metro network forestations (at the terminal stations: New Railway Station, Nea Elvetia and Micra), at the train stabling points during night hours. For the provision of security services at least one person at every forestation shall be required during the following hours:

- MONDAY – FRIDAY, 00:30 - 05:30
- FRIDAY to SATURDAY and SATURDAY to SUNDAY (extension of time schedule), 02:30 – 05:30

These security services can be modified by AM depending on the situations and the system security needs, maintaining the total man-hours, i.e. +/- 25%.

The Contractor has also the option to propose alternative solutions in view of optimizing the security services at the forestations with the same or a better result. AM shall estimate them and shall either approve or reject them.

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3. SECURITY SERVICES IN PYLEA DEPOT

3.1 Introduction

This article specifies the qualitative and quantitative requirements applicable to the provision of security services in Pylea Depot areas and the fixed and movable assets there in for protection against malicious intrusion or emergency, to the control of incoming persons and their protection from particular and serious risks occurring in the Depots, and to the unobstructed circulation of persons in the Depot.

3.2 General Description

Pylea Depot constitutes the scope of security services provided by the Contractor based on the following requirements. Pylea Depot, as part of the Thessaloniki Metro network, is a multi-leveled railway and building complex with an area of approximately 52,000m², with railway, road and building connections (i.e. staircases and lifts) among the various levels. It includes all necessary installations to support the Metro operation in the first and second phase of its operation, i.e. for the Base Project and the Extension to Kalamaria. The relevant drawings showing the arrangement of the Depot and its individual buildings are provided as information data in the framework of this Tender.

The Rolling Stock maintenance and repair installations serve a fleet of up to 50 trains, which also forms part of the scope of the security services provided against vandalisms, graffiti etc.

The Depot consists of specific rated areas requiring special security services, while there are restrictions in the circulation of persons due to train (driver less or not) traffic and the existence of the 3rd rail, powering trains, in the entire area of the Depot. More specifically, there are also 3 special train operation areas:

- (a) Automatic train operation area (where special security measures for the personnel apply)
- (b) Train manual operation area
- (c) Intermediate area connecting areas (a) and (b).

3.3 Brief Description of the Depot Installations

Pylea Depot is the main Rolling Stock maintenance and repair area of the Th. M., accommodating also Administrative and Training Services and other workshops and including various infrastructures providing services related to the operation, management and maintenance of the Thessaloniki Metro.

The building infrastructures of the Depot consist in the following:

- Main Workshop, Light Maintenance Workshop, Offices for technical and administrative services of the Depot, Personnel and meeting rooms and Technical Equipment rooms for the power supply and control related installations of the Depot.
- Areas (offices and workshops) of the Depot for the maintenance of all electromechanical and railway systems (i.e. except for trains)

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- Warehouses
- Technical equipment rooms of the Depot for the Power Supply and Control systems of the Depot
- Other installations, such as Guardhouses, Waste Disposal Area and Inflammable materials warehouse
- Administrative services building: All services related to the operation of the Th. M. shall be housed in the Administration Building. This building is located within the Depot area and includes structures serving the Metro related administrative needs and the needs of the operation personnel, while it also accommodates areas such as Offices, Meeting Rooms, Technical Equipment Rooms, Training Rooms, Assembly rooms etc.
- Operation Control Centre (OCC) consisting of Operators' rooms, Technical Equipment Rooms, Personnel Rooms, Assembly Rooms and diesel generator room housed in a separate area. There is also the Emergency Control Room (ECR) which consists of a main area and the technical rooms for equipment located at building 7 without, however, any permanent personnel. These areas shall be secured as the standard technical rooms of the Depot
- Rooms in the cash counting area consisting of cash counting room, cash storage room – highly protected, empty coin boxes storage room, staff room, assembly rooms

The Operation Control Centre (OCC) and the Coin Counting Room are integrated into the Train Stabling/Administrative Services Building Complex.

The Depot also includes, in brief, the following structures, which are included in the scope of safety and security control:

- Perimeter Fencing of the entire Depot
- Perimeter Retaining Wall
- Railway infrastructure and systems
- Bridge crossing a public road over the flood protection trench, the north access and the train washing plant
- Access – service roads in the Depot
- Pedestrian bridge connecting the Repair Workshop with the Train Stabling Area and the Administration Building
- Complex 1 – Maintenance and Repair Building which, in its turn, includes the following: Underground 2-storey car parking area, Bogie Stabling Area, Heating and Cooling Installation, E/M areas (LAS, RS, Fire Protection etc.), Train Washing Plant, Power Supply Substation, Waste Area, Stabling Area for Large Vehicles, Underground Passageway leading to the Emergency Exit, 4 emergency staircases, 4 lifts, 3 lifts for goods, Main Workshop, Repair Workshop, Conveyor Belt, Painting Facility, Main Entrance, 3 Tower cranes, Main warehouse (2 levels), Offices, Laboratories, Sanitary areas, Locker rooms with cabinets, Mess room and rooftop structure for open air activities
- Complex 2 – Stabling Shed for 20 Trains and Administration Building which, in its turn, includes the following: Heating and Cooling installations, E/M areas (LAS, Fire Protection, Signaling, Telecommunications etc.), 7 train platforms,

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four (4) staircases and 8 lifts, Permanent Facilities Laboratories, Sanitary areas, locker rooms, kitchen areas, Main Entrance to the Train Stabling Shed, Cash Counting Area, Offices of the Permanent Facilities Laboratories Building, Administration Offices, OCC, 2 railway bridges, Pedestrian bridge connecting the administration building and the train shunting area, Track maintenance Building, Main entrance of the Administration Building, Emergency Exit towards the Testing Workshop Pit, Mess room, 4 terraces for outdoor Activities

- Other Secondary Buildings of the Depot, such as Fire Fighting Tower, Parking Area for Large Vehicles, Outdoor Parking Area for the employees, East Guardhouse, North Guardhouse, Inflammable Materials Warehouse.

3.4 Supervision of the security services provided to the Depot

The Security Supervisor of the Contractor shall be responsible for the supervision of the security services provided to the Pylea Depot. To the extent required, he shall inform the respective Person in charge of the Personnel of AM.

AM shall provide to the security personnel TETRA radios for safe communication among the security personnel and the Person in Charge of security of the Contractor and the Safety Officer of AM. It is noted that direct communication through the TETRA network of the Thessaloniki Metro is not possible when the operator is outside the Depot areas where trains are moving. Thus, to the extent required, the security personnel shall be equipped with a sufficient number of radios or mobile phones to be provided by the Contractor; these devices shall be coordinated directly from the respective Control Centre of the Contractor (or of his specialized Sub-Contractor) through an exterior telephone line or other means. These additional devices, the connection to the telephony service providers and the relevant monthly fees shall be borne by the Contractor.

3.5 Allocation of Security Personnel

The Contractor shall provide personnel to man the control points (one person per shift per location), to carry out patrols and to execute other works in line with the security schemes presented in the following table:

	Location	Coverage
1	Pylea Depot, Gate	24-hour, continuous
2	Pylea Depot, OCC	24-hour, continuous
3	Pylea Depot, Train stabling area	24-hour, continuous
4	Pylea Depot, Tunnel entrance	14:00 - 22:00 & 22:00 - 6:00, Monday – Friday + Saturdays, Sundays, Holidays
5	Pylea Depot, Car parking area	8:30 - 16:30, Monday – Friday
6	Pylea Depot, Escorting visitors	8:30 - 16:30, Monday – Friday
7	Pylea Depot,	24-hour, continuous

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	Train stabling track	
8	Supervision of the above	24-hour, continuous

3.6 Security guarding hours in Pylea Depot

S/N	LOCATION	WORKING HOURS MONDAY-FRIDAY			WORKING HOURS SATURDAY SUNDAY		
1	Pylea Depot, Gate	24h	24h	24h	24h	24h	24h
2	Pylea Depot, Control Room	24h	24h	24h	24h	24h	24h
3	Pylea Depot, Train Stabling Area (23:00 – 07:00)	24h	24h	23:00-07:00	07:00-15:00	15:00-23:00	23:00-07:00
4	Pylea Depot, Tunnel Entrance (14:00-22:00 & 22:00-06:00)	24h	24h	24h	24h	24h	24h
5	Pylea Depot, Car Parking Area (08:30-16:30)	24h	24h	24h	24h	24h	24h
6	Pylea Depot, Escorting Visitors (08:30-16:30)	24h	24h	24h	24h	24h	24h
7	Train stabling tracks	24h	24h	24h	24h	24h	24h
8	Supervision	24h	24h	24h	24h	24h	24h

3.7 Security Services in the Operation Control Centre (OCC)

The Contractor (or his specialized subcontractor responsible for the provision of security services) shall guard the Operation Control Centre by making available personnel (1 person per shift) that will be housed in the appropriate entrance guard house and that will provide its services from 00:00 to 24:00, on a daily basis, 365 days per year.

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3.8 Patrol of the depot periphery

During night hours from 23:00 - 07:00, the Contractor personnel (or of the security subcontractor) shall guard and inspect the fencing of the Depot at least twice during the night and shall inform the AM person in charge in case that a violation or anything dangerous or a wear is noted. One inspection shall be effected between 23:00 and 02:00 (outside the Depot) and the other between 05:00 - 07:00 (inside and outside the Depot). At certain days, these inspections shall be carried out during non-scheduled hours. During the patrol, the operation of all security zones and the photocells shall be verified. Any findings shall be recorded in the relevant book of shifts/ patrols.

3.9 Obligations of the security guards in Pylea Depot

The Contractor:

- The Contractor shall provide the required operation permit for private firms which provide security services in accordance with Law 2518/1997.
- The Contractor is obligated to comply with all obligations deriving from the applicable legislation as regards the operation of Private Firms providing security services.
- The Contractor's personnel shall have obtained the work permit in force – as foreseen by the provisions of article 3 of Law 2518/1997.
- The Contractor shall see that his entire personnel – when executing their duties - does not breach any Constitutional right of the employees.
- Based on his expertise and know-how in the scope of the security services provided, shall submit to AM his comments for the improvement of the security services, which, if approved, shall be integrated in the Security Regulation of the Depot and in the relevant procedures.
- Upon the assumption of duties and based on the data provided by AM, the Contractor shall compile a table with directions, actions and emergency responders (Action Memorandum) for use in case of emergencies. He shall update, re-issue and distribute the table according to the relevant needs.
- He shall ensure that his personnel are sufficiently trained in the performance of the relevant professional duties and in personal safety measures. He shall familiarize his personnel with the Safety Regulations of the Th. M..
- For the provision of the subject services, the personnel that the Contractor will employ shall hold a High School Leaving Certificate, while the said personnel shall speak, write and understand Greek fluently and shall be able to have a basic conversation in English.
- Due to the additional serious risks in depots resulting from frequent train circulation, even in the case of driverless trains, and the semi-exposed 750 V DC 3rd rails powering the trains, the Contractor, before assuming his duties, shall ensure that the entirety of his personnel working in the Depots has received certified training on track safety-related issues, in line with the provisions of the relevant article of the Safety terms and the Rule Book of the Th. M., as well as of paragraph 2.8.4 of the document entitled Technical Description and Specifications. Therefore, the Contractor's personnel to work or required to enter the Depot of the Th. M. shall have been properly trained.

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- All the Contractor's personnel to work or required to enter the Depots shall have received the relevant Mandatory Training of the Th. M., in the sense that everyone must know how to circulate alone even in the area of the tracks.
- All the personnel of the Contractor must familiarize itself with the area and the buildings of the Depot and know how to use fire-fighting equipment.
- Before assuming his duties, the Contractor must see to the issuance of a special identification card with a photo and shall provide all necessary data of his personnel, so that the said personnel may be identified as the personnel of an associated company. In the absence of this special card, the personnel shall not be allowed to execute works. It is hereby reminded that safety-related training is a precondition for the issuance of an identification card for associated company personnel.
- He shall supply, safeguard, make available and maintain at his own expenses uniforms, clothing, appropriate personal protection equipment, equipment, materials (consumables and non-consumables) required for the execution of his duties. He shall make sure that his personnel wear a neat and clean approved uniform and the personal protection means.
- He shall make sure that the personnel arrive on time and shall see to the unhindered coverage of and compliance with the shift sequence. Personnel transportation from and to work areas shall be carried out at the exclusive liability and expenses of the Contractor.
- He shall provide a senior employee, well-acquainted with the content of the Contract, who will supervise the entire personnel as to whether it complies with the safety regulations, maintains the quality of the security services offered, wears neat and clean uniforms, arrives on time and meets the person in charge of AM in person on a daily basis. This person shall also check the entries in the books and the forms kept by the security guards and shall act and/or advise the person in charge accordingly.
- He shall appoint a person in charge committing his company on the reinstatement of losses or damages which could eventually be caused by his personnel in the provided areas, equipment and materials of the Th. M..
- He shall familiarize his personnel with the operation of the equipment in the control room, the fire-detection/ alarm/ fire-fighting switchboard, access control, basic operation functions of the buildings, power supply switches locations, etc.
- He shall make available communication equipment and equipment to record the patrols, while he shall familiarize his personnel with such equipment.
- He shall submit a list with the details of his company's persons in charge involved in the present contract for the provision of services. He shall advise the person in charge of the Th. M. on the replacement of personnel. He shall replace the personnel used in the security guarding of the gates only on serious grounds and only further to a two-week minimum training of the personnel's replacement on the specific position. The capacity of the replacements to assume these positions shall be verified prior to the assumption of duties by the supervisor of AM.
- He shall provide an emergency response team a 24-hour basis, 365 days/year, if AM decides at his absolute discretion or if the security personnel itself decides to request to be reinforced to address emergencies. In this case, the

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response time must be immediate and in no case greater than twenty minutes. This team shall be withdrawn only if the reason for which it was called to intervene is eliminated or when if the relevant needs are covered by other state forces or if AM requests so. Moreover, AM shall have the right to generate up to three false alarms per year in order to examine the response time and method of this team.

Moreover, the Contractor shall make sure that his personnel:

- Behaves in a safe manner inside the depot due to all the risks involved.
- Adheres to the Safety Regulations of the Th. M..
- Executes orders given by higher ranking personnel of the Contractor and by AM Person in Charge for the supervision of the Contract.
- Performs reception services at the entrances of the Depot and of the Office Building.
- Controls the access system of the employees.
- Controls all persons entering the premises, allowing entrance only to persons and vehicles to whom entrance is demonstrably allowed, strictly forbidding entrance to all other persons. He shall prohibit entrance to beggars, street traders, advertisers, sales representatives and, in general, to persons which have no obvious reason whatsoever to be the area.
- He shall inform the personnel of AM on the arrival of their visitors.
- He shall keep a Log of People entering the premises. He shall enter the details and the arrival-exit time of the visitors and of individuals which do not belong to the personnel of AM and all their vehicles with no exception whatsoever. All persons entering the premises on Saturdays, Sundays, holidays shall be entered in the Log.
- Where suggested by the Safety regulations, entrance to unaccompanied persons or persons not having received “track-aware” training or persons not wearing a High Visibility Vest shall not be allowed.
- He shall be responsible to lend special High Visibility Vests to visitors. He shall keep and update the lending forms.
- He shall accompany visitors to their destination and there-from to the exit.
- He shall inspect the inside of incoming and exiting vehicles and shall not allow equipment to leave the premises without the relevant documentation.
- He shall supervise the areas using all available electronic means.
- He shall monitor and operate the fire-detection switchboards, he shall carry out the relevant checks and shall make the relevant announcements.
- He shall be well-informed on the evacuation of persons from the lifts and shall be capable of performing their evacuation when required.
- He shall keep and update the appropriate Incident Log in every manned gate recording security guarding-related incidents. He shall immediately inform the person in charge of AM for every entry made.
- He shall be responsible to lend keys. He shall keep and update the lending forms. He shall follow the specific procedure to be indicated to him.

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- He shall take delivery of the correspondence and shall distribute it accordingly. He shall check the security of the correspondence. He shall keep and update the relevant Correspondence Tracking Security Log.
- He shall monitor the Safety Control Centre, the perimeter guarding system and the fire-detection switchboard.
- He shall ensure the sound operation and readiness of the entire equipment used.
- He shall see to the sound operation of streets and parking areas in the Depot. If needed, he shall check for traffic and parking violations, in line with the suggestions and directions of AM persons in charge and shall issue the relevant warnings.
- During evening and night hours, he shall inspect all building indoor areas and shall verify that all windows are closed and that the air conditioning, lighting and office equipment is also closed. He shall check for leakages and advise accordingly. After the completion of daily cleaning, he shall lock all exterior doors of the Administration Building after 22:00.
- During night hours he shall inspect the train stabling areas to locate any unauthorized persons.
- He shall advise the person in charge of the Safety Services or any other person indicated to him based on written instruction on any emergency. He shall call the external services (Police, Fire Brigade) or internal services of AM when required and in line with the relevant procedures.
- He shall draft a daily report whose preliminary data shall be already suggested; however, they may be adjusted depending on the needs of AM.
- He shall not be allowed to smoke. Due to its irrevocable damage to surfaces and electronic equipment, smoking is strictly forbidden in all enclosed spaces. Smoking shall be descriptively allowed only outside the guard house and in no case during the reception and handling of incoming persons. Any persons found to smoke inside the guard houses, the guard booths or inside the control room shall be asked to immediately leave the premises.
- He shall keep stray animals away from the Depots. He shall also prohibit the feeding of animals at a radius of 50 meters around the entrance gates. He shall see to the cleanliness of the entrance areas.
- He shall not read books, newspapers, magazines and he shall not watch TV or any other means of entertainment during working hours.
- He shall not occupy the telephone lines of the Th. M. for personal reasons.
- He shall not allow other persons to stay in the guard rooms or in the control room and he shall not receive personal guests there.

3.10 Installation and operation of the video recording/surveillance system

It is allowed to install and operate a surveillance system with sound or image reception or recording, for the purposes stipulated in article 14 of Law 3917/2011, as specified in PD 75/2020. The passengers, as subjects covered by the GDPR, have the rights foreseen in Regulation (EU) No. 2016/679 and Law 4624/2019, especially the right to request and receive from the Contractor, being the entity

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responsible for processing, information on the data that concern them, as well as the entities receiving the processed data. In addition to the obligations deriving from these provisions, the Contractor must inform the passengers that they enter an area falling within the range of the installed surveillance systems. This information is provided by all available means, especially by placing signs in visible areas indicating the purpose, the details of the Contractor being the entity responsible for processing, as well as the webpage link on which the Contractor publishes the data necessary for the provision of information to passengers.

3.11 Maintenance of safety-security systems

Using his own personnel and technicians, the Contractor shall clean, maintain, repair and see to the smooth operation of the electronic systems for the supervision of the areas (CCTV cameras, intrusion detection system – IDS alarm, Access Control System-ACC, fire detection system), as the case will be with all the electrical-mechanical systems of the Th. M.. In this framework, he shall be under the obligation to execute the following:

- In the event that a failure or fault is detected or ascertained in the supervision/safety equipment, he shall immediately advise AM and shall proceed with its repair or replacement; the cost of the materials and the works to be implemented shall be borne by the Contractor (upon expiry of the 3-year warranty period of the systems, while he may also use the existing spare-parts).
- Regular (at least every two months) cleaning of the lens of the cameras.
- Resetting cameras and lighting at the right focus.
- Ensuring the sound operation of the digital recording apparatus.
- Adjusting photocells.

4. QUALIFICATIONS, OBLIGATIONS AND PROCEDURES APPLICABLE TO THE SECURITY PERSONNEL

4.1 The security personnel shall hold a High School Leaving Certificate, shall speak, write and understand Greek fluently and shall be able to have a basic conversation in English.

4.2 Before being assigned the provision of security services to the system and/or during the execution of the Contract:

- The Contractor shall not be entitled to remove, transfer or use in other security projects the personnel he has declared to AM without written approval. In case of resignation or dismissal of the aforementioned personnel, the Contractor shall have to communicate to AM a copy of the relevant document specified by Law.
- The Contractor's personnel to be engaged in the Project shall follow the relevant Mandatory Training of AM in safety-related matters of the Depot; the same shall also apply for the remaining personnel to provide services in the Depot.
- Before assuming his duties, the Contractor must see to the issuance of a special identification card with a photo and shall provide all necessary data of

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his personnel, so that the said personnel may be identified as the personnel of an associated company. In the absence of this special card, the personnel shall not be allowed to execute works. It is hereby reminded that safety-related training is a precondition for the issuance of an identification card for associated company personnel.

4.3 The Contractor shall ensure that his personnel -in its entirety-:

- is well-informed on and complies with the requirements of the Rule Book and the Procedures of the Th. M.
- complies with the policy of the Th. M. on drugs and alcohol.

4.4 AM reserves the right to:

- assess, on a regular basis, the activities and the performance of the Contractor's personnel.
- request the immediate removal of any individual forming part of the Contractor's personnel which does not comply with the requirements of the Rule Book and the Procedures of the Th. M. or any person whose behavior is deemed inappropriate or who executes his/her duties in a faulty manner at its discretion.

4.5 Shift work schedule

Prior to the signing of the Contract, the Contractor shall be under the obligation to submit a project shift work schedule for the stations, the forestations and the Depot, ensuring that:

- a) the safety personnel works 40 hours per week (5 days x 8 hours).
- b) the safety personnel works does not work overtime.

Every schedule modification shall be made available to AM.