

**Provision of Services for
the Operation and Management of the kNOw Carbon House**

SERVICE SPECIFICATIONS

In this Service Specifications, unless the context otherwise specified –

“ECC”	means the Environmental Campaign Committee;
“ECC Representative”	means the officer authorised to act on behalf of ECC;
“the House”	means the kNOw Carbon House;
“Operator”	means the person to whom the Contract is awarded by ECC;
“Contract”	means the contract to be signed between the ECC and the authorised representative of the Bidder referred to in this Service Specifications whose proposal is accepted;
“Contract Commencement Date”	means the date specified by the ECC Representative for the Operator to commence the Contract as stated in the Tender Acceptance Letter;
“Hong Kong”	means the Hong Kong Special Administrative Region of the People’s Republic of China;
“Services”	means the services to be provided by the Operator as set out in this Service Specifications.

Words importing the singular includes the plural and vice versa and words importing a gender include any gender; and

The headings to the Clauses and/or Sub-clauses of this Service Specifications are for ease of reference only and shall not limit or extend the interpretation of this Service Specifications.

1. BACKGROUND

- 1.1 The “kNOw Carbon House” (hereinafter “**the House**”), situated at a declared monument (Old Wan Chai Post Office) (hereinafter “**the monument**”) at 221 Queen’s Road East, Wan Chai, has been transformed from the former Wan Chai Environmental Resources Centre (hereinafter “**WCERC**”) set up by the Environmental Protection Department in 1993.
- 1.2 The House covers an area of approximately 136m² and is divided into four (4) experience areas as outlined in the floor plans at **Annex A** with the objectives of supporting educational activities and a wide variety of advance interactive display items aimed at promoting carbon neutrality and low-carbon living to the general public. A variety of visitor facilities, including hardware, furniture, display items and digital items (refer to the list of visitor facilities provided at **Annexes B and C**) have been installed in the House.
- 1.3 The ECC intends to appoint an Operator to provide day-to-day operation and management of the House. In addition to encompassing the historic value of the monument, the Operator will be responsible for providing guided tours and educational activities to raise public awareness on carbon neutrality and low-carbon living using multimedia educational devices and activities such as interactive games, talks and workshops etc.

2. CONTRACT PERIOD

- 2.1 The Operator shall provide the Services set out in the Scope of Services to the satisfaction of the ECC Representative for a period of eighteen (18) months commencing from the date specified by the ECC Representative in the Tender Acceptance Letter, unless otherwise due to any early termination or extension provided for in the Contract and requested by the ECC Representative.
- 2.2 Subject to the operational need of the House, the Contract Period may be extended by the ECC Representative under the agreement with the Operator. The terms and conditions shall remain unchanged for the extension period.

3. SCOPE OF SERVICES

3.1 General

- 3.1.1 The Operator shall provide the Services as stipulated in the Contract and any other Services

that may be required by the ECC Representative in accordance with the Contract and to the satisfaction of the ECC Representative.

- 3.1.2 The Operator shall provide the necessary labour, equipment, tools, materials and consumables (e.g. refilling ink and replacing obsolete commemorative stamps and photo props, replacement of air purifier filters), bear the costs of insurance, licenses (including the music licenses) and waste disposal etc. to maintain the House in good conditions for receiving visitors.
- 3.1.3 The Operator shall handle the utility service items and related payments for the House, including but not limited to electricity charges, mobile phone service fee, and internet connection service fee.
- 3.1.4 The Operator shall liaise and cooperate with the ECC Representative and any other service providers (including other government departments) specified by the ECC Representative in carrying out other services at the House such as repair and maintenance services, annual facilities inspection/testing etc. as well as rendering assistance to other service providers in conducting workshops, talks, performance, etc. at the House requested by the ECC Representative.
- 3.1.5 The Operator shall attend meetings as required by the ECC Representative with the ECC, government bureau/departments, agencies, committees and parties on matters related to the planning and operation of the House. Any costs incurred should be borne by the Contractor.
- 3.1.6 The Operator and its staff members shall take instruction only from the ECC Representative and comply with all reasonable instruction as the ECC Representative may give from time to time in relation to the Services. The ECC Representative or his authorised personnel may conduct random surprise inspection(s) to the House to ensure that the Services are provided by the Operator to his satisfaction and in accordance with the contract requirements.
- 3.1.7 If the Operator fails to comply with the contract requirements, the ECC Representative may issue warning letter(s) to the Operator to require improvement or rectification. The ECC Representative reserves the right to deduct not less than 10% of the Fixed Operational Cost in the monthly payment if two (2) or more warning letters are issued in the same month.

3.1.8 Opening Hours

Regular Opening Hours

3.1.8.1 Unless instructed by the ECC Representative, the Operator shall maintain the House open for visitors during the regular opening hours as follows:

Tuesdays to Sundays including all Public Holidays (except the Lunar New Year's Day and the second day of Lunar New Year)	10 a.m. – 6 p.m.
Chinese New Year's Eve, Winter Solstice and Christmas Eve	10 a.m. – 4 p.m.
Mondays, The Lunar New Year's Day and the second day of Lunar New Year	Closed

Special Event or Occasion

3.1.8.2 As additional services under the Contract, the Operator may be required to extend the opening hours of the House to cater for special events or occasions. The ECC Representative will provide a written notice to the Operator at least three (3) working days prior to the requested extension. The Operator shall deploy at least two (2) staff members stationed at the House during the extended opening hours.

Exceptions or Temporary Closures

3.1.8.3 In the event of unforeseen circumstances or necessary maintenance, the Operator shall seek prior approval from the ECC Representative for temporary closure of the House or changes in the opening hours. The Operator shall make every effort to notify any visitors who will be affected by such closures or changes through reasonable means.

3.1.8.4 In the event of adverse weather conditions, the Operator shall follow the arrangements specified in **Annex D** to close the House and/or resume operation of the House accordingly. The Operator shall inform the ECC Representative

prior to any temporary closure or closure of the House in accordance with **Annex D**.

3.2 Guided Visit Programme

- 3.2.1 The Operator shall provide four (4) guided visits on each opening day to the target visitor groups who have successfully made reservation in the e-booking system. Each guided visit shall last for about ninety (90) minutes in the following time periods, unless otherwise agreed or varied by the ECC Representative:

Visit Slot	Time Period
1	10:00 – 11:30
2	12:00 – 13:30
3	14:00 – 15:30
4	16:00 – 17:30

- 3.2.2 The guided visit programme shall include two components i.e. an interactive guided tour of the House and an engagement session to enhance the visitors' environmental awareness on carbon neutrality, low carbon living and other related environmental topics.
- 3.2.3 The Operator shall provide all necessary tools and equipment to support the guided visit programme, including but not limited to, the portable voice amplifiers, wireless microphone headsets, megaphone speakers, and all materials and consumables required for delivering the engagement sessions.

Requirements on Interactive Guided Tour

- 3.2.4 The Operator shall deploy at least two (2) staff members, one as presenter and one as helper, to guide the interactive guided tour for each visitor group. The interactive guided tour shall cover demonstration and introduction of the digital educational equipment installed (and to be installed) at the House, including the interactive projection mapping panel, the 3D hologram device, the electronic book, the polarised lens screen and the multi-drawer cabinet etc. to instill the visitors with the knowledge of low carbon living, four decarbonisation strategies and Hong Kong's Climate Action Plan 2050 and other carbon neutrality related knowledge.

- 3.2.5 The Operator shall be responsible for preparing the scripts for the interactive guided tour and providing necessary training to the presenter(s). The scripts should be reviewed and updated on a regular basis to ensure that up-to-date environmental information will be provided to visitors.

Requirements on Engagement Session

- 3.2.6 The Operator shall deploy at least two (2) staff members, one as session leader and one as facilitator, to conduct the engagement session as the second part of the guided visit programme to deepen the visitors' knowledge and visitation experience.
- 3.2.7 The Operator shall also engage external session leader(s) to deliver the engagement session or parts of the engagement session as and when the knowledge, expertise or qualification required for the subject/activities is not available within the staff team of the Operator.

Type of Activities

- 3.2.8 The activities provided in the engagement session may include but not limited to upcycling workshops, STEM (Science, Technology, Engineering, and Mathematics) workshops, interactive games, environmental seminars, talks, dramas and role plays, etc. to foster active participation and facilitate sharing of ideas and experiences in various environmental topics. These activities may be conducted in Zone 3 and Zone 4 of the House. The themes and types of activities should be updated regularly or upon the request of ECC Representative. All activities proposed for the engagement sessions must first be approved by the ECC Representative before being opened up for public participation.

Theme of Activities

- 3.2.9 The Operator shall propose and design the activities in the engagement session in different themes covering topical subjects such as carbon reduction, green/low-carbon living tips, green buildings, waste separation, upcycling, and recycling etc. for different target visitor groups.
- 3.2.10 The Operator shall review and submit the types and themes of activities / workshops in the engagement sessions every three (3) months to the ECC Representative for approval. The Operator shall update the 90-day online booking system in a timely manner.

3.3 Target Visitor Groups

3.3.1 The Operator shall pitch the presentation of the guided tour and design the content and delivery of the engagement session to cater for the knowledge levels of the following target visitor groups:

- (a) Schools (kindergartens);
- (b) Schools (primary schools);
- (c) Schools (secondary schools);
- (d) Schools (University / Post-Secondary Education Institutions);
- (e) Community Groups (companies and non-profit organisations etc.);
- (f) Family Groups (parents with children); and
- (g) Individuals (all age groups).

3.3.2 The size of each visitor group for schools, community and family shall range from a minimum of ten (10) participants to a maximum of twenty-five (25) participants. There is no minimum number of participants required in visitor group for individual.

Monthly Target Number of Visitors

3.3.3 The Operator shall achieve the monthly target number of 850 visitors. A monthly payment adjustment mechanism as stipulation in the table below will be adopted in this Contract. In case the monthly target number of visitors cannot be achieved, the Operator shall provide explanation and propose and implement improvement measures.

Actual Number of Visitors in any Calendar Month	Monthly Payment Adjustment Mechanism
849 or less	Deduct 3% of the Quoted Price of the Guided Visit Programme (monthly)
850 ^ - 1049	100% of the Quoted Price of the Guided Visit Programme (monthly)
1050 - 1,249	Additional 3% of the Quoted Price of the Guided Visit Programme (monthly)

Actual Number of Visitors in any Calendar Month	Monthly Payment Adjustment Mechanism
1,250 or more	Additional 6% of the Quoted Price of the Guided Visit Programme (monthly)

^monthly target number of visitors

Visitor Feedback

- 3.3.4 The Operator shall design a questionnaire to collect feedback either through electronic or paper means from different visitor groups on the facilities and services provided at the House as well as to evaluate the changes in the knowledge/awareness of carbon reduction and low-carbon living before and after the guided visit. The questionnaire should be included in the operational plan for approval by the ECC Representative.
- 3.3.5 The Operator shall report the results in the bi-monthly report for submission to the ECC Representative, and propose measures to address the areas of improvement as reflected by the results.

Post-visit Engagement

- 3.3.6 The Operator shall plan, design, and provide different post-visit tasks to enhance visitors' engagement by inviting them to complete additional tasks after visiting the House. Tailor-made to specific visitor groups, the Operator shall design various tasks, including but not limited to, in the format of worksheets, colouring pages, letter-to-Big Waster, online challenges and quizzes, etc.
- 3.3.7 The Operator shall encourage the visitors to complete and return the post-visit tasks to the House either via the online channels such as email or physically by giving out souvenirs and other incentives, as appropriate.

Souvenirs

- 3.3.8 The Operator shall give out the souvenirs, gifts, pamphlets or any promotion materials provided by the ECC Representative to visitors during the visit.
- 3.3.9 The Operator shall regularly take stock and maintain a proper record on the distribution of

souvenirs, gifts, pamphlets and any materials. These records should be diligently updated with replenishment requests for submission to the ECC Representative on a bi-monthly basis in the record sheet provided by the ECC Representative.

3.4 Staffing

3.4.1 The Operator shall ensure a sufficient number of staff is provided to deliver the Services. The following minimum number of skeleton staff shall be engaged **full time** and stationed at the House under this Contract.

(a) One (1) Manager to oversee the overall operation and management of the House and supervise the staff in delivering the Services; and

(b) Two (2) Assistant Managers to handle the administrative matters in operating the House and/or delivering the Services such as being the presenter, session leader, helper or facilitator in the guided visit programme.

3.4.2 The employment contracts and proofs of qualification and work experience of all full-time staff shall be submitted to the ECC Representative within two (2) months after the Contract Commencement Date. The minimum qualifications and detailed responsibilities of the staff are stated in **Annex E**.

3.4.3 The skeleton staff shall be on duty at least one (1) hour before the opening hour (i.e. on or before 9:00 a.m.) to conduct basic checking and preparation of the House to ensure that it is ready for open to the public. For the avoidance of doubt, no lunch break is allowed throughout the opening hours and the staff should take their lunch breaks on a shift basis.

3.4.4 The Operator shall also engage Supporting Staff and/or volunteers either full time or part time on this Contract as and when necessary to support the delivery of the services during weekends and holidays or to assist in serving visitor groups of more than 20 participants and family groups.

3.4.5 The Operator shall propose and submit the staff plan in the Operational Plan detailing the staff arrangement within the Contract Period, including duty rosters involving skeleton staff and part-time staff, for deploying sufficient staff members as required in clauses 3.2.4, 3.2.6 and 3.4.1 to maintain the House and deliver the Services throughout the opening hours.

3.4.6 The Operator shall provide staff handbooks and regular trainings to staff to ensure that all

staff are fully trained and equipped to perform their respective role(s) in delivering the Services. The required training content shall include but not limited to the following: -

- (a) arrangement for guided visit programme;
- (b) operation procedures of each digital display items;
- (c) up-to-date knowledge on carbon neutrality, green / low carbon living and different environmental initiatives;
- (d) requirements on customer services;
- (e) standard Q & A for frequently asked questions / enquiries;
- (f) arrangement under adverse weather conditions; and
- (g) house-keeping arrangement of the House.

3.4.7 In the unforeseeable event that the Operator is unable to provide or maintain the skeleton staff as proposed in clause 3.4.1, the Operator shall immediately report to the ECC Representative and as soon as possible arrange a substitute/replacement staff member who should equally meet the qualification and work experience required, unless otherwise agreed by the ECC Representative.

3.4.8 The Operator shall keep appropriate records of its staff employed for the Services such as the timesheets for inspection by the ECC Representative at any reasonable time.

3.4.9 The Operator shall ensure that its staff are dressed up with the designated uniform (a jacket / a tee) provided by the ECC Representative and follow the dress code as specified by the ECC when performing duties at the House. The designated uniform shall be cleaned and maintained without stains.

3.4.10 The Operator shall ensure that its staff are environmentally friendly when working at the House, including but not limited to practising energy-saving and resource-saving habits at the House, and no-single use plastic cutlery and/or products shall be used inside the House.

3.4.11 For the purpose of this Contract, any act, neglect or default of the Operator's employees or his contractors and their employees, as the cases may be, shall be deemed to be the act, neglect, or default of the Operator.

3.5 E-Booking System

3.5.1 The Operator shall be responsible for managing and operating the online booking system provided by the ECC which shall be open, all year round, for the public to make reservation

to join guided visit programmes at the House.

- 3.5.2 In the event that the online booking system is down or under maintenance, the Operator shall provide booking services manually via hotline and/or emails as per the instruction from the ECC Representative.
- 3.5.3 The Operator shall be responsible for handling booking related matters including but not limited to making follow up calls and emails for confirming and updating the status of appointments as and when necessary.
- 3.5.4 The Operator shall keep proper records of all guided visits, including attendance, no-show and cancellation rates for inspection by the ECC Representative at a reasonable time.

Data Security

- 3.5.5 The Operator shall handle the personal data collected in relation to the Services in compliance with the Personal Data (Privacy) Ordinance (Cap. 486). To fulfill this requirement, the Operator shall provide appropriate training to its staff to ensure compliance with the said Ordinance and any obligations under the Contract regarding the handling of personal data. Special attention is drawn to the following:
 - (a) The Operator shall not use or disclose to any person any personal data received or made known to it in relation to the Services for a purpose other than that under the Services;
 - (b) The Operator shall immediately report any loss of personal data to the ECC Representative without delay;
 - (c) The Operator shall only grant access rights to personal data on a need-to-know basis to relevant staff; and
 - (d) The Operator shall not keep any personal data except in the booking system upon the completion or termination of the Services or when the personal data is no longer required for the purpose of the Services.

3.6 **Publicity and Promotion**

- 3.6.1 As additional services under the Contract, the Operator may be required to plan and organise

publicity activities, with each session lasting 4 hours, on weekends and public holidays, or on dates specified by the ECC Representative. The proposed publicity activities shall be thematic, comprehensive, all-round and more appealing to members of the general public, such as weekend carnivals or bazaars, etc. with different booths set up, in comparison to the interactive activities for weekdays. The Operator shall submit detailed implementation plan, including but not limited to theme of the event, programme rundown, promotion channels, targeted participants etc. The publicity plan must first be submitted to the ECC Representative for approval at least three (3) months before the activity date.

Promotion Materials

- 3.6.2 The Operator shall propose the materials for promotion which may include leaflets, flyers, and posters, etc. in both physical and electronic forms, and design the content/message, layout, presentation with eye-catching visuals. The design which shall be adapted into the artwork templates provided by the ECC Representative for branding consistency. Upon approval by the ECC Representative, the Operator shall be responsible for the production of the materials for display and/or distribution to the visitors at the House and any other places/venues as requested by the ECC Representative. The Operator shall submit the final design to ECC in the format of AI, JPG and PDF and responsible for the production and delivery of the physical form of promotion materials to ECC or other designated places/venues.

Promotion Channels, Schedule and Targets

- 3.6.3 The Operator shall proactively explore opportunities for collaboration with the key influencers, community organisations, especially in Wan Chai District, etc. where the House is located, to amplify the reach and impact of the House's promotional effort. Such effort may involve creating cross-over content, organising joint campaigns or events, arranging specific guided tour programme for followers of the key influencers and organisations.
- 3.6.4 The Operator shall design and disseminate informative and visually appealing e-DMs and newsletters to reach out to schools, community organisations, and interested individuals at least once (1) every two months, including but not limited to the following: -
- (a) regular updates of the highlights on the upcoming events;
 - (b) offer opportunities for involvement at the House's initiatives; and
 - (c) maintain an updated and segmented database of email subscribers to ensure targeted communication of which the subscription function will be provided by the ECC.

- 3.6.5 The Operator shall co-operate with other parties as requested by the ECC Representative for promoting the House (e.g. video filming, media interviews and visits). The Operator shall seek prior approval from the ECC Representative before reaching out or accepting any requests for interviews or any activities from the media in relation to any media coverage of the House.

3.7 Customer Services

- 3.7.1 The Operator shall provide well-trained customer services personnel to receive the public and/or visitors during the opening hours of the House. The customer services shall also include but not limited to handling of a hotline, WhatsApp and email accounts in receiving general enquiries, booking enquiries, suggestions and complaints in relation to the House.

Complaint Handling

- 3.7.2 The Operator shall report the complaint cases to the ECC Representative as soon as possible and be responsible for investigating the cases and reporting the findings to the ECC Representative within a reasonable time as well as giving an interim reply to the complainant(s) within the timeframe in accordance with the guidelines to be provided by the ECC Representative. The Operator shall rectify any identified short-coming as appropriate and propose improvement measures.
- 3.7.3 The Operator shall register details of the enquiries, suggestions and complaints received both verbally and in writing related to the House and report the cases to the ECC Representative in the given format in the monthly report.

3.8 Festive Decorations

- 3.8.1 The Operator shall be responsible for designing and putting up festive decorations at the House at six (6) festivals throughout the Contract Period including Chinese New Year 2026 and 2027, Easter 2026 and 2027, Mid-autumn Festival 2026 and Christmas 2026. Only eco-friendly and/or upcycling materials shall be used for the decorations which shall be re-used as far as possible.
- 3.8.2 The Operator shall place the decorations on prominent spots in both indoor and outdoor areas, including but not limited to, the main entrance, indoor area, courtyard, wall(s) facing Queen's Road East etc. The Operator shall be aware of and shall not violate the regulations

related to any works, installation, fixtures, etc. in declared monuments in any circumstances.

- 3.8.3 The Operator shall submit the decoration plan to the ECC Representative two (2) months prior to the respective festivals. Upon the confirmation of the ECC Representative on the decoration plan, the decorations shall be displayed two (2) weeks prior to the festival and dismantled one (1) week after the festival. All recyclables shall be recycled properly and only unrecyclable can be properly disposed at the Operator's own cost. Photos of the decorations should be recorded in the respective monthly report.

3.9 House-keeping

Insurance

- 3.9.1 The Operator shall be responsible for procuring insurance covering the joint names of the ECC and the monument as follows –
- 3.9.1.1 Public Liability Insurance (also known as “Third Party Risk Insurance”) with minimum limit of indemnity not less than HK\$10 million for the House which provides coverage for any losses, claims, demands or public liability arising from activities conducted at the House or outside the House and in the name of the House; and
- 3.9.1.2 Property-All-Risks Insurance (also known as “Property Insurance”) for the House with minimum insured amount of HK\$10 million per event. These policies shall include coverage for losses or damages to the House, including its structure, installations, fixtures, equipment and inventory items, caused by various natural hazards or man-made calamity at the House; and
- 3.9.2 The insurance policies as specified in Clause 3.9.1.1 – 3.9.1.2 must extend to cover person being volunteers who are not under the employment of the insured as Third Party.
- 3.9.3 The Operator shall submit the proof of the insurance required in this Contract to the ECC Representative for record two (2) months after Contract Commencement Date.

Licenses

- 3.9.4 The Operator shall be responsible to handle the administrative procedures and bear the cost of licenses renewal (including the music licenses) so that the aforementioned services are

provided, operated and maintained throughout the entire Contract Period and the normal operation of the House will not be obstructed. The current renewal fees of music licenses are provided below for reference:

Items	Fee (HK\$)
Music License – CASH (01/06/2025 – 31/05/2026)	\$2,513.58 / year
Music License – HKRIA (01/06/2025 – 31/05/2026)	\$1710 / year
Music License – PPSEAL (09/05/2025 – 08/05/2026)	\$2,989 / year

Utility Service Items

3.9.5 The Operator shall be responsible to act on behalf of the ECC to manage / administer the provision of utility service items and handle the related payments so that the services are provided, operated and maintained throughout the entire Contract Period and the normal operation of the House will not be obstructed, including but not limited to:

- (i) Electricity
- (ii) Mobile Phone Service; and
- (iii) Internet Connection Service

3.9.5.1 The Operator is required to complete the payment within 10 days upon receiving the relevant service invoices. All supporting documents for the related payments handled by the Operator for payment shall be submitted to the ECC.

3.9.5.2 The expenses incurred for the above utility service items will be reimbursed on an accountable basis by the ECC. The incurred expenses for the relevant utility service items shall be settled in every two (2) months. The ECC must be satisfied that the claims are in order and the incurred expenses are operationally necessary.

3.9.5.3 The expenses of the service items for the past twelve (12) months are attached below for reference. The actual amount of the charges for respective items may subject to the amount recorded on the valid invoices with official certification.

Items	Fee (HK\$)
Electricity	\$2,400 / month
Mobile Phone Service Fee	\$289 / month
Internet Connection Service Fee	\$370 / month

- 3.9.6 The Operator shall renew the contracts for the above licenses and utility service items as in Clause 3.9.4 and 3.9.5 under ECC's request so that the aforementioned services are provided, operated and maintained throughout the entire Contract Period and normal operation of the House will not be obstructed. The Operator shall be responsible for managing all tasks related to service renewal, including but not limited to sourcing and contacting the supplier(s), handling associated administrative procedures, preparing the necessary documents, ensuring that services are renewed at least one (1) month in advance, and avoiding any unnecessary additional charges for renewing the contract, etc. The Operator shall ensure the price charged are fair and reasonable. ECC may provide necessary information and the Operator is required to nominate appropriate suppliers to ECC as requested. The Operator should seek prior approval from the ECC Representative for service purchase before committing to any service contract.

Inventory

- 3.9.7 The Operator shall be responsible for proper day-to-day control, operation and checking of audio-visual equipment, exhibits and office equipment at the House. All items are the properties of the ECC which shall be returned in good conditions, save normal tear and wear, to the ECC after the completion of the Contract.
- 3.9.8 The lists of keys, equipment and inventory items for operational use at the House will be provided by the ECC Representative. The Operator shall conduct an on-site inspection and check thoroughly the items on the lists to document the conditions of all items and the handover conditions upon the awarding of the contract.
- 3.9.9 The Operator shall maintain an up-to-date inventory list. It shall contain pertinent information, including the description, quantity, condition, and location of each item.
- 3.9.10 The Operator shall not remove or dispose of any inventory items, non-inventory items or any materials including furniture, equipment, fixtures, or display materials of the House, without prior agreement from the ECC Representative. The Operator shall be liable for any loss or damage to the above items of the House under his care and management, and the ECC Representative reserves the right to seek compensation of the Operator accordingly.
- 3.9.11 The Operator shall not place or use any other electrical appliances at the House without prior approval from the ECC Representative..

- 3.9.12 The Operator shall be responsible for proper functioning of all items at the House and report any malfunctions of the items to the ECC Representative / ECC Representative's Contractor(s) / relevant Government departments within one (1) working day. At the request of the ECC Representative, the Operator shall follow up with the designated contractor(s) and/or other relevant Government departments responsible for the maintenance and repair so that the subsequent maintenance and repairs works are carried out promptly and completely without affecting the daily operation of the House.

Cleaning Services

- 3.9.13 The Operator shall provide a tidy, clean and hygienic environment for all visitors to the satisfaction of the ECC Representative. The Operator shall engage professional cleansing services provider(s) to cover the tasks in the specified frequency as tabulated below:

Frequency	Tasks
Daily	<ul style="list-style-type: none"> ● Floor cleaning and mopping ● Indoor wall dusting and vacuuming ● Cleaning of workshop tables and chairs, electrical appliances, doorknobs, door, windows, gates, lights, etc. ● Cleaning of washrooms, wash basins, toilet bowls, etc. ● Cleaning of front door and its staircase and the storeroom ● Cleaning of outdoor area, including wooden benches, upcycled chairs, wooden recycled blocks, removal of the fallen leaves in both courtyard and the planter area, and/or other trash in the courtyard ● Disposal of waste
Monthly	<ul style="list-style-type: none"> ● Removal of dirt and mud in outdoor drainages ● Removal of fallen leaves at the slope area next to the House ● Deep cleaning for washroom floors and tiles ● Perform air freshening and mold odor prevention treatments to control any unpleasant smells in all indoor areas ● Cleaning of glass canopy of the courtyard ● Cleaning of the sitting cushions
Quarterly	<ul style="list-style-type: none"> ● Cleaning of all ceiling fans and other electrical appliances (if applicable) ● Perform deep disinfection treatments in all indoor areas to control the growth of viruses, bacteria, and pests ● Perform pest control treatments at the courtyard areas ● Clearing unwanted vegetation and lichen completely with root, mud

Frequency	Tasks
	or debris away from the building envelope including but not limited to rendered surface, external granite walls (if any), external brick walls, roots of vegetation extension to internal brick walls, rainwater gutter and pitched roof, etc. with hand tools and fresh water. Apply herbicides by spot spraying in order to prevent root growth. Use of detergent shall be prohibited for cleansing. Remove metal screws, rusty nails, anchor bolts and the like from the external wall. Make good affected area where disturbed.
Semiannually	<ul style="list-style-type: none"> ● Deep cleaning of four air conditioning (AC) units ● Deep cleaning of one unit of fresh air pre-conditioner (FAP) ● Deep cleaning of the dust filters of dehumidifiers and air purifiers ● Indoor floor waxing

- 3.9.14 The Operator shall be responsible for maintaining the cleanliness of the washroom at the House, which shall be open to visitors only. The cleaning services for the washroom shall include but not limited to the supply of hand sanitisers, tissue paper, and other necessary items requested by the ECC Representative.
- 3.9.15 The Operator shall use appropriate cleaning tools and agents which are gentle on surface and free of abrasive materials to minimise any potential damage to fixtures and furniture during the cleaning process, particularly the three antiques (i.e., old stamp vending machine, L-shaped table, mailbox wall) at the House.
- 3.9.16 The Operator shall ensure as a priority in all activities connected with the Cleaning Tasks, the safety and health of all persons in or adjacent to the House. The Operator, his sub-contractors of any level, all persons employed by him on site and any other persons authorized by him to be on site shall comply in every respect with the current legislation, Code of Practice and Guidance Notes in connection with the safety and health issues.
- 3.9.17 The Operator shall provide and ensure proper functioning of one (1) pedestal bladeless fan in the first operation month for subsequent use in the House to support operational need.

Horticultural Maintenance Services

- 3.9.18 The Operator shall engage a professional contractor to provide horticultural maintenance services for the courtyard of the House at least once (1) per month, including but not limited

to, watering, cleaning of withered and defoliated plants, clearing of weeds, mowing the grass, replenishing or cultivating new plants, applying fertilizer etc. to maintain the number and species of the plants, pots and/or garden-related items within the courtyard area.

- 3.9.19 The Operator shall be responsible for the maintenance of the wooden planting walls at the courtyard of the House, including applying coating on a regular basis and repair of the wooden recycled blocks and the wooden handrail upon request from the ECC Representative.

Security and Access Control

- 3.9.20 The Operator shall ensure the security, safety, and access control of the House for the well-being of staff, visitors, and the property contained therein. The Operator shall maintain an accurate key list and securely store all House's keys, ensuring that only authorised individuals have access to the House.
- 3.9.21 The Operator shall implement access control measures, including but not limited to, record and monitor the entry and exit of all parties involved excluding the visitors whom details are logged in the online booking system of the House.
- 3.9.22 The Operator shall establish and maintain an emergency preparedness plan that includes procedures for evacuation, fire safety, and medical emergencies. Regular training shall be conducted to ensure staff readiness and visitor safety. The Operator is responsible for reporting any security breaches, accidents, or unusual occurrences to the ECC Representative.
- 3.9.23 The Operator shall be responsible for providing, operating and maintaining the two (2) security systems installed at the House including a CCTV surveillance system and a burglar alarm system throughout the entire Contract Period to ensure the security and safety of all zones at the House, irrespective of whether the existing service provider or a new service provider will be employed.
- 3.9.23.1 The Operator shall renew the contracts for the CCTV surveillance system and burglar alarm system under ECC's request so that the aforementioned services are provided, operated and maintained throughout the entire Contract Period and the normal operation of the House will not be obstructed. The Operator shall be responsible for managing all tasks related to service renewal, including but not limited to sourcing and contacting the supplier(s), handling associated

administrative procedures, preparing the necessary documents, ensuring that services are renewed at least one (1) month in advance, and avoiding any unnecessary additional charges for renewing the contract, etc. The Operator shall ensure the price charged are fair and reasonable. ECC may provide necessary information and the Operator is required to nominate appropriate suppliers to ECC as requested. The Operator should seek prior approval from the ECC Representative for service purchase before committing to any service contract.

- 3.9.23.2 The current service fees of CCTV surveillance system and burglar alarm system are attached below for reference, subject to the amount recorded on the valid invoices with official certification.

Items	Fee (HK\$)
Burglar Alarm System	\$463 / month
CCTV System (01/08/2025 – 31/07/2026)	\$8,000 / year

- 3.9.24 The Operator shall take all reasonably practicable steps to ensure that prevent unauthorised access to the CCTV surveillance system and the data held are protected against unauthorised or accidental access, processing, erasure or other use. Recorded images/ videos shall be kept in safe custody and for inspection by the ECC Representative at any reasonable time.

3.10 Maintenance

Repair and Maintenance Services for the Visitor Facilities (Woodwork and Paint Work)

- 3.10.1 The Operator should provide repair and maintenance services for the visitor facilities (woodwork and paint work) of the House listed at **Annex B** of this Service Specifications (Appendix 2) to ensure that the visitor facilities are maintained in good conditions for the public and participants, thereby facilitating the smooth day-to-day operation of the House.
- 3.10.2 The Operator shall provide the services as stipulated below to the satisfaction of the ECC Representative.

	Item	Scope of Services
3.10.2.1	Monthly Repair and Maintenance	1) Inclusive of all incurred labour costs. 2) Conduct at least one thorough on-site check-up of all visitor facilities and safety inspection to ensure the facilities are in proper working

		<p>condition and safe for use.</p> <p>3) Repair and Maintenance (Woodwork and Paint Work) coverage includes the following :</p> <ul style="list-style-type: none"> ● Perform minor restorations and touch-ups, which may include cleaning, painting, stain removal, oiling and lubricating bearings and joints, applying UV, moisture and mildew-resistant exterior coatings, sanding light scratches, polishing, repairing scratches, small dents, chips, holes, cracks, loose hinges, raised nails, screws and any other necessary works to ensure that the facilities are in proper working condition and safe for use. <p>4) Provide a bimonthly maintenance logsheet to provide details of monthly on-site check-up, document the condition of the visitor facilities and record all maintenance activities performed.</p>
3.10.2.2	Replacement and Technical Support Services	<p>1) Whenever the visitor facilities and/or major components of the visitor facilities can no longer be maintained or repaired and are regarded as technically obsolete or unserviceable, the Operator shall notify both the ECC Representative of such determination, followed by initiating market research to identify and recommend appropriate replacement solutions. The Operator shall submit all findings and recommendations to the ECC Representative for review before proceeding with any disposal and replacement actions.</p> <p>2) The Operator shall suggest suitable replacements to maintain the original condition of the exhibits or woodwork. Any additional costs and expenses for purchasing hardware or wooden structure replacements may be quoted separately.</p>
3.10.2.3	On-Demand	<p>1) Emergency requests may be made on-demand for</p>

	Additional Repair and Maintenance Service	woodwork and paint work. Services will be provided on a per-item basis. This includes, but not limited to, repairs, minor restorations and touch-ups necessary to maintain the functional integrity of the facilities. Specific tasks may involve cleaning, painting, stain removal and minor repairs to ensure that the facilities are in proper working condition and safe for use.
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On-Demand Repair and Maintenance Services for the Visitor Facilities (Digital Items and Programming)

3.10.3 As additional services under the Contract, the Operator may be required to provide repair and maintenance services for the visitor facilities (Digital Items and Programming) of the House listed at **Annex C** of this Service Specifications (Appendix 2). The objective is to ensure that the visitor facilities are maintained in good conditions for the public and participants, thereby facilitating the smooth day-to-day operation of the House.

3.10.4 The Operator shall provide the services as stipulated below to the satisfaction of the ECC Representative.

	Item	Scope of Services
3.10.4.1	Monthly Repair and Maintenance	<ol style="list-style-type: none"> 1) Inclusive of all incurred labour costs 2) Conduct at least one thorough on-site check-up of all visitor facilities and safety inspection to ensure the facilities are in proper working condition and safe for use. 3) Repair and Maintenance (Digital Items and Programming) coverage includes the following : <ul style="list-style-type: none"> ● Basic cleaning of hardware (e.g. cleaning the top and air intake and discharge outlet of ceiling-mounted projectors) ● Provide maintenance, alignment adjustments and readjustments for projection mapping, including : <ul style="list-style-type: none"> - Conducting functional testing to identify and resolve any existing or hidden issues, followed by system testing to assure the

		<p>completion of the bug-fixing process;</p> <ul style="list-style-type: none"> - Altering animations and sound effects as needed; - Performing software updates; - Calibrating and readjusting sensors and projection mapping; - Executing technical resets, trial runs and clearing obsolete data; - Implementing engineering adjustments, modifications and improvements, including the latest engineering revisions by the Contractor and any reliability enhancements for the digital exhibits; - Carrying out small-scale software installations, customisations and configurations as necessary; and - Any other necessary works to ensure optimal performance of the digital exhibits. <p>4) Provide a bimonthly maintenance logsheet to provide details of monthly on-site check-up, document the condition of the visitor facilities and record all maintenance activities performed.</p>
3.10.4.2	Replacement and Technical Support Services	<p>1) Technical support service coverage includes the following :</p> <ul style="list-style-type: none"> ● The Operator shall assign a dedicated account handler and/or a specific representative for troubleshooting and client communication. Provide a communication channel for the ECC Representative to report issues and get assistance; ● Guide the ECC Representative through basic troubleshooting steps; ● Coordinate schedules with the ECC Representative and technicians to assess the issues through on-site visit; ● Coordinate quick deployment of personnel

		<p>for urgent issues upon request;</p> <ul style="list-style-type: none"> ● Document all issues, steps taken and resolution provided; and ● Provide the ECC Representative the updated user manuals, source codes, object codes and any system codes or programs of digital items, technical drawings, training and other documents that reflect any systems, processes, updates, or replacement of all visitor facilities. <p>2) Whenever the visitor facilities and/or major components of the visitor facilities can no longer be maintained or repaired and are regarded as technically obsolete or unserviceable, the Operator shall notify the ECC Representative of such determination, followed by initiating market research to identify and recommend appropriate replacement solutions. The Operator shall submit all findings and recommendations to the ECC Representative for review before proceeding with any disposal and replacement actions.</p> <p>3) The Operator shall suggest appropriate replacements to preserve the original quality of the digital experience. Additional costs and expenses for any digital hardware replacements or software reprogramming not included may be quoted separately.</p>
3.10.4.3	On-Demand Additional Repair and Maintenance Service	<p>2) Emergency requests may be made on-demand for Digital Items and Programming. Services will be provided on a per-visit basis for a set/group of digital items with programming, based on the estimated time required, either for a half man-day or a full man-day. The work may include maintenance, alignment adjustments, troubleshooting, functional testing, software updates, and calibration of digital items. The</p>

		specific duration will depend on the complexity and nature of the request, with a focus on promptly resolving any issues to ensure optimal performance of the digital exhibits.
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3.10.5 The Operator shall address the details and requirements specified by the ECC Representative in accordance with the Contract for the commencement of the services, subject to the following conditions as stipulated below, to the satisfaction of the ECC Representative.

3.10.5.1 The price quoted should be all-inclusive, including but not limited to covering all related labour, materials, tools, equipment, insurance, transportation, safety platform for working a height or necessary means of access to the work areas, protective measures to third parties and nearby properties, the giving of notices, payment of fees required to be given or paid by any enactment or any regulation or by-laws of all other things and other related expenses for the proper carrying out and completion of the Services as specified.

3.10.5.2 All procedures, including but not limited to fault inspection and maintenance works must comply with the “Antiquities and Monuments Ordinance” and the relevant guidelines of the Antiquities and Monuments Office. The Operator shall ensure that all the above works should not destruct, obstruct, deface and interfere with or in any other way cause harm or damage of whatsoever nature of the Monument (e.g. no drilling or screwing into any building walls). All workers or sub-contractors should be reminded not to damage any government facilities and properties when moving. In case of any loss or damage, compensation shall be made to the ECC or/and the Government.

3.10.5.3 The design and erection of working access (e.g. scaffolding and/or mobile working platform) for restoration/repairing must comply with the requirements of the prevailing Code of Practice issued by the Labour Department and Buildings Department. The Operator should provide the extent and erection details or scaffolding to the ECC or its representative(s) for approval before the commencement of work.

3.10.5.4 The Operator should provide proper and necessary insurance to cover the undertaking of all tasks and all workers to be employed by the Operator,

including but not limited to Contractors' All Risk Insurance. These insurance policies shall provide coverage for any losses, claims, demands or public liability arising out of or in the course of or caused by the execution of maintenance work conducted at the House or outside the House and in the name of the House, together with coverage for losses or damages to the House, including its structure, installations, fixtures, equipment and inventory items, caused by various natural hazards or man-made calamity at the House.

- 3.10.5.5 The Operator shall work and liaise with the ECC Representative to prepare the necessary submissions related to the Services in order to obtain approval from the relevant government departments when necessary.
- 3.10.5.6 The Operator shall not presume services performed being accepted by the ECC or its representative(s) without the written confirmation and certification of the ECC or its representative(s).
- 3.10.5.7 The Operator shall carry out the Services so that normal operation of the House will not be obstructed.
- 3.10.5.8 Extreme care must be exercised while carrying out the Services. The Operator should carry out the Services without causing undue inconvenience, nuisance and danger to others.
- 3.10.5.9 All items are the properties of the kNOw Carbon House. The Operator shall not remove or dispose of any items or materials without prior agreement from the ECC Representative.
- 3.10.5.10 In the event that the Operator removes any items of hardware, furniture, display items, digital exhibits and audio and visual equipment or such part thereof away from the House for overhaul, replacement or repair, unless otherwise agreed by the ECC or its representative(s), the Operator shall bear all the costs, including but not limited to packing, carriage and insurance incurred in the dismantlement, removal, overhaul, repair, return and re-installation of the said item or part.
- 3.10.5.11 The Operator shall be responsible for removal of all debris generated in the Services, carrying out final cleaning of the maintenance site in the House upon completion of the Services and covering the costs of disposing any waste

generated from the Services. All recyclables shall be recycled properly and only unrecyclable can be properly disposed at the Operator's own cost.

3.10.5.12 The ECC will only accept the services if all the services as specified in this quotation are completed to the satisfaction of the ECC or its representative(s).

3.11 Hand-over

- 3.11.1 After the award of the contract, the ECC Representative may conduct a Handover On-site Inspection to assist the Operator in preparing to take over including but not limited to the operation and management status, lists of keys, equipment and inventory items, repair and maintenance of all visitor facilities, etc., from the exiting Operator. The Operator shall record the condition of all items, document the handover conditions, note any special care requirements and prepare a handover report for the ECC Representative.
- 3.11.2 Before the expiry of the Contract Period, the ECC Representative may engage a follow-on Operator to continue the operation and management of the House through an open tendering exercise such that the Services provided under this Contract will continue smoothly upon the change-over.
- 3.11.3 The Operator shall take all reasonable steps and co-operate fully with the ECC Representative and the follow-on Operator during the transition period, which should span from one (1) month before to one (1) month after the expiry of the Contract Period, so that the continuation of the Services is achieved with no disruption.
- 3.11.4 The Operator shall retain all items purchased under this Contract at the House and pass to the follow-on Operator.
- 3.11.5 The ECC shall be the exclusive owner of any and all works and materials of whatsoever nature (including their drafts and uncompleted versions) developed, written, prepared, produced, created, collected, compiled or provided by or on behalf of or for the Operator, in relation to the Services or for the purposes of the Contract including without limitation, any reports, summaries, models, questionnaires, analyses, papers, advice, recommendations, documents, records, plans, designs, drawings, pictures, diagrams, images, sound, music, formula, tables, charts, databases, computer source codes, compilation of data or information, data or information collected, compiled, produced or created by the Operator, its employees, agents or sub-contractors in relation to the Services or for the purposes of the Contract, recorded or stored by whatever means (hereinafter "**the Materials**"). All the

Intellectual Property Rights in the Materials shall vest in the Government immediately upon creation. The Operator shall provide a record of the condition of all items, note any special care requirements for specific visitor facilities, supply updated operation and maintenance manuals, deliver all source codes, object codes and any system codes or programs of digital items in hardware-readable form and full documentation in a comprehensive exiting report, and retain any leftover materials used or purchased under this Contract for the House. These information and materials shall be returned to the ECC and transferred to the follow-on Operator.

4. REPORTING AND SUBMISSION SCHEDULE

- 4.1 The Operator shall submit the following documents according to the respective submission schedule to the satisfaction of the ECC Representative: -

Document	Submission Schedule
1. Operational Plan with detailed information on the Services as stipulated in Clauses 3.1 to 3.9 above 2. Handover Report recording the receipt status of all items as stipulated in Clause 3.11.1	Within two (2) weeks after the award of the Contract
3. Employment contracts and proofs of qualification and work experience of all full-time staff as stipulated in Clause 3.4.2 above; and 4. Insurance proofs as stipulated in Clause 3.9.3 above	Within two (2) months after the Contract Commencement Date
5. Bimonthly Report in form of the report template to be provided by the ECC Representative	By the 14 th of each month for the two-month period
6. Bimonthly Maintenance Logsheet providing details of monthly on-site check-up, documenting the condition of the visitor facilities (woodwork and paintwork) and recording all maintenance activities performed as stipulated in Clause 3.10.2.1	By the 7 th of each month for the two-month period
7. Monthly Activity Plan as stipulated in Clause 3.2.10 above	Submitted every three (3) months
8. Publicity Plan as stipulated in Clause 3.6.1 above	At least three (3) months before the activity date upon request

9. Festive Decoration Plan as stipulated in Clause 3.8.3 above	Two (2) months before the selected festival as requested by the ECC Representative
10. Exiting Report recording the condition of all items, which notes any special care requirements for specific visitor facilities, submission of updated operation and maintenance manuals and delivering all source codes, object codes and any system codes or programs of digital items in hardware-readable form and full documentation as stipulated in Clause 3.11.5	Within one (1) month after the expiry of the Contract

5. PAYMENT SCHEDULE

- 5.1 The Operator shall deliver the Services required to the satisfaction of the ECC Representative and in cooperation with the ECC Representative and other relevant contractor(s), if any, in a timely manner. Payment for the Services accepted by the ECC Representative will be made within 30 days upon receipt of the invoice according to the following schedule:

Payment No.	Milestones	Percentage of Total Amount in Part A of the Price Proposal
1	Upon the award of the Contract and submission and approval of the Operational Plan and Handover Report to the satisfaction of the ECC Representative.	5% of item A1
2 – 10 (bi-monthly payment)	Upon the completion of each two (2) months for the Operation and Management of the House and submission of the required reports as stipulated in Clause 4.1.5 in the Service Specifications respectively to the satisfaction of the ECC Representative.	2 times 5% of item A1^ + 2 times 100% of total monthly cost as at item A2* (bi-monthly payment)

	Upon the completion of each two (2) months for the Repair and Maintenance Services for Visitor Facilities (Woodwork and Paint Work) and submission of the required logsheet as stipulated in Clause 4.1.6 in the Service Specifications respectively to the satisfaction of the ECC Representative.	2 times 100% of total monthly cost as at item A3 (bi-monthly payment)
11	Upon the completion of handover to follow-on Operator and approval of the Exiting Report as stipulated in clause 3.11.5 in the Service Specifications to the satisfaction of the ECC Representative.	5% of item A1

Notes: ^ In accordance with clause 3.1.7, if the Operator receives two (2) or more warnings from the ECC in the same month, 10 percent (10%) of the corresponding monthly Fixed Operational Cost (item A1) will be deducted. Thus, the corresponding Fixed Operational Cost (item A1) for that bi-monthly payment schedule will be deducted with following formula:

Total Amount of A1 in the Price Proposal x 5% x (1-10%) + Total Amount of A1 in the Price Proposal x 5%;

If the Operator receives two (2) or more warnings in the same month for two consecutive months within the same bi-monthly payment schedule, the Fixed Operational Cost (item A1) in that bi-monthly payment schedule will be deducted with following formula:

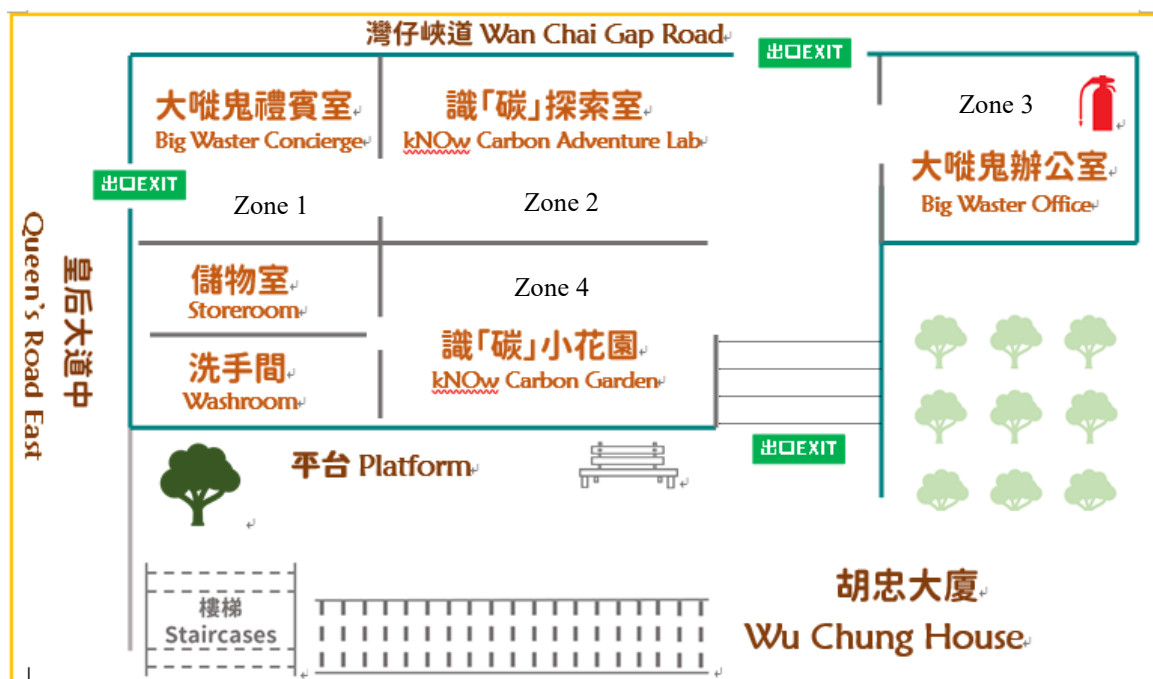
$2 \times [\text{Total Amount of A1 in the Price Proposal} \times 5\% \times (1-10\%)]$

*Subject to the final number of participants, the Operator may or may not fully receive the full payment of item A2 in the bi-monthly payment schedule according to the monthly payment adjustment mechanism as stipulated in the clause 3.3.3.

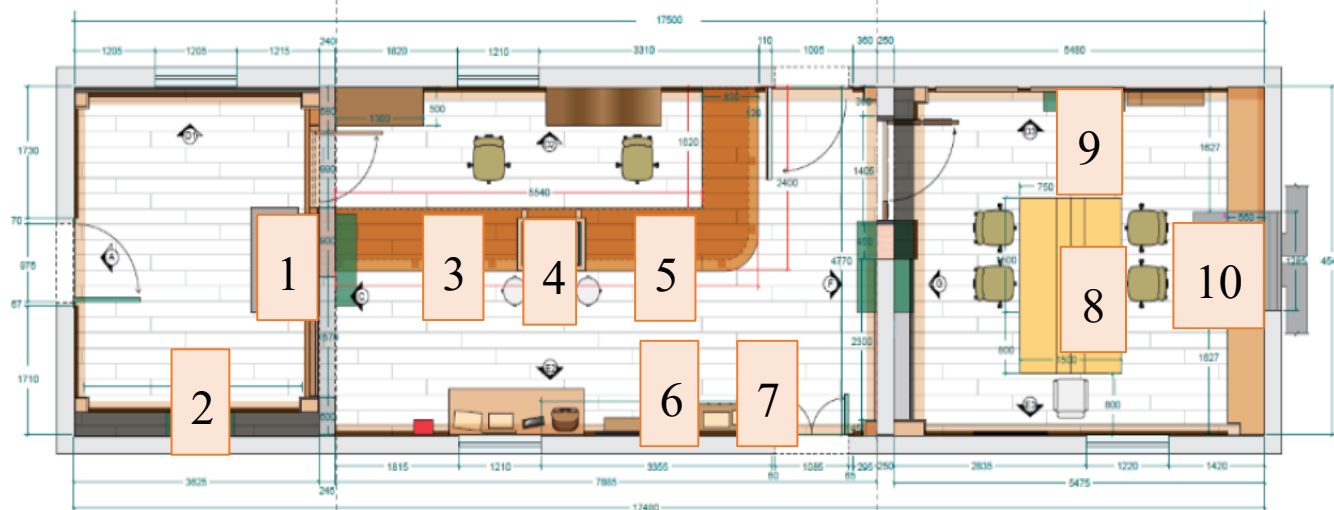
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Annex A - Floor Plans of kNOw Carbon House

(a) Overview of the kNOw Carbon House and its surrounding area



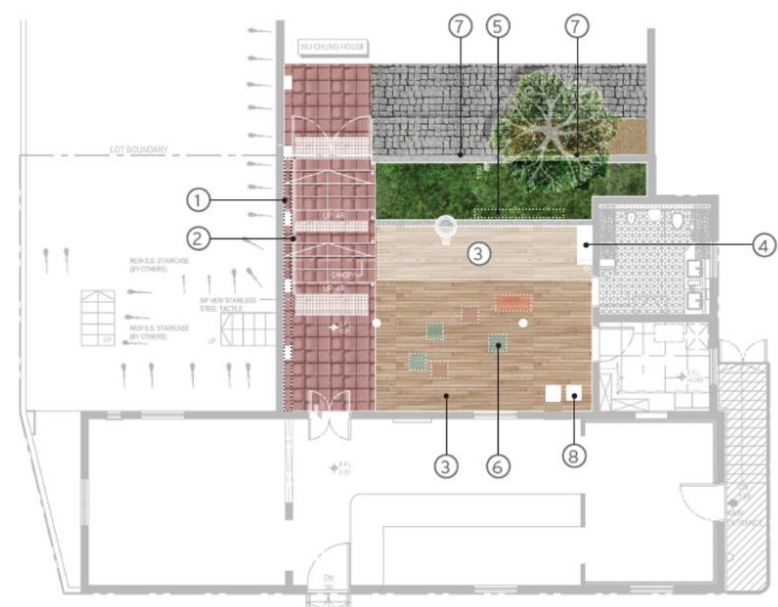
(b) Floor plan of indoor area and its respective interactive display items*



Remark*

- | | | | |
|--|-----------------------------------|---|---|
| 1) Big Waster Statue | 2) Carbon Secret Interactive Wall | 3) Be a Carbon Reduction Ambassador Theater | 4) Carbon Reduction Ambassador Notebook |
| 5) Carbon Reduction Ambassador Mailbox | 6) Carbon-Neutral Infomap | 7) Carbon-Neutral Challenge Cabinet | 8) Recycled Solid Wooden Table |
| 9) Notice Boards | 10) Big Waster Mascot | | |

(c) Floor plan of outdoor courtyard area



Recycled tree art and wood terrace

Post Tree Lifestyle 樹後生活
HM Environmental Technologies Limited 恆木

- ① Feature green wall with recycled wood blocks
- ② Handrail with recycled wood
- ③ Terrace deck (see later pages for details)
- ④ Water meter cabinet integrated in terrace

Recycled plastic art

Plasticwoodstudio 塑人木工場

- ⑤ Big Waster and Greeny Fibre Glass Figure

Epoxy wood furniture

The Wasted 廢柴

- ⑥ Modular movable furniture

Other facilities

- ⑦ Enhancement to existing fence on wall
- ⑧ Water dispenser

Annex B – List of Visitor Facilities (Woodwork and Paintwork) at the kNOw Carbon House#**(Non-inclusive and for reference ONLY)**

Items	Location
(i). Hardware, Furniture and Display Items	
1. Big Waster Outdoor Sculpture	Entrances, Metal Gates and Surroundings
2. Centre name signs	
3. Directional signage boards	
4. Big Waster wooden emblems	
5. Upcycled wooden bench	Zone 1 Big Waster Concierge
6. Cabinet (for interactive wall)	
7. Big Waster statue and wood trunk base	
8. Cushions and storage rack	
9. Bookshelf-like sliding doors	
10. Carbon-Neutral Challenge Cabinet	Zone 2 kNOw Carbon Adventure Lab
11. 3-drawer desk and platform	
12. Carbon Reduction Ambassador Mailbox	
13. Carbon-Neutral Infomap Polarised TV props	
14. Wooden stationery stands, holders, trays and frames	
15. Cabinet (for Polarized Screen)	
16. Ramp	
17. Cabinets (for storage)	
18. Flip and fold writing desks	
19. Wall-hanging photo frames and emblem	
20. Recycled solid wooden tables	Zone 3 Big Waster Office
21. Big Waster recycled wooden chair	
22. Magazine rack	
23. Big Waster coat hanger with hat	
24. Vintage notice boards	
25. Cork board	
26. 5 in 1 stackable square chairs	
27. Cubic table and chair wooden sets	

28. Cabinets (for storage)	
29. Door with Big Waster pattern	
30. Big Waster fibreglass figure	Zone 4 kNOw Carbon Garden
31. Greeny fibreglass figure	
32. Epoxy wooden benches	
33. Upcycled green wall and handrail	
34. Terrace deck	
35. Carbon Neutrality outdoor plaque	

The final equipment and item list will be provided to the Operator upon the award of the Contract.

Annex C – List of Visitor Facilities (Digital Items and Programming) at the kNOw Carbon House#

(Non-inclusive and for reference ONLY)

Items	Location
(ii). Digital Items and Appliances	
1. Big Waster Statue programming, speaker and projector set	Zone 1 Big Waster Concierge
2. Carbon Secret Interactive Wall programming, sensor and projector set	
3. Be a Carbon Reduction Ambassador Theatre Hologram Device	Zone 2 kNOw Carbon Adventure Lab
4. Carbon Reduction Ambassador Notebook programming, sensor and projector set	
5. Carbon-Neutral Infomap Polarised TV display screen and media player set	
6. Digital photo frames and timer set	
7. Smart TV and computer set	Zone 3 Big Waster Office
8. Audio Sound Effect System Set (speakers, amplifiers, media players, networks routers, controllers with programming, HDMI extender, etc.)	All Zones

The final equipment and item list will be provided to the Operator upon the award of the Contract.

Annex D – Arrangements under Adverse Weather Conditions

(i) Tropical Cyclone Warning Signal No.8 or above@	
(a) Signal is hoisted before the opening hours	(b) Signal is expected to be hoisted within two hours during the opening hours
The House should be open within three (3) hours after the warning is cancelled or according to the instruction of the ECC Representative. If the warning remains hoisted until 13:00, the House will remain closed for the whole day.	The House should be closed immediately.
(ii) Black Rainstorm Warning@	
(a) Warning is issued before the opening hours	(b) Warning is issued during the opening hours
The House should be open within three (3) hours after the warning is cancelled or according to the instruction of the ECC Representative. If the warning remains hoisted until 13:00, the House will remain closed for the whole day.	The indoor area should remain open until the closing hour or the condition is safe for visitors to leave. All outdoor facilities should be closed until the warning is cancelled.
(iii) “Extreme Conditions” announcement by the Government	
(a) Announcement is existed before the opening hours	(b) Announcement is expected to be existed during the opening hours
The House should be closed for the whole day.	

@Remark: The skeleton staff shall return to work within 2 hours if the Tropical Cyclone Warning Signal No. 8 or above or Black Rainstorm Warning is cancelled no matter if the House will be opened or not.

(iv) Red Rainstorm Warning/ Tropical Cyclone Warning Signal No. 3/ Thunderstorm Warning/ Amber Rainstorm Warning/ Tropical Cyclone Warning Signal No. 1

The House will remain open if any of the above warnings or signals is issued before or during the opening hours but all outdoor facilities may be closed and visitors will be advised accordingly.

Annex E – Qualifications, Duties and Responsibilities of Staff

- (a) The **Manager** should have a bachelor degree in relevant disciplines and an aggregate of at least five (5) years' experience in event management/ environmental education/ tourism/ cultural heritage/ social service/ visiting centre/ museum management / public communication, or equivalent, in a capacity at managerial level on a full-time basis of which a minimum of two (2) years of supervisory experience.
- (b) The **Assistant Manager** should have a Diploma or Higher Certificate or above in relevant disciplines and at least three (3) year experience in event management/ environmental education/ tourism/ cultural heritage/ social service/ visiting centre/ museum management or equivalent.

Duties and responsibilities of the above staff should include but not limited to: -

1. Facility Management

- Manage customer services including service during the opening hours, hotline, enquiry/ complaints, reservations, and visitor support, ensuring a positive experience for all visitors to the House;
- Manage maintenance, housing keeping and cleansing services to ensure that the House is well-maintained and presentable;
- Plan and supervise horticultural maintenance services, including the upkeep of gardens and outdoor areas;
- Ensure the security measures are in place and regularly reviewed; and
- Arrange for maintenance and repair of malfunctioning items with the ECC Representative.

2. Guided Visit Programmes

- Manage guided visit programme, including scheduling, staffing and training of both full time and part-time staff to perform as presenter, session leader, helper, facilitator in the guided visit programme;
- Design, develop and implement guided visit programmes and activities that align with the objectives of the House;
- Coordinate with staff to create engaging and informative content for guided visit programmes;
- Monitor the effectiveness of guided visit programmes and make improvements based on feedback and evaluation;
- Collaborate with external partners or organisations to enhance the content and attractiveness of

guided visit programmes; and

- Stay updated on environmental education trends and incorporate innovative approaches into the guided visit programmes.

3. Publicity and Community Engagement

- Plan, develop and implement effective publicity strategies to promote the guided visit programmes and activities of the House;
- Plan and distribute marketing materials, such as leaflets, flyers, and press releases;
- Foster community engagement by organising events, workshops, and outreach programmes; and
- Collaborate with local schools, community organisations, and stakeholders to build partnerships and enhance community involvement.

4. Administrative

- Manage all administrative matters at the House, including rostering, training, and supervision of staff and volunteers;
- Ensure compliance with relevant labor laws, regulations, and safety guidelines;
- Oversee administrative tasks such as budgeting, financial management, and procurement;
- Maintain accurate records and documentation related to staff, programs, and resources; and
- Foster a positive work environment and promote professional development opportunities for staff.