



INTERNATIONAL COMPETITION N° 001/SVMA/2018

CONCESSION FOR THE PROVISION OF THE MANAGEMENT, OPERATION AND MAINTENANCE SERVICES OF THE PARKS *IBIRAPUERA, JACINTHO ALBERTO, EUCALIPTOS, TENENTE BRIGADEIRO FARIA LIMA, LAJEADO* AND *JARDIM FELICIDADE*, AS WELL AS THE EXECUTION OF WORKS AND ENGINEERING SERVICES.

DRAFT CONTRACT

ANNEX III- SET OF SPECIFICATIONS OF THE CONCESSIONAIRE

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1. GENERAL GUIDELINES

1.1. This document defines as guidelines and the work, operation and management of PARKS to be fulfilled by the CONCESSIONAIRE.

1.2. In cases omitted, the CONCESSIONAIRE you should seek guidance from the GRANTING AUTHORITY.

1.3. During the TERM of the CONCESSION, the CONCESSIONAIRE shall observe all the minimum and specific requirements of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE and preserve the intrinsic elements that characterize the PARKS, such as natural resources, assets and their public space character, as described in ANNEX III - DESCRIPTIVE MEMORANDUM OF THE AREA, of the NOTICE.

1.3.1. Plant elements and other environmental characteristics present in PARKS, such as trees, tree stands, open spaces, lawns, shrubs, gardens and water elements are a constituent part of their ecosystem, landscape and identity, and are important in the relationship of PARKS with the city, and must have its characteristics, as well as its natural heritage, maintained by the CONCESSIONAIRE.

1.4. The GRANTING AUTHORITY may, at any time, confirming that the CONCESSIONAIRE has ceased to meet the charges set out in this document, expressly expresses the view that the necessary adjustments and adjustments are made.

1.5. It is the sole and exclusive responsibility of the CONCESSIONAIRE any possible adjustment and / or adequacy necessary for the works, operation and management of the PARKS strictly respect the minimum guidelines established in the BID, in the CONTRACT and in its ANNEXES, in particular in this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE and in the applicable legislation.

1.6. It is the responsibility of the CONCESSIONAIRE to provide all necessary authorizations, permits, licenses and approvals to the respective organs and entities of the Public Administration at the federal, state and municipal levels, in order to carry out the activities related to the CONCESSION, all expenses with such processes sole responsibility under the CONTRACT.

- 1.6.1. The responsibility of the GRANTING AUTHORITY in the scope of obtaining the authorizations, permits, licenses and approvals necessary for the execution of the OBJECT is limited to the provisions of the CONTRACT.
- 1.6.2. In the scope of obtaining the authorizations, permits, licenses and approvals necessary for the execution of the OBJECT, the CONCESSIONAIRE may count on the support of the GRANTING AUTHORITY to interlocate with other organs and entities of the Municipal Public Administration.
- 1.7. THE CONCESSIONAIRE may, when it so desires, avail itself of technological innovations, be it processes or equipment, with the purpose of bringing efficiency to the fulfillment of its obligations and charges, be those related to the operation and management, or interventions, provided that the objectives of the CONCESSION.
- 1.8. The CONCESSIONAIRE should, whenever possible, make use of actions that foster sustainability, social participation and inclusion, and respect for minorities and vulnerable social groups, seeking with these actions to generate positive externalities that transcend the perimeter of PARKS.
- 1.9. The operational and work activities inherent in the execution of the CONTRACT shall cause the least possible negative interference in the use of the PARKS, in their surroundings and in their vicinity, observing, as appropriate, the objectives and guidelines of the System of Protected Areas, Green Areas and Free Spaces provided in art. 267 of Municipal Law No. 16,050, of July 31, 2014 (Strategic Master Plan of the City Hall of São Paulo).

2. PROJECT AND WORK GUIDELINES

- 2.1. The CONCESSIONAIRE should follow the guidelines contained in this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE, in order to carry out the works and optional interventions of the PARKS, observing the concepts of environmental sustainability, the least impact on the environment and the landscape of the PARKS, the urban parameters and the regulations concerning their heritage preservation, when applicable.
- 2.2. The CONCESSIONAIRE is responsible for carrying out all the necessary surveys to prepare the projects for the implementation of the OBJECT, being merely referential any information, plans, surveys, or other documents made available by the GRANTING AUTHORITY, whose use will be at the account and risk of the CONCESSIONAIRE.

- 2.3. The work charges include the INTERVENTION PROGRAM of IBIRAPUERA PARK, containing the interventions of mandatory realization, which must be carried out under the responsibility of the CONCESSIONAIRE.
- 2.4. Optional interventions are related to the engineering services that may be proposed by the CONCESSIONAIRE for all PARKS, optionally, including for the IBIRAPUERA PARK, to better serve the USERS.
- 2.5. The CONCESSIONAIRE shall ensure the integration of the equipment that is the object of the CONCESSION, including new areas for the provision of services to USERS, with existing spaces such as living spaces, leisure, sports and contemplation, as well as EQUIPMENTS NOT GRANTED.
- 2.6. Within the period defined in the NOTICE, the CONCESSIONAIRE shall submit to the GRANTING AUTHORITY, for its approval, the INTERVENTION PLAN, containing the entire planning for the execution of the INTERVENTION PROGRAM and the optional interventions for each of the PARKS.
- 2.6.1 In the case of the IBIRAPUERA PARK, the INTERVENTION PLAN shall contemplate the planning for execution of the INTERVENTION PROGRAM included in clause 4 of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE and any optional interventions optionally provided for by the CONCESSIONAIRE.
- 2.6.2 For the other PARKS, the INTERVENTION PLAN shall contain the optional interventions provided for in an optional manner by the CONCESSIONAIRE.
- 2.7. The implementation of the INTERVENTION PLAN should be preceded by the preparation of projects, including the necessary demolitions planned, to be approved by the competent bodies, especially the organs of protection of the historical, cultural, artistic, tourist and landscape heritage.
- 2.7.1 Until the end of the TRANSITION PERIOD OF THE CONCESSION, the projects referred to in the previous item shall be submitted jointly to each of the PARKS, for approval by the competent licensing bodies, in particular, in the case of IBIRAPUERA PARK, by the organs of protection of historical, cultural, artistic, tourist and landscape heritage.
- 2.7.2 The presentation of projects for licensing purposes in a segregated way, except for the rule set forth in the previous item, may be authorized by the GRANTING AUTHORITY, upon motivated request of the CONCESSIONAIRE.

- 2.8. In the execution of the obligations related to the preparation of projects and the execution of architectural and engineering services for demolition, renovation, restoration and construction of new buildings, as well as for the installation of non-permanent equipment, the CONCESSIONAIRE must respect the urban planning parameters and follow all the applicable norms at the federal, state and municipal levels, especially Municipal Laws No. 16,050 / 2014, No. 16,402 / 2016 and No. 16,642 / 2017, and CONDEPHAAT Resolutions No. 01/92, No. 06/1997 of CONPRES and No. 1429/1998 of IPHAN, or others that may replace them.
- 2.9. The CONCESSIONAIRE must take special care with the renovations and maintenance of protected buildings in the IBIRAPUERA PARK, and its activities and services must comply with the requirements of the standards for heritage preservation and protection of historical, cultural, artistic, tourist and landscape heritage.
- 2.10. The projects, works and services to be carried out in the PARKS shall guarantee the architectural and communicational accessibility to persons with disabilities and reduced mobility, and shall be in compliance with the applicable laws and regulations, with the provisions of the Building Code and Buildings and applicable Federal Laws No. 10,098 / 00 and No. 13,146 / 15, Federal Decree No. 5,296 / 04 and NBR ABNT 9050: 2015, NBR ABNT 15599: 2008, or others that may replace them.
- 2.11. The CONCESSIONAIRE shall perform all services and provide all items and materials necessary for the fulfillment of the scope of the project and for the execution of the work charges and optional interventions in the PARKS.
- 2.12. Projects, works and services should, whenever possible, adopt sustainable practices in design and construction, in order to promote energy efficiency and savings in the use of water and other materials.
- 2.13. The projects should be based on the principles of flexible architecture and adaptable to various uses and activities and use sustainable materials, aiming at maximum integration with nature and minimum impact to the environment and landscape of PARKS.
- 2.14. These are specific guidelines for the design and construction of new buildings, for non-permanent equipment and for renovation or restoration of buildings and structures in parks:
- a) a) the rational use of energy by favoring ventilation and natural lighting in the architectural typology;

- b) the use of light colors in internal and external areas and the shading of facades, aiming to reduce the thermal load in the summer and the expenses with air conditioning;
- c) the use of luminaries and lamps with high luminous efficiency, resulting in low installed power and guarantee of comfort to the USERS;
- d) prioritization of the use of recyclable materials, which reduce waste and / or waste in the work and can be reused;
- e) efficient sizing of electrical and hydraulic installations and structural systems to avoid damage to equipment and material waste;
- f) the use of lighting, heaters, equipment and air conditioners with high energy efficiency seals;
- g) the collection and treatment of rainwater for reuse in irrigation of gardens and sanitary basins;
- h) installation of water saving equipment in bathrooms; and
- i) the use of dry urinals, or with low flow actuation valves, and automatic closing.

2.15. The renovation, expansion and construction of new toilets should consider the mandatory installation of (i) accessible toilets in all units; (ii) urinals, changing rooms and children's sanitary facilities, especially in areas where there is a greater concentration of children, such as playgrounds; and (iii) locker rooms, especially near sports practice areas such as blocks and hiking trails.

2.16. The new facilities for food, sanitary and administrative services (user support centers) may be designed as part of the FURNITURE of the PARKS, in order to guarantee flexibility in attending to USERS during the CONCESSION period, maintained at least the current permeability rate of the PARKS, and must be approved by the organs of preservation of the historical, cultural, artistic, tourist and landscape heritage, according to clause 2.7 of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.

2.17. The choice of materials and the construction system of new buildings, non-permanent equipment, renovation, or restoration of buildings and existing structures should minimize the impacts of work inside the PARKS, aiming at a dried

construction, with a reduction of waste and that focus on the speed in the implantation of the structure, without harming the functioning of the PARKS.

- 2.18. During the implementation phase of work charges and optional interventions, the works and / or services must comply with the rules established by the GRANTING AUTHORITY, aiming at the minimum impact on the visitation to the PARKS.
- 2.19. The CONCESSIONAIRE will be responsible for all types of liabilities arising from the works and improvements that it undertakes, being responsible for the removal of debris, construction and removal of construction sites and proper disposal of waste.
- 2.20. Vehicle and pedestrian access to the work must be maintained in perfect traffic conditions throughout the period of its execution.
- 2.21. The CONCESSIONAIRE will be responsible for the demolitions necessary to carry out the work charges and optional interventions, and may propose other demolitions during the CONCESSION, provided that they are duly justified and previously approved by the GRANTING AUTHORITY and by the other competent bodies.
- 2.22. Demolitions and withdrawals should not cause damage to third parties and the environment, and measures must be taken for the safety of workers and PARKS 'USERS.
- 2.23. Demolitions should consider, as necessary, any elements to be preserved, as well as their protection, dismantling and relocation, and should provide means to avoid generating impacts to the environment and USERS of the PARKS. The demolished and / or withdrawn material must be properly disposed of in accordance with current legislation.
- 2.24. Any element to be preserved removed by means of demolition must be conditioned and stored according to the type of material and its size. Its storage must be delimited to the construction site, being maintained, protecting it from elements of climatic factors, vandalism and theft.
- 2.25. At the end of the project, the CONCESSIONAIRE must have removed all camp sites and construction sites such as equipment, temporary constructions, debris and material debris, in order to present the totally cleaned areas used.

2.26. The GRANTING AUTHORITY, by itself or through third parties, shall be responsible for the lighting of the PARKS object of this CONCESSION, according to the classification of pedestrian paths in P1, P2, P3 and P4 that it makes of PARK tracks, in terms of ABNT NBR 5101: 2012.

2.26.1. Without prejudice to the provisions of this item, the internal and external lighting of buildings, non permanent installations and marquees of PARKS is the sole responsibility of the CONCESSIONAIRE.

2.26.2. The CONCESSIONAIRE is empowered to implement, at its own expense, supplementation to the lighting of the responsibility of the GRANTING AUTHORITY dealt with in this item.

3. OPERATIONAL GUIDELINES

3.1. The CONCESSIONAIRE shall submit to the GRANTING AUTHORITY, for its approval, within the term defined by the NOTICE, the OPERATIONAL PLANS containing the description of the actions that will be taken to achieve the charges under its responsibility and the desired result for the following items:

3.1.1 Administration:

- a) Management and Management Plan; and
- b) Parks Operational Transfer Plan.

3.1.2 Customer Service:

- a) Customer Service and Experience Plan; and
- b) Educational and Cultural Plan for the Planetarium and Municipal School of Astrophysics Professor Aristotle Orsini.

3.1.3 Natural Resource Conservation:

- a) Natural Resources Management and Conservation Plan;
- b) Plan for the Management and Conservation of Fauna; and

c) Solid Waste Management Plan.

3.1.4 Welfare:

a) Security Plan;

b) Outpatient Care and Emergency Removal Plan;

c) Awareness and Inclusion Plan; and

d) Fire Prevention Plan and Protection against Atmospheric Discharge.

3.1.5 Janitorial:

a) Cleaning Plan; and

b) Plan for the Conservation of Infrastructures, Buildings, Equipment and FURNITURE.

3.2. The OPERATIONAL PLANS should contain the diagnosis of the current situation of service delivery and size future services considering the daily routine and the events to be performed in the PARKS.

3.3. The OPERATIONAL PLANS shall be submitted to the GRANTING AUTHORITY in digital format, in editable format, as .doc, and in .pdf format, or in another form previously agreed between the parties.

3.4. For inspection and measurement of the performance levels of the CONCESSIONAIRE, only the OPERATIONAL PLANS approved by the GRANTING AUTHORITY shall be considered before the respective period of performance measurement.

3.5. The OPERATIONAL PLANS may be reviewed by the CONCESSIONAIRE, in which case they must be submitted again to the GRANTING AUTHORITY for approval.

3.6. The PARKS Operational Transfer Plan shall be prepared in accordance with the guidelines contained in APPENDIX VII of this CONCESSIONAIRE.

- 3.7. The Educational and Cultural Plan for the Planetarium and the Astrophysical School of Professor Aristóteles Orsini must be prepared according to the guidelines contained in APPENDIX VIII of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.
- 3.8. The CONCESSIONAIRE will be responsible for hiring the person responsible for updating or preparing the Master Plan for each of the PARKS.
- 3.9. The contracting will take place through the submission of a list by the CONCESSIONAIRE to the GRANTING AUTHORITY within a period of up to fifteen (15) days as of the STARTING ORDER, containing an indication of three (3) companies that have been proven capable of preparing said Master Plan.
- 3.10. The GRANTING AUTHORITY will select the company responsible for preparing the Master Plan of each of the PARKS within fifteen (15) days of the date of presentation of the indication mentioned in the previous item.
- 3.10.1 If the GRANTING AUTHORITY finds that any of the companies indicated has integrity, impartiality or doubtful technical capacity, it may reasonably request the preparation of a new list by the CONCESSIONAIRE.
- 3.10.2 In the case provided for in the previous sub-item, the CONCESSIONAIRE will have a period of ten (10) days to restate a new indication to the GRANTING AUTHORITY.
- 3.11. The Master Plan for each of the PARKS shall be prepared by the end of the TRANSITION PERIOD OF THE CONCESSION and define the premises and directives guiding the interventions and actions of the INTERVENTION PLAN and OPERATIONAL PLANS, comprising, at a minimum:
- a) the characterization of the PARKS, with data and information of their current situation, their historical and cultural heritage, numbers and other pertinent data about USERS, USERS demands on improvements and interventions, list of buildings, facilities and equipment, uses and predominant activities and proposed solutions to conflicts identified between uses and activities;
 - b) the sectorization of the PARKS area, with the definition of zones and their characteristics;

- c) the planned interventions and actions and respective implementation deadlines, in line with the construction costs, optional interventions, operation and management foreseen during the CONCESSION period; and
- d) definition of methodology, milestones and indicators of control and monitoring.

3.12. In the case of the IBIRAPUERA PARK, a review of the proposal of the 2007 Master Plan by the Municipal Secretariat of Green and the Environment, which guides the current actions in this park, in line with the INTERVENTION PLAN.

4. WORK CHARGES

4.1 The work charges related to the INTERVENTION PROGRAM of IBIRAPUERA PARK comprise all investments that must be executed by the CONCESSIONAIRE in accordance with APPENDIX IV - TABLE 01 - IBIRAPUERA PARK WORK CHARGES of this ANNEX, in order to improve and expand the infrastructure of the IBIRAPUERA PARK, its PATHWAYS, accessibility, its FURNITURE, signage and visual communication, structures of service to the USER and of operational support.

4.2 The IBIRAPUERA PARK INTERVENTION PROGRAM shall be implemented within the first three (3) years of the CONCESSION, counted from the DATE OF THE STARTING ORDER OF THE CONTRACT, observing the following milestones: (i) completion of the refurbishment of the food service facilities , convenience, sale of souvenirs and toilets dealt with in items 4.11 to 4.14 of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE, until the end of the second year of the CONCESSION; and (ii) completion of the PACUBRA reform, dealt with in item 4.3 of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE, until the end of the third year of the CONCESSION.

ATTRACTIONS

4.3 The CONCESSIONAIRE shall carry out the renovation of the ground floor and the installation of equipment such as air conditioning, elevators, primary cabin, generator and brises throughout the Pavilion of the Brazilian Vulture (Portuguese acronym: PACUBRA¹²) building in the IBIRAPUERA PARK, as well as the building, making it possible to use.

¹ The implantation of the auditorium and restaurant by the CONCESSIONAIRE, provided for in the ground floor of PACUBRA, according to the project of reform contained in ANNEX V - REFERENTIAL ARCHITECTURAL PLAN, part of the EDITAL, is optional.

² New projects and activities planned for PACUBRA must be approved by the organs of protection of historical, cultural, artistic, tourist and landscape heritage.

- 4.4 The CONCESSIONAIRE may install other uses and activities in PACUBRA, as a new ATTRACTIVE, in which it will explore food, convenience and sale services as an optional intervention, provided that at least four thousand square meters (4,000 m²) of exhibition area and technical reserve for the Folklore Museum collection.
- 4.5 The CONCESSIONAIRE shall carry out functional improvements in the PLANETARY and in the IBIRAPUERA PARK ASTROPHYSICS SCHOOL, in order to expand the already developed activities, such as (i) improvements in the projection and audio systems of the domes; (ii) implantation of a sound system in the lobby; (iii) installation of dehumidifiers, generators and nobles; (iv) replacement of armchairs; (v) signaling and visual communication, and (vi) timely improvements in buildings and improvement of the drainage network.
- 4.6 The CONCESSIONAIRE shall make specific improvements to the MARQUEE of the IBIRAPUERA PARK, including: (i) waterproofing of the cover between the expansion joints of the section where the former restaurant "The Green" is located; (ii) repair of leakage points in the remainder of the coverage, except in the section on the Museum of Modern Art of São Paulo - MAM; (iii) insertion of tablets into segments of the platen; (iv) reform of the deposit and installation of urinals in toilets.
- 4.7 The CONCESSIONAIRE shall carry out the renovation of the Burle Marx Square and the old Sawmill (Serraria) of the IBIRAPUERA PARK, with recovery of the water source and replacement of the current impermeable floor with semipermeable or permeable pavement, respecting the existing design.
- 4.8 The CONCESSIONAIRE shall carry out the recovery of the banks of the lakes and of the Sapateiro Stream in the IBIRAPUERA PARK, by means of the implantation of landscaping, PATHWAYS for pedestrians and FURNITURE, as support for the approach of the visitor to this environment of the park.
- 4.9 The CONCESSIONAIRE shall carry out the recovery of the floor of two secondary blocks of IBIRAPUERA PARK - one located near the children's bicycle track and another near the volleyball / badminton court.
- 4.10 The CONCESSIONAIRE must carry out the renovation and adaptation of the playgrounds of the IBIRAPUERA PARK, in compliance with the applicable standards, considering the integration of the equipment into the landscape of the park with nature, as well as compliance with ABNT's safety standards, with: (i) implementation of play equipment, including accessible equipment, that foster environmental education, stimulate interaction with the environment in which it will be installed and provoke users' perception of flora and fauna; (ii) implementation of play equipment that allows interaction between children of different age groups, encourages interaction between

children and adults, instigates play actions, works with fine and gross motor skills, sensory and social skills of children; (iii) expansion and implantation of new areas reserved for children from zero (0) to seven (7) years; (iv) implementation of rest areas with FURNITURE such as benches and drinking fountains; (v) improvement of floors.

USER SERVICE BUILDINGS

- 4.11 The CONCESSIONAIRE shall carry out the remodeling, adaptation and modernization of the three (3) existing SNACK BARS of IBIRAPUERA PARK, or replace them with new food, convenience and sale services, in order to improve the service area and quality of food spaces in the Park.
- 4.12 The CONCESSIONAIRE must carry out the remodeling of the old restaurant "The Green" in the MARQUEE of IBIRAPUERA PARK, as a support for a new installation of food, convenience and sale services, with demolition of the structures located outside MARQUEE, implanting a new structure lightweight, transparent and low visual impact, allowing the physical and visual permeability of this space.
- 4.13 The CONCESSIONAIRE shall carry out the renovation of four (4) existing sanitary facilities in IBIRAPUERA PARK - sanitary 04 (Autorama), sanitary 05 (Playground), sanitary 06 (Gate 8) and sanitary 08 (MAM), or replace them with new facilities, in order to increase their capacity to service.
- 4.14 The CONCESSIONAIRE shall implement at least two (2) new sanitary facilities in IBIRAPUERA PARK, one in Burle Marx Square / Sawmill and another near the blocks, which should be associated with the locker rooms, as a support for the activities of this sector of the park.
- 4.15 The CONCESSIONAIRE shall carry out the renovation of the ordinances of gates 01/02 and 10, including existing marquees, and implement 7 (seven) new gates at the other gates of IBIRAPUERA PARK - 03/04, 5, 6, 7, 8, 9 and 9A -, considering the installation of a replicable module. In addition to controlling access to the park, the ordinances should consolidate as support areas for USERS, in order to aggregate other activities, such as the provision of tourist information and the park's programming, sale of tickets and tickets for events and food services
- 4.16 The CONCESSIONAIRE shall carry out the installation of equipment in the parking lots, such as gates, horizontal and vertical signaling, and security cameras, necessary for the control and organization of the service provided.

- 4.16.1 The CONCESSIONAIRE may carry out the replacement of the floors of the parking lots by permeable pavements, in order to extend the permeable area of the park, including as compensation for the installation of new attractions and facilities of support services to USERS.

OPERATIONAL SUPPORT BUILDINGS

- 4.17 The CONCESSIONAIRE may use the buildings inserted in the IBIRAPUERA PARK such as the buildings occupied by GCM (Metropolitan Civil Guard), the Park Surveillance, the Maintenance of the Park and the former Park Administration for the installation of other uses, including but not limited to support services to USERS such as food, convenience, souvenirs sale and sanitary.

- 4.17.1 The buildings mentioned in the previous item, as well as other buildings existing in IBIRAPUERA PARK, may be relocated for other uses and, if they are not relocated, these buildings should be renovated.

- 4.17.2 Excepted from the provisions of this item is the building occupied by CECCO, which should remain in its currently occupied area, next to gate 5 of IBIRAPUERA PARK.

- 4.18 The CONCESSIONAIRE shall implement an Operational Control Center (CCO) of IBIRAPUERA PARK, in which it will be possible to automate monitoring of systems, such as access control and virtual monitoring.

PATHS

- 4.19 The CONCESSIONAIRE shall carry out improvements in the paving of the main walkways of the IBIRAPUERA PARK and signal the entire route.

- 4.20 The CONCESSIONAIRE shall carry out the replacement of the floors of the secondary trails of IBIRAPUERA PARK by permeable pavements, in order to increase the permeable area of the park, and signalize the entire route.

- 4.21 The CONCESSIONAIRE should permeabilize the area of the old children's bicycle trail and internal sidewalks along the hiking trails of IBIRAPUERA PARK, with landscaping and drainage of rainwater.

FURNITURE

4.22 The CONCESSIONAIRE shall carry out the renovation and / or implantation of new FURNITURE throughout the IBIRAPUERA PARK, with standardized and integrated visual language, considering the places of greatest concentration of people, such as cultural equipment, ATTRACTIONS, sports areas and playgrounds. Minimum, seven hundred (700) seats, twenty (20) drinking fountains and five hundred (500) waste bins, including selective waste collection, and two hundred (200) paracycles.

4.22.1 The FURNITURE should count on equipment accessible throughout the park and specific equipment for children and dogs, such as drinking fountains.

4.22.2 The FURNITURE project for the whole park may adjust the minimum amounts established in this item, keeping the entire park service and provided that it is duly justified and approved by the GRANTING AUTHORITY.

SIGNALING AND VISUAL COMMUNICATION

4.23 The CONCESSIONAIRE shall carry out the implementation of signs and visual communication elements throughout the IBIRAPUERA PARK, with standardized visual language, integrated and accessible, in order to enhance the landscape and promote environmental education, with the installation of elements such as maps, news, events and interpretive schemes, signage, warning and directional signs, identifying all the equipment and ATTRACTIONS of the park, including EQUIPMENTS NOT GRANTED.

4.24 The CONCESSIONAIRE should carry out improvements in the horizontal signaling of the internal road system to the IBIRAPUERA PARK with the implementation of traffic calming measures such as spring breakers, pavement differentiation and ordering of traffic flows, aiming to increase the safety of the displacements of pedestrians.

4.25 The proposed bilingual (Portuguese and English) and accessible visual communication of IBIRAPUERA PARK should be consolidated in a Communication Project, which should be approved together with the other projects that are part of the work charges, according to item 2.7 of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.

5. OPERATING AND MANAGEMENT CHARGES

5.1 The operating and management charges are divided into the following categories: (i) administrative, (ii) service and orientation to the USER; (iii) welfare; (iv) conservation of natural resources; and (v) janitorial.

- 5.2 The rules of this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE that involve the subcontracted companies or partnerships held by the CONCESSIONAIRE are their full responsibility. In this sense, the CONCESSIONAIRE shall impose compliance with the rules and provisions of the CONTRACT to said companies and require them to present the documents and information necessary to demonstrate regularity.
- 5.3 The CONCESSIONAIRE shall keep the PARKS in proper working condition for the duration of the CONTRACT, and shall therefore provide all necessary services for the full attendance of the OBJECT and the PERFORMANCE MEASUREMENT SYSTEM, ANNEX V of the CONTRACT, and this SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.

ADMINISTRATIVE

- 5.4 The operation necessary for the management of the PARKS should follow the guidelines of the Administration and Management Plan.
- 5.5 The CONCESSIONAIRE or its subcontractors shall have, during the entire CONCESSION period, a cadre of employees or employees qualified to perform the activities necessary to comply with the OBJECT, adopting the best market practices, with the objective of achieving excellence in services which will be provided to PARKS.
- 5.6 The CONCESSIONAIRE or its subcontractors are responsible for the employment contracts of its agents or employees and for compliance with all labor, tax and social security obligations, including those arising from accidents, indemnities, fines, insurance, public health norms and labor regulations.
- 5.7 The CONCESSIONAIRE or its subcontractors shall furnish their representatives or employees with Individual Protection Equipment and other equipment necessary for the performance of their duties, in compliance with current legislation and safety standards.
- 5.8 The CONCESSIONAIRE or its subcontractors shall keep updated the register of their representatives or employees, including at least: (i) full name; (ii) identification document; (iii) position / function. This information shall be made available to the GRANTING AUTHORITY when requested.
- 5.9 The CONCESSIONAIRE shall appoint a professional or professionals, within its staff or employees, who have a complete view of all the activities related to the OBJECT, to carry out the dialogue with the GRANTING AUTHORITY during the CONCESSION period.

- 5.10 The CONCESSIONAIRE should make available a professional or professionals to participate in the meetings of the Managing Boards of the PARKS, providing any clarifications requested, collecting suggestions and collaborating with the discussions in question.
- 5.11 The CONCESSIONAIRE shall hire, whenever necessary, a professional and / or company specialized in the maintenance of listed and preserved goods.
- 5.12 All agents or employees of the CONCESSIONAIRE or its subcontractors must be standardized and identified.
- 5.13 All teams, including security teams, must wear suits that are appropriate to the weather conditions, aiming at their comfort in performing the services.
- 5.14 The CONCESSIONAIRE or its subcontractors shall be empowered by their agents or employees to maintain a cordial and solicitous relationship with the USERS of the PARKS.
- 5.15 The CONCESSIONAIRE shall authorize, free of charge, the carrying out of reports and the reproduction of photos and filming by the press as informative journalism in the PARKS, provided that these activities do not impact on its proper functioning and execution of the CONTRACT.
- 5.16 The CONCESSIONAIRE shall consider the current one hundred and sixty-nine (169) independent sellers of the IBIRAPUERA PARK, according to the list to be made available by the GRANTING AUTHORITY, in order to carry out their registration, regularization and / or integration.
- 5.17 The current six (06) IBIRAPUERA PARK PERMISSIONARIES shall be entitled to remain PERMISSIONARY, under the conditions of their TERMS OF PERMISSION OF USE, for the term of the TRANSITION PERIOD OF THE CONCESSION.
- 5.17.1 Without prejudice to the offer of similar services in other points or to the non-continuation of the activities currently carried out, the PERMISSIONARIES shall be granted the preemptive right in the continuity of the exercise of their activities in the points they currently occupy after the TRANSITION PERIOD OF THE CONCESSION, under the same conditions as those offered to third parties.
- 5.17.2 In order to give effect to the preference, the PERMISSIONARY must manifest his interest, unequivocally, within thirty (30) days, from the date on which he / she is notified by the CONCESSIONAIRE.

- 5.18 The CONCESSIONAIRE shall regulate the use of the PARKS space for the activities of food, convenience and souvenir services carried out by means of mobile structures, disposing them outside the WAYS, so as not to prejudice the activities performed in these spaces and their public enjoyment.
- 5.19 The CONCESSIONAIRE may review or elaborate new regulations of use for the PARKS, which shall be approved by the GRANTING AUTHORITY.
- 5.20 The CONCESSIONAIRE shall carry out a dialogue with those in charge of the other EQUIPMENTS NOT GRANTED to coordinate the schedule of events and events, in order to minimize the impacts on the IBIRAPUERA PARK and its surroundings and to comply with the guidelines of the use regulations.
- 5.21 In order to maintain proper governance of the entire IBIRAPUERA PARK, the CONCESSIONAIRE must ensure an adequate relationship with those responsible for the EQUIPMENTS NOT GRANTED, including the Museum of Modern Art, Afro-Brazilian Museum, Biennial, Japanese Pavilion, Monument in Homage to the Deceased Japanese Immigration Pioneers, UMAPAZ, Manequinho Lopes Nursery, and other activities related to the park, such as Metropolitan Civil Guard, Miliar Police, Traffic Engineering Company (CET), Sabesp, Company Of the State of São Paulo (CETESB), Museum of Contemporary Art, Museum of Folklore, and Center for Coexistence and Co-operative (CECCO).
- 5.22 The CONCESSIONAIRE shall grant for use of the GRANTING AUTHORITY the use of the Lucas Nogueira Garcez Pavilion (Oca), located in IBIRAPUERA PARK, for up to ninety (90) days per year, according to the calendar of events for the following year, sent by the GRANTING AUTHORITY to the CONCESSIONAIRE every January.
- 5.23 The CONCESSIONAIRE shall additionally assign the space in accordance with the programming of exhibition areas already scheduled for the Lucas Nogueira Garcez Pavilion (Oca), according to the following table:

EXHIBITION	LOCAL	DATA ASSEMBLY	EVENT CLOSED	EVENT OPEN	DISASSEMBLY
The Dinosaurs of Brasil	All	01/05/2018 until 07/05/2018	08/05/2018	09/05/2018 until 30/09/2018	01/10/2018 until 07/10/2018
Ai Weiwei	Underground and Auditorium	08/10/2018 until 18/10/2018	19/10/2018	20/10/2018 until 21/01/2019	21/01/2018 until 31/01/2019

- 5.23.1 The CONCESSIONAIRE may exploit the revenues at the Lucas Nogueira Garcez Pavilion (Oca) during the programming of the GRANTING AUTHORITY, except in relation to the scheduling and exhibition areas already scheduled, according to the previous item.
- 5.24 In relation to the Pavilion of Brazilian Cultures, it will be entirely incumbent upon the GRANTING AUTHORITY to define the exhibitions in the area where they fit, according to item 4.4 of this document, and the CONCESSIONAIRE must provide free access to the area destined to the GRANTING AUTHORITY.
- 5.25 The CONCESSIONAIRE may hold events in the PARKS at times and locations delimited and previously communicated to the public, as long as they do not prejudice the enjoyment of the park by the USERS, observing the regulations of use of the space.
- 5.26 The CONCESSIONAIRE will be responsible for obtaining all the licenses, permits and permissions necessary to hold events in the spaces and equipment members of the CONCESSION, being able to obtain permanent license for the areas with greater potential for the accomplishment of events.
- 5.27 The CONCESSIONAIRE shall provide information through periodic reports to the GRANTING AUTHORITY for conference and audit, in order to guarantee the transparency of the management of the CONCESSION and the fulfillment of the CONTRACT, as provided in APPENDIX I - PROVISION OF CONCESSION INFORMATION, part of this document.
- 5.28 All costs related to infrastructure services inherent to the operation, such as water tariffs, telephony, internet and electricity of buildings, equipment and installations, will be the responsibility of the CONCESSIONAIRE.
- 5.28.1 Costs related to infrastructure services inherent to the operation, such as water tariff, telephone, internet and electric power of the EQUIPMENT NOT GRANTED, will be the responsibility of their respective operators.
- 5.28.2 The public lighting of the PARKS free areas, which is dealt with in item 2.26 of this document, will be the responsibility of the GRANTING AUTHORITY, which will bear its cost.
- 5.29 The terms of cooperation and agreements in force in IBIRAPUERA PARK that must be respected by the CONCESSIONAIRE, during the period of their respective terms, are those listed in the following table:

Term of Cooperation /	Object	Cooperator / Covenant	Value of cooperation /	Public contribution	Starting of the term /	Counterparty term
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**PREFEITURA DE
SÃO PAULO**
VERDE E MEIO AMBIENTE

Contract			Contract		covenant	
001/SVMA/2017	Reform, improvements and recovery of the seven (7) sports courts	AMBEV S.A.	R\$ 229.106,53	1 plate per stage and per block during the construction period	13/03/2017	Max 3 years
003/SVMA/2017	Cleaning and maintenance of bathrooms for twelve (12) months	JANI-KING DO BRASIL	R\$ 147.530,00	N/A	13/04/2017	12 months
004/SVMA/2017	Execution of (a) complete reform of the football field, including donation of infrastructure; and (b) improvements in the signaling infrastructure of the three (3) running / walking tracks and at the main entrances to the park	NIKE DO BRASIL COMÉRCIO E PARTICIPAÇÕES LTDA	R\$ 750.469,20	Indicative plates and events	20/07/2017	Max 3 years
Agreement 02/2011-SMC / G Term of Addition 03/2017	Joint Management of the Ibirapuera Auditorium Oscar Niemeyer	Itaú Cultural Institute	N/A	Payment for events other than scheduled, billing for tickets, videos and marketing / institutional actions, free wi-fi signal and installation of a bicycle station in the surroundings of the Auditorium.	01/08/2011	31/12/2019

5.30 The areas and equipment subject to the terms of cooperation and agreements described above may only be assumed by the CONCESSIONAIRE after their respective terms.

5.31 The operation necessary for the operational transfer of the PARKS should follow the guidelines of the Operational Transfer Plan.

5.32 In preparing the Operational Transfer Plan, the CONCESSIONAIRE shall consult all interested parties, among them the Municipal Secretariat of the Green and Environment May (SVMA) and the USERS.

5.32.1 In the elaboration of the Operational Transfer Plan of the IBIRAPUERA PARK, the CONCESSIONAIRE should consult, in addition to the Municipal Secretariat of Green and the Environment and the USERS, the responsible for the EQUIPMENTS NOT GRANTED, among them the Museum of Modern Art, Afro Brazilian Museum, Biennial, Japanese Pavilion, Monument to the Deceased Japanese Immigration Pioneers, UMAPAZ, Manequinho Lopes Nursery, and other activities related to the park such as Metropolitan Civil Guard, Military Police, Traffic Engineering Company (CET), Sabesp, State Environmental Company of São Paulo (CETESB), Museum of Contemporary Art, Museum of Folklore, and Coexistence and Cooperative Center (CECCO).

5.33 Approval of the Operational Transfer Plan by the GRANTING AUTHORITY, as detailed in the NOTICE, it will be incumbent upon the CONCESSIONAIRE to perform the activities foreseen in this plan, in particular, to constitute the transition committee, which will act during the TRANSITION PERIOD OF THE CONCESSION.

5.34 The TRANSITION PERIOD OF THE CONCESSION will have a term of three (3) months, counted from the DATE OF THE STARTING ORDER.

5.34.1 In the case of IBIRAPUERA PARK, the TRANSITION PERIOD OF THE CONCESSION will have the duration of eight (8) months, counted from the DATE OF THE STARTING ORDER.

USER SERVICE

5.35 The service to the USER should be made based on the guidelines of the USER's Service and Experience Plan, focusing on maximizing the USER's experience, good relations between USERS and employees, and respecting the social plurality that makes up all USERS.

5.36 The CONCESSIONAIRE shall provide a platform for relationship with the USER, being able to opt for application and / or other means of digital dissemination of the programming and services offered in the PARKS, containing information such as: (i) map with location of its ATTRACTIONS and services to the USER as snack bars, toilets and parking; (ii) historical, cultural and environmental information; (iii) hours of operation; and (iv) place for sending doubts, suggestions and complaints.

- 5.36.1 The place for sending doubts, suggestions and complaints should enable the USER to enter contact data, such as e-mail and / or telephone. When the USER decides to insert their data, the CONCESSIONAIRE shall communicate it directly regarding the response and / or routing given.
- 5.37 The CONCESSIONAIRE should foster social and community development actions within the PARKS, as voluntary activities, establishing strategies of articulation with the USERS and entities representative of the PARKS, for the improvement of the services rendered.
- 5.38 The CONCESSIONAIRE shall use the available means to avoid the formation of lines for access to the equipment and facilities of services to the USERS, such as advance and decentralized sale of tickets and tickets for food services and access to ATTRACTIONS.
- 5.38.1 The CONCESSIONAIRE is forbidden to sell food products exclusively through.
- 5.39 The CONCESSIONAIRE shall keep the PARK gates open in accordance with APPENDIX III – PARKS HOURS OF OPERATION, part of this document.
- 5.40 Toilets, ordinances and parking lots must be available for the entire period that the PARKS are open.
- 5.41 The CONCESSIONAIRE shall conduct public use research of each of the PARKS as provided in APPENDIX II - GUIDELINES FOR USER SURVEY.
- 5.42 The CONCESSIONAIRE shall count the number of USERS of each of the PARKS, within the scope of the public use survey, in order to constitute a historical series of data to be made available to the GRANTING AUTHORITY in a disaggregated manner, as provided in APPENDIX II - GUIDELINES FOR USER SURVEY.
- 5.43 The CONCESSIONAIRE shall conduct satisfaction surveys in each of the PARKS as set forth in ANNEX V - PERFORMANCE MEASUREMENT SYSTEM, CONTRACT, and APPENDIX II - GUIDELINES FOR USER SURVEY.
- 5.44 The CONCESSIONAIRE must provide information service to the visitors of the PARKS, in a place of easy access and visualization, as well as the entrance modules, which offer relevant information, that improve the experience of the USERS. The information will be provided, preferably, in a bilingual version (Portuguese and English).
- 5.45 The CONCESSIONAIRE shall guarantee the supply of drinking water to the USERS at all watering points in the PARKS.

- 5.46 The CONCESSIONAIRE shall provide free or paid wireless internet service, as well as public telephones, to USERS.
- 5.47 The CONCESSIONAIRE may provide equipment rental services, such as bicycles, sports equipment and networks, without, however, conditioning or limiting the use of any infrastructure of the park to the rental of such equipment.
- 5.48 In PARKS where food service is provided, the CONCESSIONAIRE must offer varied services, in different economic categories, including natural and fresh food, linking quality and agility to the service provided.
- 5.49 The CONCESSIONAIRE shall regulate and organize the sports advisory services in the PARKS, avoiding that the achievement of its activities would prejudice the public use and enjoyment of the park.
- 5.50 The CONCESSIONAIRE shall exempt the payment of parking fees for vehicles with a stay of less than twenty (20) minutes.
- 5.51 The parking billing system should allow for payment in a variety of ways, such as automatic mode such as transponder, tag (RFID system) or superior technology, and the mode of withdrawal and payment of a ticket.
- 5.52 The services of loading and unloading and loading and unloading of passengers in the areas of access to the PARKS shall cause the least impact within the PARKS.
- 5.53 The CONCESSIONAIRE or its subcontractors may not adopt discriminatory positions within the PARKS.
- 5.54 The operation necessary for the management of the Planetarium and Municipal School of Astrophysics Professor Aristóteles Orsini should follow the guidelines of APPENDIX VIII - GUIDELINES FOR THE ELABORATION OF THE EDUCATIONAL AND CULTURAL PLAN FOR THE PLANETARY AND MUNICIPAL SCHOOL OF ASTROPHYSICIAN PROFESSOR ARISTÓTELES ORSINI.
- 5.55 The CONCESSIONAIRE should promote Environmental Education actions, aiming at the dissemination of sustainable practices and good living together, preservation of the environment and natural resources, with elaboration of paradidactic material on environmental education and citizen behavior applied to the PARKS, to be made available in a way online and / or printed.

5.56 The CONCESSIONAIRE shall prepare and make available a plan with routes accessible in the PARKS, as an integral part of the USER's Service and Experience Plan, identifying PATHWAYS and accessible equipment and other measures that improve the experience of USERS with disabilities or reduced mobility.

5.57 The CONCESSIONAIRE should promote guided visits to IBIRAPUERA PARK contemplating information such as historical facts about its architecture and relevant events, free or paid, and must be performed by trained and trained professionals.

CONSERVATION OF NATURAL RESOURCES

5.58 The operation necessary for the conservation of green areas, gardens, lawns and water resources of the PARKS should follow the guidelines of the Plan of Management and Conservation of Natural Resources.

5.59 The CONCESSIONAIRE must maintain all the vegetal elements, components of the green areas of the PARKS in excellent state of conservation, having to do fertilization, cuts, pruning, suppression, replanting, transplants and other actions necessary for the maintenance and conservation of these elements, according to the current legislation.

5.60 The CONCESSIONAIRE will be responsible for observing the individuals who need pruning or suppression, and must issue a technical report attesting to the need for action, which must be submitted to the analysis and approval of the GRANTING AUTHORITY, in order to avoid risks of fall and / or accidents in the AREA OF THE CONCESSION or in its surroundings.

5.60.1 Emergency situations should be communicated immediately to the GRANTING AUTHORITY, so that the solution is promptly executed.

5.60.2 In the event of the suppression of an arboreal individual, the CONCESSIONAIRE shall preferably replace it, after consultation with the GRANTING AUTHORITY, by species native to the Atlantic Forest, except for PARKS whose heritage preservation resolutions have distinctly.

5.61 The CONCESSIONAIRE should adopt practices that minimize the use of aggressive inputs to the environment for the conservation of the vegetal elements of the PARKS strictly according to the current legislation.

- 5.62 The water quality of the PARKS water resources is the responsibility of the GRANTING AUTHORITY, it being incumbent upon the CONCESSIONAIRE to prevent the activities inherent to its operation from having an impact on these resources.
- 5.63 The CONCESSIONAIRE shall carry out the analysis of the quality of the waters of the lakes and streams inserted in the PARKS quarterly, making the collection in different points, in order to permanently monitor their quality, as well as officially communicate the GRANTING AUTHORITY to the appropriate measures.
- 5.64 The CONCESSIONAIRE may adopt measures that improve the quality of the water, lakes and streams of the PARKS, such as the use of phytoremediation plants and biotechnological solutions, provided that they are approved by the GRANTING AUTHORITY.
- 5.65 The CONCESSIONAIRE should be responsible for the costs and work of decontaminating lakes, if necessary, when you want to use it for recreational activities.
- 5.66 The CONCESSIONAIRE shall update annually a database of the flora present in the PARKS, to be shared with the GRANTING AUTHORITY.
- 5.66.1 The database should contain information on biological variables such as species, population size and distribution in the PARKS area.
- 5.66.2 The information produced should be sufficient to evaluate the impact of the use and occupation of the PARK on the flora, its relation with the physical variables of the environment and to subsidize the design of strategies of conservation and management of these species and their habitat.
- 5.67 The CONCESSIONAIRE shall carry out the verification of the presence of invasive species in the PARKS and adopt measures to control and / or eradicate them, with the authorization of the GRANTING AUTHORITY and the responsible bodies.
- 5.68 The CONCESSIONAIRE shall prepare technical reports for the recovery of environmental liabilities occurring prior to the date of the concession's beginning in the PARKS, to be performed by duly authorized technical managers.
- 5.69 The operation necessary for the conservation of the fauna of the PARKS should follow the guidelines of the Plan of Management and Conservation of Fauna.

- 5.70 The CONCESSIONAIRE must take care of the wildlife present in the PARKS, monitoring its relationship with the use and occupation of these areas, in order to minimize the impacts of human activities.
- 5.71 The CONCESSIONAIRE shall update annually a database of the fauna present in the entire PARKS area, to be shared with the GRANTING AUTHORITY.
- 5.71.1 The database should contain information on biological variables such as species, population size and distribution in the PARKS area.
- 5.71.2 The information produced should be sufficient to evaluate the impact of the use and occupation of the PARK in the fauna, its relation with the physical variables of the environment and to subsidize the design of strategies of conservation and management of these species and their habitat.
- 5.72 The CONCESSIONAIRE shall maintain and care for the ornamental collection of anatidae (biological family of birds that includes ducks, geese and swans) present in the PARKS, taking care of their health and well being, being responsible for their food, medical care and other care that may be necessary.
- 5.73 The CONCESSIONAIRE shall control the number of individuals belonging to the ornamental collection of anatidae in a way that does not generate negative impacts on the ecosystem and on the use of the PARKS.
- 5.74 The CONCESSIONAIRE shall carry out the control of zoonoses and the population of abandoned domestic animals in the PARKS, so as not to prejudice the wildlife, the experience of the USERS and the companioned domestic animals, under the terms of the current legislation, being able to establish, for this purpose, partnerships with entities that promote adoption and castration actions.
- 5.75 The CONCESSIONAIRE shall keep updated technical reports, issued by a qualified and recognized service provider, attesting that the entire AREA OF THE CONCESSION is free of pests such as rats, cockroaches, harmful insects and others that may pose risks to the flora, fauna, the USERS and the equipment of the PARKS.
- 5.76 The operation necessary for the solid waste management of PARKS should follow the guidelines of the Solid Waste Management Plan.

- 5.77 The CONCESSIONAIRE will be responsible for the destination of the waste generated in the dependencies of the PARKS, coming from the visitation and the administrative and operational activities, from its collection and storage until its final disposal.
- 5.78 The CONCESSIONAIRE should adopt good practices in relation to solid waste management, such as non-generation, reduction, reuse, selective collection, recycling, composting, biodigestion, reverse logistics, pre-treatment of solid waste and preference for the environmentally appropriate disposal of waste.
- 5.79 THE CONCESSIONAIRE may reuse the tree waste for other uses, such as the FURNITURE of the PARK.
- 5.80 The CONCESSIONAIRE must maintain dumps of PARKS available to receive new waste, preventing access of wild and domestic animals to these devices, either through constant emptying, or the use of existing technologies for this purpose.
- 5.81 When the installation of new dumps, the CONCESSIONAIRE should use a system of selective collection, being responsible for the correct destination of the waste.
- 5.82 The CONCESSIONAIRE shall implement awareness campaigns for the correct disposal of solid waste, in order to improve the relationship between USERS and the waste produced by them.
- 5.83 The CONCESSIONAIRE shall keep a quantitative record of the waste generated in the PARKS, stating its origin, type and final destination, and shall update it for each supply of information of the CONCESSION.

WELFARE

- 5.84 The operation necessary to the security of USERS must follow the guidelines of the Security Plan.
- 5.85 The CONCESSIONAIRE must act in the protection and conservation of the natural, social, historical and cultural heritage of the PARKS, and develop all the strategies aiming at the fulfillment of its regulation of use and its integrity, using technological and human resources, throughout the period of the CONCESSION.
- 5.86 The CONCESSIONAIRE shall implement a monitoring system for the effective and real-time control of the critical areas and large circulation of people of the PARKS, integrating it

to the Operational Control Center and the City Cameras Program, or other that will replace it.

5.86.1 The images must be captured 24 hours a day, stored for at least 30 days and shared in real time with the GRANTING AUTHORITY.

5.86.2 Images of all occurrences should be backed up.

5.87 The CONCESSIONAIRE should establish the size of the security teams and their integration with the virtual monitoring system and other technological resources employed in this operation.

5.88 The entire AREA OF THE CONCESSION shall be monitored by unarmed preventive security, by means of rounds or stationary stations.

5.89 All security action should be carried out based on the principles of prevention and inhibition of improper actions and peaceful mediation and resolution of conflicts, adopting preventive measures to occurrences to the detriment of coercive actions.

5.90 Security teams should under no circumstances carry out their duties to take discriminatory measures against minorities and vulnerable social groups.

5.91 The security teams must have personnel prepared and trained to receive the USERS and serve them in a cordial and solicitous manner, and must include some of them in orientation actions.

5.92 The CONCESSIONAIRE shall ensure that the relationships and interactions between the security teams and the USERS are established so as to strengthen mutual respect and the sense of belonging to the park and the city.

5.93 The CONCESSIONAIRE should support the competent authorities in the policing actions and in the activities of inspection of the actions inside the PARKS.

5.94 The CONCESSIONAIRE shall act in a coordinated manner with the Metropolitan Civil Guard (GCM) and Military Police (MP), according to the Security Plan.

5.95 The coordinated action plan between the CONCESSIONAIRE, GCM and PM should be included within the scope of the Security Plan.

- 5.96 The CONCESSIONAIRE shall immediately notify the GRANTING AUTHORITY and other competent authorities of all occurrences of suspected infringements and activities within the PARKS.
- 5.97 The CONCESSIONAIRE shall maintain, update and share with the GRANTING AUTHORITY a registration system with all occurrences of infractions and suspicious activities, with its description and detailed location and indication of the measures taken.
- 5.98 The CONCESSIONAIRE shall keep the areas of the PARKS fully fenced, with grids in good condition, in order to effectively control access to the PARKS, except for areas inaccessible due to natural obstacles.
- 5.99 In addition, the CONCESSIONAIRE shall promote actions that seek to make the immediate surroundings of the PARKS in a spatially pleasant and safe environment, promoting, for example, the visual contact between these spaces and the USERS.
- 5.100 The CONCESSIONAIRE will be responsible for the management of the PARKS' portfolios and / or accesses, maintaining the monitoring, so as to guarantee the adequate access control.
- 5.101 Access to PARKS should be monitored virtually, permanently.
- 5.102 The CONCESSIONAIRE shall carry out the digital registration of all vehicles that enter the CONCESSION AREA and leave it, keeping that record stored and available.
- 5.103 The CONCESSIONAIRE is prohibited from sharing records of occurrences, images and access control of vehicles to any part without the formal consent of the GRANTING AUTHORITY, except in the case of a court order.
- 5.104 The necessary operation for the prevention and fire fighting and protection against electric shocks, including other emergency situations, should follow the guidelines of the Fire Prevention and Combat Plan and Protection against Air Discharge.
- 5.105 The CONCESSIONAIRE shall maintain the fire equipment distributed by the PARKS in good conditions of use, perform tests and recharges within the current legislation.
- 5.106 The CONCESSIONAIRE shall maintain, among its collaborators, a trained team of brigades, allocated in the buildings under its responsibility, under the terms of the current legislation.

- 5.107 The CONCESSIONAIRE shall keep the buildings properly signaled, with the types of fire extinguishers available, fire hydrants and signs indicating the escape routes.
- 5.108 The CONCESSIONAIRE should draw up a mapping of areas susceptible to lightning and mitigation actions throughout the CONCESSION AREA.
- 5.109 The operation necessary for the prompt attendance of USERS due to the occurrence of accidents or health problems within the AREA OF THE CONCESSION and the execution of preventive and educational activities must follow the guidelines of the Outpatient and Emergency Removal Plan.
- 5.110 The CONCESSIONAIRE shall maintain an outpatient emergency and first aid service for cases that occur with USERS within the IBIRAPUERA PARK.
- 5.111 On days of intense use of IBIRAPUERA PARK, especially at weekends, holidays, holidays and holidays, the CONCESSIONAIRE must incorporate the emergency removal service.
- 5.112 The CONCESSIONAIRE should promote plural and inclusive actions directed to the public of the PARKS, focused on the prevention of the use of narcotics and sexual education, consolidated in the Plan of Awareness and Inclusion.

JANITORIAL

- 5.113 The operation necessary to clean the PARKS should follow the guidelines of the Cleaning Plan.
- 5.114 The CONCESSIONAIRE shall keep clean, and with good hygiene conditions all buildings, equipment, facilities, free areas and infrastructures that are part of the AREA OF THE CONCESSION, including, but not limited to cleaning sanitary ware, PATHWAYS, food areas, event areas (before, during and after the realization thereof), interior of buildings, banks and mirrors of water, and FURNITURE, offering a healthy condition for the use of PARKS.
- 5.115 The CONCESSIONAIRE shall perform the cleaning services of all areas, internal and external, within the AREA OF THE CONCESSION, as well as perimeter sidewalks, so that these areas are kept clean.
- 5.116 The CONCESSIONAIRE shall monitor the events held in the spaces and in the equipment inserted in the PARKS, in order to prevent and correct any impacts caused to

the PARK and its use in the shortest possible time, adopting measures such as the placement of temporary chemical waste bins and toilets to specific events.

- 5.117 Toilets and dressing rooms should be permanently sanitized and kept clean and free of unwanted odors, in order to meet the constant demand of USERS, especially on the days and periods of greater flow of people.
- 5.118 The CONCESSIONAIRE shall carry out the removal of waste from the baskets, as well as the cleaning of the floor and the sanitary vessels, with the application of disinfectant products and other appropriate actions to fulfill the charges, at the frequency necessary for both.
- 5.119 The CONCESSIONAIRE shall carry out the janitorial maintenance of sanitary facilities and locker rooms, its appliances, sanitary metals and other components, maintaining its good state of conservation and protecting them from any act that characterizes misuse or depredation.
- 5.120 The CONCESSIONAIRE shall provide the hygiene supplies necessary for the proper functioning of the toilets, such as toilet paper, soap, hand dry paper and / or drying equipment.
- 5.121 The CONCESSIONAIRE should, whenever possible, carry out ecological cleaning, using products and cleaning methods that are not harmful or that may reduce impacts to the environment and to human and wildlife health.
- 5.122 The CONCESSIONAIRE shall provide all the human, technological, material and input necessary to carry out the cleaning and conservation services of the PARK.
- 5.123 The operation necessary for the complete conservation of the PARKS must follow the guidelines of the Plan for the Conservation of Infrastructures, Buildings, Equipment and FURNITURE.
- 5.124 The CONCESSIONAIRE shall conserve all the buildings, installations, infrastructure, furniture and equipment belonging to the CONCESSION, keeping them up to date and in perfect working condition, as well as repairing its units and promoting, on a timely basis, the substitutions demanded due to obsolescence, wear or end of its useful life, in accordance with the principle of reasonableness.
- 5.125 The CONCESSIONAIRE shall optimize the use of buildings, facilities, infrastructures, FURNITURE and equipment, in order to achieve the adequate maintenance of the PARKS,

keeping them in good conditions of use and conservation, in order to extend their useful life.

- 5.126 The CONCESSIONAIRE will be responsible for the management and execution of the maintenance and / or recovery of all buildings, facilities, infrastructure, FURNITURE and equipment of the PARKS under its responsibility, in order to ensure its availability in an uninterrupted and safe way for USERS, visitors and employees.
- 5.127 In the execution of the maintenance services, the manufacturers' recommendations and the current regulations should be respected in order to maintain the guarantee of the use of buildings, installations, infrastructures, furniture and equipment and operational safety.
- 5.128 The CONCESSIONAIRE will be responsible for the preventive and corrective maintenance of the PARKS equipment installations, including electrical, hydraulic, building, electromechanical, electronic, refrigeration, air conditioning, ventilation and exhaust installations.
- 5.129 The CONCESSIONAIRE will be responsible for general maintenance that includes furniture paints, repairs and replacement of floors, tiles, pellets, among others, PARK equipments.
- 5.130 In cases of occurrences that endanger the physical comprehensiveness of USERS, employees, flora, fauna or preserved heritage of the PARK, the attendance shall be performed immediately, with the appropriate isolation of the area.