



STATE SECRETARIAT FOR INFRASTRUCTURE AND ENVIRONMENT

ANNEX II – SET OF SPECIFICATIONS

STATE SECRETARIAT FOR INFRASTRUCTURE AND ENVIRONMENT

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This ANNEX establishes the guidelines to be observed by the CONCESSIONAIRE when executing the duties inherent to the CONCESSION.

1 PURPOSES OF THE CONCESSION

As established in Section Five of the CONTRACT, the purpose of the BIDDING PROCESS is the commissioning, to a private legal entity, of activities consisting of investments, conservation, operation, maintenance and economic activities of the CONCESSION AREA within the PARKS, including the preparation of projects, the execution of construction works and investments, the rendering of services and the economic operation of ecotourism and visitation activities, along with correlated services, subject to the conditions established in this ANNEX, in the AUCTION NOTICE, the CONTRACT and other ANNEXES.

The CONCESSION proposes to:

- I. improve the rendering of the services associated with ecotourism and public use, including activities of environmental education, recreation, leisure, sports and culture, within the CONCESSION AREA;
- II. offer the USERS quality services, information, infrastructures and public amenities attuned to the purposes that motivated the creation of the PARKS;
- III. organize the circulation of USERS and different modes of transportation inside the CONCESSION AREA;
- IV. ensure the implementation of tools to control and monitor visitation to the CONCESSION AREA;
- V. offer USERS quality services and information, keeping facilities properly operational and safe, according to the guidelines and detailed specifications established in this document and in ANNEX III; and
- VI. ensure the environmental quality of the CONCESSION AREA, prioritizing the implementation of sustainable infrastructures, activities and services which have a minimal impact on the environment.

2 GENERAL PROVISIONS

The CONCESSIONAIRE shall execute all activities described in this ANNEX, save when expressly provided otherwise.

Operations of the CONCESSION AREA may involve different components, but shall be subject to the mandatory minimum conditions of this CONCESSION and does not violate the applicable regulations or the MANAGEMENT PLAN.

The CONCESSIONAIRE shall adhere to the entire legal framework applying hereto, encompassing all federal, state and municipal laws, decrees, regulations, ordinances and rules, including environmental laws, legislation enacted by the Fire Department and Property Heritage Listing laws, directly and/or indirectly applying to the purpose of the CONCESSION.

The CONCESSIONAIRE shall respect the terms of all effective MANAGEMENT PLANS, which are the primary referential documents, and shall establish and define the PARKS' zoning, and determine the rules that will govern the use of grounds and management of their natural resources, in addition to implementing the physical structures required for the administration of the CONCESSION AREA.

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3 PRODUCTION OF PLANS AND PROJECTS

The CONCESSIONAIRE shall procure all mandatory authorizations, permits, licenses and approvals from the respective bodies and Public Administration entities, on federal, state and municipal levels, in view of the execution of the activities and construction works connected with the CONCESSION, provided that it shall bear all costs incurred with such processes, according to the CONTRACT.

3.1 MANAGEMENT AND OPERATIONAL PLAN

The CONCESSIONAIRE shall deliver to the GRANTING AUTHORITY, within 90 (ninety) days, counted as of the DATE OF EXECUTION of the CONTRACT, the MANAGEMENT AND OPERATIONAL PLAN, which shall set out the planning of activities required to satisfy the obligations described in the CONTRACT and ANNEXES, as referenced herein.

The opening of the CONCESSION AREA to USERS shall be conditioned to signing of the TERM OF DELIVERY OF THE PUBLIC ASSET by the PARTIES.

The receipt of the MANAGEMENT AND OPERATIONAL PLAN by the GRANTING AUTHORITY shall be subject to a process of admissibility, which shall have a duration of 05 (five) days, during which all the information and documents produced are to be reviewed, to ensure that all documents to be evaluated have been delivered by the CONCESSIONAIRE.

Upon conclusion of the admissibility process, the GRANTING AUTHORITY shall review the MANAGEMENT AND OPERATIONAL PLAN delivered by the CONCESSIONAIRE within no more than 30 (thirty) days, which may be extended a single time, for an equal period.

The GRANTING AUTHORITY shall assess the execution of obligations established in the CONTRACT and ANNEXES, evaluating or rejecting, or determining changes to be made, if any breaches of CONTRACT are identified. For issues that do not constitute a breach of obligations established in the CONTRACT and ANNEXES, the GRANTING AUTHORITY may only produce comments or suggestions that could improve the MANAGEMENT AND OPERATIONAL PLAN, and the CONCESSIONAIRE may or may not accept any suggestions made.

Following the delivery of the MANAGEMENT AND OPERATIONAL PLAN by the CONCESSIONAIRE, the TERM OF DELIVERY OF THE PUBLIC ASSET shall be issued to the CONCESSIONAIRE, subject to the terms of the CONTRACT.

Once the TERM OF DELIVERY OF THE PUBLIC ASSET has been issued, the CONCESSIONAIRE is to begin operating the CONCESSION AREA, which will thereafter be under its sole responsibility, according to the CONTRACT.

The MANAGEMENT AND OPERATIONAL PLAN shall consist, at the very least, of the following Plans, detailed hereinbelow:

- a. Risks and Contingencies Plan;
- b. Fire Emergency Plan;
- c. Solid Waste Management Plan (PGRS);
- d. User and Property Security and Access Control Plan;

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- e. Maintenance Plan;
- f. Cleaning Plan;
- g. Green Areas Maintenance Plan;
- h. Visitation Impact Monitoring Plan; and
- i. Visitor and Community Satisfaction Survey.

The MANAGEMENT AND OPERATIONAL PLAN shall provide on the exercise of activities and services to be executed in connection with ecotourism and public use, considering the daily routine and the events to be held at the Parque Estadual da Cantareira (PEC) and the Parque Estadual Alberto Löfgren (PEAL).

The MANAGEMENT AND OPERATIONAL PLAN shall be updated from time to time, but at least every 48 (forty-eight) months, during the ORDINARY REVIEW cycles of the CONTRACT, and submitted to the GRANTING AUTHORITY, according to the CONTRACT. Moreover, if any change or adjustment is made to the MANAGEMENT AND OPERATIONAL PLAN, the CONCESSIONAIRE shall submit the specific amendment proposal to the GRANTING AUTHORITY, and await its response, as established hereinabove.

The MANAGEMENT AND OPERATIONAL PLAN shall cover the entire CONCESSION AREA, including constructions that will continue to be used by the GRANTING AUTHORITY, as established under ANNEX I.

3.2 INTERVENTIONS PLAN

The CONCESSIONAIRE shall, within no more than 180 (one hundred and eighty) days, counted as of the DATE OF SIGNATURE of the CONTRACT, deliver the INTERVENTIONS PLAN for the CONCESSION AREA to the GRANTING AUTHORITY, which shall be approved if the latter does not oppose it. The document shall describe INTERVENTIONS and activities to be implemented in the CONCESSION AREA, including, at a minimum:

- I. A *Master Plan* describing the significant elements to be implemented, the program, architecture, urbanization and landscape aspects, in such a way as to allow the GRANTING AUTHORITY to understand the use and the engineering and architectural solutions proposed by the CONCESSIONAIRE for the INTERVENTIONS;
- II. The PHYSICAL-FINANCIAL SCHEDULE applying to the INTERVENTIONS, detailing timeframes and the grounds that shall be subject to INTERVENTIONS;
- III. The planning of the public use operations within the CONCESSION AREA associated with the INTERVENTIONS, detailing the activities to be implemented;
- IV. The Environmental Impact Mitigation Plan, when the adoption of mitigating actions is required in connection with a proposed INTERVENTION; and
- V. Visual Identity Project.

The CONCESSIONAIRE shall produce its INTERVENTIONS PLAN according to the guidelines established in this SET OF SPECIFICATIONS, and in ANNEX III, encompassing the contractual infrastructure-related duties.

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In addition to the items referenced, the CONCESSIONAIRE shall associate an operating plan with the INTERVENTIONS, specifying the activities that it proposes to execute in the CONCESSION AREA, based on the guidelines established in this ANNEX.

The first INTERVENTIONS PLAN shall be prepared considering a timeframe of, at least, 60 (sixty) months, according to the interests of the CONCESSIONAIRE and mandatory duties. Any updates shall adhere to the ORDINARY REVIEW schedule.

The preparation of the Basic Project for each of the INTERVENTIONS shall, in turn, adhere to the guidelines in ANNEX III and rely on contributions from the GRANTING AUTHORITY, provided that it be delivered by the CONCESSIONAIRE at least 70 (seventy) days in advance, for the following mandatory steps, for the respective INTERVENTION, such as the preparation of the Detailed Engineering Project, or its submittal to property heritage officials, when applicable.

The receipt of the INTERVENTIONS PLAN and each of the Basic Projects by the GRANTING AUTHORITY shall be the admissibility process, with a duration of 05 (five) days, during which all the information, projects and documents produced are to be examined, to ensure that all mandatory documents to be examined have been delivered by the CONCESSIONAIRE.

When the admissibility process concludes, the GRANTING AUTHORITY shall review the INTERVENTIONS PLAN or the Basic Projects produced by the CONCESSIONAIRE within no more than 30 (thirty) days, which may be extended a single time, for an equal period.

The GRANTING AUTHORITY shall issue a document stating that it does not oppose the INTERVENTIONS PLAN or the Basic Projects produced by the CONCESSIONAIRE, so that the process of implementation of the activities and the proposed INTERVENTIONS can begin.

The CONCESSIONAIRE may only begin the INTERVENTIONS in the CONCESSION AREA as of the receipt of the non-opposition document concerning the INTERVENTIONS PLAN and the respective Basic Projects.

The GRANTING AUTHORITY shall have the prerogative to reject the INTERVENTIONS PLAN and the Basic Projects produced when:

- I. in regards to the MINIMUM STARTING INVESTMENT, the minimum thresholds established in the MANAGEMENT PLAN, in this ANNEX and in ANNEX III are not respected;
- II. in regards to any INTERVENTIONS, including MINIMUM STARTING INVESTMENT sums and NON-MANDATORY INVESTMENTS, the minimum technical and environmental thresholds established in this ANNEX and in ANNEX III are not respected;
- III. in regards to any INTERVENTIONS, including MINIMUM STARTING INVESTMENTS sums and NON-MANDATORY INVESTMENTS, if technical flaws and/or mistakes are identified in the Basic Projects, due either to a failure to comply with the requirements in ANNEX III or in the applicable laws;
- IV. in regards to the activities to be developed, the minimum thresholds established in item 7 of this ANNEX are not respected;
- V. in regards to the visual identity, if thresholds established in item 3.3 of this ANNEX are not respected.



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If the GRANTING AUTHORITY makes no opposition to the INTERVENTIONS PLAN and the Basic Projects, and neither of the above situations occurs, the CONCESSIONAIRE may start the INTERVENTIONS established in the INTERVENTIONS PLAN and the Basic Projects produced as soon as it receives the response from the GRANTING AUTHORITY, informing that it has no objections.

The INTERVENTIONS PLAN shall be reviewed from time to time, but at least every 48 (forty-eight) months, or when any new adjustments are proposed, subject always to the statement of no opposition to be issued by the GRANTING AUTHORITY. If any INTERVENTIONS are needed before said minimum timeframes, the CONCESSIONAIRE shall submit intermittent proposals.

3.2.1. VISUAL IDENTITY PROJECT

The CONCESSIONAIRE shall, within no more than 180 (one hundred and eighty) days after the DATE OF SIGNATURE of the CONTRACT, develop a new visual identity for the CONCESSION AREA, for the purposes of all future communications, and of the signage used in the CONCESSION AREA, by developing a Visual Identity Project.

The Visual Identity Project shall address the landscape, flora, fauna and historical elements, to promote the *Mata Atlântica* Biome and the cultural-historical significance of the PARKS. It shall be prepared according to the provisions of the Visual Identity Guide for the State Parks of São Paulo, of 2018, and the universal accessibility rules established in ABNT NBR 9050.

Moreover, it shall adopt the logo of the Government of the State of São Paulo and the names of the Parque Estadual da Cantareira and the *Parque Estadual Alberto Löfgren* on any and all visual identification materials associated with the CONCESSION.

The development of any products and services to be marketed in the CONCESSION AREA shall also be based on the visual identity.

Uniforms used by the employees shall adhere to the same standard and to the visual identity concept developed.

3.3 COMMUNICATIONS, PROMOTION AND ENVIRONMENTAL EDUCATION PLAN

The CONCESSIONAIRE shall, within no more than 180 (one hundred and eighty) days after the DATE OF SIGNATURE of the CONTRACT, propose a Communications, Promotion and Environmental Education Plan, which addresses the actions and INTERVENTIONS to be executed by the CONCESSIONAIRE in terms of education, environmental interpretation, research, engagement and education for sustainability within the CONCESSION AREA.

The Communications, Promotion and Environmental Education Plan shall be prepared to advertise the PARKS and their cultural, historical and environmental elements, and advance contents to mobilize and create awareness among USERS of the importance of addressing sustainability and the environment.

The Communications, Promotion and Environmental Education Plan shall include communications campaigns and initiatives in view of creating awareness, informing, engaging, promoting environmental education and education for sustainability, directed to USERS, the neighboring population and CONCESSIONAIRE employees.

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The Communications, Promotion and Environmental Education Plan shall, at a minimum, address the following: (I) the cultural, historical and environmental significance of the PARKS for the region in which they are inserted, and for the City and State of São Paulo; (II) the importance of conserving the biodiversity of the Conservation Units, including the fauna and flora therein; (III) appreciation of the local cultural-historical and environmental heritage; (IV) the importance of the PARKS to the State of São Paulo as a noteworthy destination and an impressive natural attraction; (V) the importance of the Mata Atlântica region; (VI) the history of water supply to the City of São Paulo; (VII) material issues, which encourage education for sustainability; (VIII) the importance of the conservation of water and other natural resources; (IX) the importance of not generating, and reducing and recycling solid waste, and of environmental restoration; (X) of responsible, sustainable tourism, among other significant issues.

The Communications, Promotion and Environmental Education Plan shall be compliant with the Visual Identity Project for the CONCESSION, and consistent with the guidelines in the PARKS' MANAGEMENT PLANS. The CONCESSIONAIRE shall, in addition, develop the means to allow for the dissemination of the cultural-historical and environmental heritage using virtual reality technologies.

The Communications, Promotion and Environmental Education Plan shall be updated from time to time, but at least every 48 (forty-eight) months, during the ORDINARY REVIEW cycles, or whenever new adjustments are proposed.

3.4 MUSEUM PLAN

The CONCESSIONAIRE shall, within no more than 240 (two hundred and forty) days after the DATE OF SIGNATURE of the CONTRACT, deliver the MUSEUM PLAN to the *MUSEU FLORESTAL* located in the *Horto Florestal*, which shall be approved if the GRANTING AUTHORITY does not oppose it.

The CONCESSIONAIRE shall procure a technical professional, who is duly registered with the Regional Council of Museology, to prepare the MUSEUM PLAN, which shall define the mission statement, the vision, values and purposes of the MUSEU FLORESTAL, as well as its structured planning, programs, projects and actions to be developed, according to the guidelines in Federal Law no. 11.904/2009 and the terms of the CONTRACT, this ANNEX and ANNEX VI.

The MUSEUM PLAN shall establish the mission statement and the specific role of the MUSEU FLORESTAL, addressing, at a minimum, the following items:

- a. Participative diagnosis, supported by the *INSTITUTO*;
- b. Identification of grounds and equity assets in the custody of the *MUSEU FLORESTAL*; and
- c. Identification of the target audience.

The MUSEUM PLAN shall provide details of, at least, programs concerning:

- a. Institutional aspects;
- b. People management;
- c. The collection;
- d. Exhibits;
- e. Education and culture;

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- f. Research;
- g. Urban architecture;
- h. Security;
- i. Financing and development;
- j. Communications; and
- k. Protocols for the safekeeping and internal transfers of pieces from the collection.

The operation of the MUSEU FLORESTAL shall remain clearly committed to the defense of human rights and science, promoting environmental education and citizen engagement.

The GRANTING AUTHORITY shall specifically deliberate on the decision whether or not to oppose the MUSEUM PLAN prepared and proposed by the CONCESSIONAIRE for the *MUSEU FLORESTAL*, provided that it may suggest adjustments and adaptations to the MUSEUM PLAN until its effective approval, subject to the guidelines in Federal Law no. 11.904/2009. For purposes of this approval, in addition to the INSTITUTO's support, the GRANTING AUTHORITY may consult specialists in the field of cultural and historical heritage.

Receipt of the MUSEUM PLAN by the GRANTING AUTHORITY shall be subject to an admissibility process, with a duration of 05 (five) days, to review all the information, projects and documents produced, to ensure that all the mandatory documents to be examined have been delivered by the CONCESSIONAIRE.

Once the admissibility process concludes, the GRANTING AUTHORITY shall issue a document stating that it is not opposed to the MUSEUM PLAN produced by the CONCESSIONAIRE, within no more than 60 (sixty) calendar days, counted as of its delivery, to allow for the start of the implementation of the specific programs, new activities and the execution of the specific Exhibition Project.

The MUSEUM PLAN shall be reviewed from time to time, but at least every 48 (forty-eight) months, during the ORDINARY REVIEW cycles of the CONTRACT, or whenever new adjustments are proposed, subject always to the issuance of the declaration by the GRANTING AUTHORITY stating that it does not oppose it. If any INTERVENTIONS are needed before said minimum timeframes, the CONCESSIONAIRE shall submit intermittent proposals.

4 MANAGEMENT

Management duties refer to the workings of the CONCESSIONAIRE's managerial infrastructure, the following minimal arrangements being required:

- To provide all the equipment, personnel and resources needed for the proper administration of the CONCESSION AREA; and
- To identify all collaborators or outsourced workers of the CONCESSIONAIRE with the CONCESSIONAIRE's name or brand, within the CONCESSION AREA.

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4.1 CADASTUR

The CONCESSIONAIRE shall register with CADASTUR, the Registry System of the Ministry of Tourism, which is mandatory for legal entities engaging in the segment of Tourism and Ecotourism, according to Federal Law no. 11.771, of September 17, 2008, which provides on the National Tourism Policy.

5 ANNUAL REPORT ON THE CONCESSION

The CONCESSIONAIRE shall deliver to the GRANTING AUTHORITY, within 90 (ninety) days after each CONTRACT anniversary, counted as of the signing of the TERM OF DELIVERY OF THE PUBLIC ASSET, an annual report, consolidating the activities and obligations executed during the past 12 (twelve) months of the CONCESSION.

The annual reports, as well as reports produced by the INDEPENDENT RAPPORTEUR, shall, when concluded in view of the determination of the VARIABLE GRANT, be posted on the CONCESSIONAIRE's homepage, for public access.

5.1 OPERATING REPORT

As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, the CONCESSIONAIRE shall issue and deliver, on a monthly basis, within 5 (five) working days after the end of the month, a report on the operating activities, including, at least:

- I. usage statistics for attractions in the CONCESSION AREA, including visitation figures registered during the period;
- II. admissions charged at events held and for access to the CONCESSION AREA, itemized by ADMISSION type, including visitation numbers registered during the period, producing the information for full admissions and half-admissions, as well as free admissions;
- III. SPE billing, itemized by revenue origin and type;
- IV. Ombudsperson's Report, including records of a quantitative assessment of all complaints/claims, suggestions, compliments and other comments by the public; and
- V. all the information needed to measure the PERFORMANCE INDICATORS, according to ANNEX IV.

The Operating Report and all of its contents, listed above, shall be prepared and made available on a monthly basis to the GRANTING AUTHORITY and the INDEPENDENT RAPPORTEUR, by the 5th (fifth) working day of each month.

If any of the documents listed hereinabove cannot be produced within 5 (five) working days after the closing of the month, which shall be duly justified by the CONCESSIONAIRE, the latter may adjust a different timeframe with the GRANTING AUTHORITY for compliance with said obligation.

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5.2 MONITORING BY THE PARKS' ADVISORY BOARDS

The CONCESSIONAIRE shall submit the INTERVENTIONS PLAN to the knowledge of the PARKS' Advisory Boards and it shall, on a yearly basis, produce a report of the activities executed the year before and, when requested, it shall attend the periodic meetings of the Board.

The request shall be made by way of a notification, delivered at least 10 (ten) working days in advance, either by the GRANTING AUTHORITY, or the Park's Managing Body, or at the request of members of the administration of the Advisory Boards, prior to the holding of the meeting.

5.3 OPERATIONAL TRANSPARENCY

The CONCESSIONAIRE shall, as of the execution of the CONTRACT, manage and provide every explanation and information to the GRANTING AUTHORITY, including data on:

- I. USER demand;
- II. billing;
- III. operating activities;
- IV. execution of duties;
- V. PERFORMANCE INDICATORS.

To execute said tasks, offering complete transparency to the GRANTING AUTHORITY, the CONCESSIONAIRE's management team shall use system resources (computer systems). Specifically regarding the above information, the CONCESSIONAIRE shall produce reports from time to time, and afford direct access to said data by granting a specific license (limited to the access of the appropriate data/reports) to the use the Management and Control System (*Sistema de Controle e Gestão*, SCG), described in item 5.4.1.

5.4 SYSTEMIC RESOURCES OF THE CONCESSION

5.4.1 Management and Control System (SCG)

In view of the systematic organization of the economic-financial management of the CONTRACT, and to make the managerial information available to the GRANTING AUTHORITY, a systemic solution shall be implemented, referenced herein the Operating Management and Control System (SCG), which shall execute Front Office and Back Office operating duties, that is to say, operating resources, financial and administrative management resources, in addition to commercial management, access management, visitation management, and ticketing management for the areas.

As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, the CONCESSIONAIRE shall implement an Operating Management and Control System (SCG) capable of managing and reporting revenues, visitation numbers, operating costs and expenses, in addition to producing reports and indicators accessible by the GRANTING AUTHORITY.

The equipment shall be managed by a system operating on a single platform or by separate systems, which shall be totally integrated and consistently operated, generating the reports indicated and all other information referenced in this ANNEX.

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6 PUBLIC USE FOR ECOTOURISM AND RECREATIONAL PURPOSES

6.1 OPERATION OF THE CONCESSION AREA

The CONCESSION AREA shall be opened for visitation, contemplating, at least, the following:

Parque Estadual da Cantareira:

- I. *Núcleo Pedra Grande* unit and *Núcleo Engordador* unit: from Wednesday to Sunday, and holidays, between 8:00 a.m. and 5 p.m.. During school vacation periods, from Monday to Sunday, between 8:00 a.m. and 5:00 p.m.;
- II. *Pedra Grande Trail* (*Núcleo Pedra Grande* unit): admission allowed between 8:00 a.m. and 3:00 p.m.;
- III. *Waterfall Trail* (*Núcleo Engordador* unit): admission allowed between 8:00 a.m. and 3:30 p.m.;
- IV. *Núcleo Águas Claras* unit: main reception area on weekends and holidays, between 8:00 a.m. and 5:00 p.m.

Parque Estadual Alberto Löfgren:

- V. *Horto Florestal*: daily, between 5:30 a.m. and 6:00 p.m.

The CONCESSIONAIRE may adopt other working hours and days, as long as the minimum hours established above are respected, always in accordance with the MANAGEMENT PLAN and the Visitation Impact Monitoring Plan, to be prepared by the CONCESSIONAIRE, according to the terms of this ANNEX, whereas a different Plan may be produced for operation of the Polo Ecocultural and Arboretum Glebes of the PEAL and Núcleo Engordador unit of the PEC, to be approved by the GRANTING AUTHORITY.

For safety reasons, the CONCESSIONAIRE may close, in full or in part, the public use area reserved for visitation of the CONCESSION AREA at any time, and shall, if said closing causes a contraction of its operation to levels under the stipulations in this item in terms of the minimal operating conditions, reopen immediately, as soon as the minimal operating conditions are restored.

Operating hours of services and public amenities available within the CONCESSION AREA shall be determined according to the nature of each individual item, provided the CONCESSIONAIRE informs the GRANTING AUTHORITY and USERS of the respective operating hours, including any permanent or temporary changes to said parameters.

Activities held after 6:00 p.m. shall restrict the use of excess lighting and high noise levels, so as not to disturb the local diversity, respecting, additionally, the parameters established in the municipal legislations. Grounds used in the nighttime shall be clearly demarcated and controlled, to ensure the safety of visitors, as well as the existing fauna and flora, avoiding the use of grounds not included within the CONCESSION AREA.

When events are held, specific areas may be demarcated, with temporary structures, as long as this does not disturb any other activities referenced in this ANNEX and is consistent with the MANAGEMENT PLAN.

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6.2 ACCESS TO THE CONCESSION AREA

The CONCESSIONAIRE shall allow access to the CONCESSION AREA within the established working hours, subject to the minimal regulations stipulated in this ANNEX.

The *Parque Estadual Alberto Löfgren* and its Glebes may not charge ADMISSION or other amounts to allow USERS' entrance, but must adhere to the specific duties associated with Property Surveillance and Security at the access to the CONCESSION AREA. The CONCESSIONAIRE may, however, operate any other activities and services, at a charge, within said Glebes.

The CONCESSIONAIRE shall authorize access of its own employees, and access of employees of the GRANTING AUTHORITY, the *FUNDAÇÃO FLORESTAL*, the *INSTITUTO*, the *Polícia Militar*, and SABESP, who are there on service, subject to prior authorization, as well as access of service vehicles within the CONCESSION AREA, which must be pre-registered and display appropriate identification, in the form of a sticker, card, biometrics or other higher quality elements.

Employees of the Government of the State of São Paulo, when on service inside the PARKS, may access the units by presenting the appropriate identification.

6.3 PUBLIC USE SERVICES AND ACTIVITIES WITHIN THE CONCESSION AREA

Additionally, the CONCESSIONAIRE may operate USER support services, and services to aid ecotourism or other activities associated with the natural, cultural, historical, sports and leisure components of the PARKS, by offering recreational and cultural activities, contemplation of the natural environment, bird watching and appreciation of the historical heritage, environmental education and interpretation, leisure, sports and adventure activities, possibly implementing support structures that afford the visitors new experiences, and service and wellbeing alternatives, such as food services, parking, shopping, transportation, lodging, among others. So, the CONCESSIONAIRE shall develop the activities, attractions and services that it deems necessary for the proper exploration and operation of the CONCESSION AREA.

Services are expected to reach different audiences, making the PARKS more attractive to the USERS.

Activities to be made available to USERS shall be executed with high quality, effectively and economically, by the CONCESSIONAIRE, respecting the applicable laws, including the provisions concerning occupational safety and environmental issues.

Activities and services comprising the CONCESSION shall be executed within the boundaries of the CONCESSION AREA, whose perimeter is demarcated in ANNEX I.

The CONCESSIONAIRE may not, under any circumstance, collect any amounts from USERS in exchange for access to any grounds outside its scope.

The CONCESSIONAIRE may produce and market pictures of visitors' experiences, subject to the applicable laws, or the natural and cultural features of the Conservation Units, solely to the extent associated with the CONCESSION AREA. All such productions must reference the respective Conservation Unit.

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6.3.1 PARQUE ESTADUAL DA CANTAREIRA (PEC)

A. Ticketing

The CONCESSIONAIRE shall, upon the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide ticketing services for the sale of ADMISSIONS into the PEC, and to the internal CASH-GENERATING UNITS charging for trade activities (access to attractions, internal transportation, food services, souvenirs, etc.).

The CONCESSIONAIRE shall implement and administer the ticketing service for the sale of ADMISSIONS to the PARK and the attractions, physically, at ticket counters, and online, on the homepage dedicated to the CONCESSION. Totems may be employed for the sale of ADMISSIONS.

The CONCESSIONAIRE's sales service shall control access; receive, direct and inform visitors about the attractions and activities available. When drafting its ADMISSIONS policy, the CONCESSIONAIRE shall adhere to the terms of ANNEX VIII.

The CONCESSIONAIRE shall use all means available to improve access to the PARKS, while continuing to offer an appropriate quality of service to USERS.

B. Parking

The entrance of visitors' vehicles into the *Parque Estadual da Cantareira* shall be allowed, limited to the parking areas, which shall be clearly organized and identified by the CONCESSIONAIRE.

The management of vehicle traffic inside the CONCESSION AREA shall be incumbent upon the CONCESSIONAIRE, which shall overhaul the existing parking areas, according to the guidelines in ANNEX III, and acquire insurance to cover the activity.

The CONCESSIONAIRE shall control the number of vehicles that enter the CONCESSION AREA, respecting the limit of available spaces.

Currently, there is no parking charge at the *Parque Estadual da Cantareira*, in light of the need to overhaul grounds to be used, and to insure said grounds, but there is nothing to prevent the CONCESSIONAIRE from charging a fee for the use of these grounds, including the possibility of instituting alternative uses, which would nonetheless not impose the reclassification of grounds nor cause damages, following the execution of the necessary overhauling and adaptations.

C. Food and Drinks

The CONCESSIONAIRE shall implement and operate at least one food and drink service venue in each individual space of the CONCESSION AREA within the *Parque Estadual da Cantareira*, provided it is able to choose the location of its preference for this activity among the existing constructions, or use mobile structures.

At one of the food service venues, at least, the CONCESSIONAIRE shall offer, among other items, food and drinks prepared with products typically originating from the *Mata Atlântica* region, such as the yellow-lantern chili, the taíoba plant, the juçara palm, among others.

D. Adventure Circuit

The CONCESSIONAIRE shall install, within 36 (thirty-six) months, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, at least one item of adventure equipment, integrated with

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nature, at least in the *Núcleo Águas Claras* unit, at the clearing near the *Lago das Carpas*, such as a zip-line tour, a Tyrolean traverse, scaling walls, among other ecotourism and nature adventure activities.

The selection of the equipment shall take into consideration the conservation of the natural and cultural resources of the *PEC*, subject to the overall governing rules, such as those issued by ABNT - *Associação Brasileira de Normas Técnicas* (Brazilian National Standards Association).

To complement this activity, the CONCESSIONAIRE shall implement interpretation elements that leverage the potential of perception of the environment along the adventure circuit, describing the local fauna and flora, according to the visual identity associated with the CONCESSION.

E. Water Activities

In the event that water sports or activities are implemented in the *Núcleo Engordador* unit, they must adhere to the CONTRACT and ANNEX V, and shall be restricted to sports that do not involve the use of any form of combustion equipment by USERS. It shall be incumbent upon the CONCESSIONAIRE to ensure USER safety during visitation and public use, especially while practicing water sports and activities, to avoid USER drowning events, which shall entail providing lifeguards in the more hazardous areas, and the use of basic safety equipment during all such activities.

The CONCESSIONAIRE may operate water activities on the Lakes of the *Horto Florestal Glebe*, such as paddle boats and canoeing, once it has executed the appropriate desanding procedure, which is incumbent upon it. The CONCESSIONAIRE may also operate water activities at the *Lago das Carpas*, in the *Núcleo Águas Claras* unit.

The CONCESSIONAIRE shall monitor the quality of the water of the *Horto Florestal* Lakes and the *Engordador* Dam if they are used for the practice of water sports and activities, as established in Item 10.1.8 of this ANNEX.

6.3.2 PEAL AND PEC INTEGRATION

The CONCESSIONAIRE shall reinforce the connection between the *Horto Florestal Glebe (PEAL)* and *Núcleo Pedra Grande* unit (PEC), within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.

The CONCESSIONAIRE shall implement an Entrance Portal to the *Parque Estadual da Cantareira* within the *Horto Florestal Glebe* area, identifying the entrance into *Núcleo Pedra Grande* unit, as indicated in ANNEX III. A visitor access control system shall be implemented.

A. Parking

The CONCESSIONAIRE shall renovate the *Horto Florestal* parking area, within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, according to the guidelines in ANNEX III, and acquire insurance to cover the activity, which shall also serve visitors to the *Núcleo Pedra Grande* unit.

Overhauling of the parking area shall include organizing the traffic of USERS and various sports and activities practiced around it.

Currently, the use of the parking spaces is not charged, due to the need to overhaul the grounds to be used, and to acquire insurance, but there is nothing to prevent the CONCESSIONAIRE from implementing a charge for the use of the space, once the necessary overhauling and adaptations have been made.

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B. Internal Transportation

The CONCESSIONAIRE shall, within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, implement an Internal Transportation System, connecting the *Horto Florestal* Glebe and *Núcleo Pedra Grande* unit and *Núcleo Águas Claras* unit, with boarding and deboarding stops at all of the main attractions. This service may be provided for free or for a fee, at the CONCESSIONAIRE's discretion.

The internal transportation system shall, at least, connect the *Horto Florestal* parking area to the *Pedra Grande* lookout point.

The fleet serving the Internal Transportation System shall consist of vehicles equipped with accessibility features, and a bicycle lane, provided that the fleet is sufficient in numbers to meet USER demands, so that a high-quality, efficient service is provided, employing low-emission vehicles.

It would be desirable that the vehicles provide USERS a good experience of contact with nature, which in itself is an important attraction in the PARKS.

An audio system should be installed, providing information about the PARKS and their attractions along the way.

The Internal Transportation System shall ensure non-stop service during the working hours of the PEC and its attractions.

On weekends, during the day, special, preset working hours shall be established, so as not to interrupt pedestrian access to the path leading up to the *Pedra Grande* lookout point.

6.3.3 PARQUE ESTADUAL ALBERTO LÖFGREN

The CONCESSIONAIRE shall, at a minimum, implement the activities described in this ANNEX at the PEAL, provided that it is able to operate other services, as generally established in item 6.3.

A. Food and Drinks

The CONCESSIONAIRE shall implement and operate, directly or indirectly, at least one food and drink service venue in the *Horto Florestal* Glebe, provided that it is able to choose the location of its preference for this activity among the existing constructions, or choose to implement new facilities.

In addition to continuous services, the CONCESSIONAIRE may implement mobile food services, such as a *food bike* or a mobile kiosk, in the *Horto Florestal* Glebe, and in the other Glebes of the PEAL, at its discretion.

B. Museu Florestal

The CONCESSIONAIRE, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, shall be responsible for the *MUSEU FLORESTAL*, and shall adhere to the provisions of ANNEX VI.

The CONCESSIONAIRE may propose new uses, activities and services for the *MUSEU FLORESTAL*, as long as they are compatible with its mission, and provided it ensures the full maintenance of its primary museum-related activity, such as food services, convenience shops and souvenir sales.

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Considering the improvements and attractions, revolving or otherwise, operated in the building, the CONCESSIONAIRE may explore the ticket counter of the *MUSEU FLORESTAL*, according to the applicable legal provisions and guidelines established in ANNEX VIII, provided that no ADMISSION is charged to allow the access of researchers or employees of the *INSTITUTO* or *SIMA*, or their support teams, to the *MUSEU FLORESTAL*, for purposes of their work activities.

The *INSTITUTO* shall have the following prerogatives, which shall be respected and implemented by the CONCESSIONAIRE:

- I. to organize a temporary exhibit at the *MUSEU FLORESTAL*, during 30 (thirty) days per year, preferably consecutive, subject to scheduling, which shall be done at least 180 (one hundred and eighty) days prior to the reservation date, and shall be attuned to the CONCESSIONAIRE's other continuous activities;
- II. To offer workshops, courses, scientific meetings or other events at the *MUSEU FLORESTAL* at a quota of 10 hours/month, subject to scheduling, which shall be done at least 15 (fifteen) days prior to the reservation date, according to the availability of grounds, and attuned to the CONCESSIONAIRE's other continuous activities;
- III. 200 (two hundred) ADMISSIONS per year for free access of monitored groups for educational activities, on a higher education or technical education level, promoted by the *INSTITUTO*, including on weekends, as established in ANNEX VIII.

6.3.3.B.1 Building

The CONCESSIONAIRE shall:

- I. conclude the necessary electrical and hydraulic adjustments at the *MUSEU FLORESTAL* within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, as established in ANNEX III.
- II. Renovate the building housing the *MUSEU FLORESTAL*, within 60 (sixty) months, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, subject to ANNEX III.

6.3.3.B.2 Collection

The CONCESSIONAIRE shall:

- I. ensure the maintenance, preservation and security of the MUSEUM COLLECTION, establishing a safeguarding protocol and a protocol for internal transfers of items, which shall be consistent with the MUSEUM PLAN, submitting to the technical-scientific oversight of the *INSTITUTO* and adhering to the guidelines established in ANNEX VI.
- II. review and update the inventory of assets comprising the MUSEUM COLLECTION, every six months, delivering a current list to the *INSTITUTO*, for monitoring and supervision.
- III. make a technical support desk available in the technical collection area of the *MUSEU FLORESTAL*, for research activities.
- IV. authorize free access by researchers and employees of the *INSTITUTO*, who shall be properly identified, to assets comprising the MUSEUM COLLECTION, including the technical collection, subject to advanced scheduling, done at least 24 (twenty-four) hours in advance, during the regular

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working hours of the MUSEU FLORESTAL, as long as no technical-scientific activities are disturbed.

- V. request the GRANTING AUTHORITY's permission to relocate, temporarily or permanently, the assets comprising the MUSEUM COLLECTION kept at the *MUSEU FLORESTAL*, save for internal transfers of such assets within the MUSEU FLORESTAL building for purposes of enhanced organization, or for exhibits and other museum-related activities, and any temporary emergency relocations, to ensure the integrity of the MUSEUM COLLECTION.

C. *Horto Florestal* Palace

The CONCESSIONAIRE shall overhaul and make use of the *Horto Florestal* Palace building and its annexes, for health, wellbeing, leisure, education, culture, trade, administrative activities, food services and/or events, among others.

Activities to be implemented on-site shall aim to build upon the existing structure's status as a historical asset of the *Parque Estadual Alberto Löfgren*.

D. Volunteering

The *Horto Florestal* and the *Polo Ecocultural* promote volunteering efforts, which shall be preserved and supported by the CONCESSIONAIRE, according to the provisions of this section.

Volunteers shall be entitled to a monthly quota of 120 (one hundred and twenty) hours of free use of rooms in the *Polo Ecocultural*, subject to scheduling, to be done at least 15 (fifteen) days prior to the proposed reservation date. The use of the auditorium must be scheduled at least 90 (ninety) days in advance.

Volunteers may use the open spaces of the *Horto Florestal*, free of charge, for their work (sports courts, children's playgrounds, outdoor gym, trails, tents), subject to scheduling, which shall be done at least 15 (fifteen) days prior to the proposed reservation date, and must be attuned to the CONCESSIONAIRE's other continuous activities.

For purposes of said scheduling, the CONCESSIONAIRE shall provide an activity calendar, every six months, for consultation and scheduling by volunteers.

E. Environmental Liability at the Polo Ecocultural

The CONCESSIONAIRE shall keep Ranges 1, 2 and 3 isolated, as described in ANNEX I, until such time when the GRANTING AUTHORITY has concluded the actions to remedy and recover those areas.

7 LEARNING

7.1 ENVIRONMENTAL EDUCATION AND INTERPRETATION

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, adhere to the basic premise of fostering awareness, understanding, interpretation, engagement and environmental education, as well as sustainability, concerning the natural, historical and cultural elements of the PARKS.

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The CONCESSIONAIRE shall promote campaigns and communication efforts to raise awareness, foster understanding, environmental education, and education towards sustainability, directed to USERS, the neighboring population and CONCESSIONAIRE employees. Among the minimum topics to be addressed in the Communications, Promotion and Environmental Education Plan are: (I) cultural, historical and environmental significance of the PARKS for the region in which they are inserted, and for the City and State of São Paulo; (II) importance of conservation of the biodiversity within the conservation units, including the fauna and flora therein; (III) appreciation of the local cultural-historical and environmental heritage; (IV) importance of the PARKS for the State of São Paulo as a noteworthy destination and an impressive natural attraction; (V) importance of the *Mata Atlântica* region; (VI) the history of water supply to the City of São Paulo; (VII) significant issues and factors encouraging education for sustainability; (VIII) the importance of conservation of water and other natural resources; (IX) the importance of not generating, and reducing and recycling solid waste and promoting environmental restoration; (X) the importance of responsible, sustainable tourism, among other significant issues.

More specific issues to be addressed with USERS are: (I) collecting, removing or damaging samples of the local flora; (II) reducing water, power consumption, and recycling solid waste, in addition to encouraging minimal generation of waste; (III) banning the building of fires inside the PARKS without the managing body's permission; (IV) prohibiting the feeding of wild animals and handling of the local fauna and flora. To meet these obligations, the CONCESSIONAIRE shall:

- I. review, with the GRANTING AUTHORITY, which activities or projects already exist at the PARKS concerning environmental education, in addition to identifying and arranging for partnerships, when possible, to reinforce the ties with the local community;
- II. institute specific monitoring for the visitation, environmental education activities and interpretation of the arboreta found in the CONCESSION AREA, in view of exposing the arboreta as an important element of the cultural and historical heritage of the PARK, a live display of tree species to foster scientific knowledge and environmental education, raising ecological awareness among visitors;
- III. develop permanent exhibits for the Visitors' Centers and Reception Areas, with educational, interactive contents concerning the natural and cultural-historical heritage of the PARKS;
- IV. conceive ways to disseminate the cultural-historical and environmental heritage of the PARKS;
- V. organize environment-related events on commemorative dates, acting synergistically and integrating its work with the GRANTING AUTHORITY's Annual Environmental Education Calendar. The dates to be commemorated shall be, at least, the following:
 1. World Water Day – 22/3
 2. Planet Earth Day – 22/4
 3. National *Mata Atlântica* Day – 22/5
 4. World Environment Day – 05/6
 5. *PEC* and *PEAL* Anniversaries - 30/01 and 10/02
 6. National Tree Day – 21/9
 7. Animal Wildlife Protection Day – 04/10

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8. National Museum Week and Museum Spring Event, announced annually by the *Instituto Brasileiro de Museus* (Brazilian Institute of Museums), considering May 18 as the International Day of Museums, and the Museum Spring Event to be held in early Spring.
- VI. Promote, organize and hold, once a year, the Historic Walk Circuit in the CONCESSION AREA, with the support of the *INSTITUTO* and volunteers. The event shall, in addition to the walk along the historic buildings and centuries-old arboreta, offer presentations and fun activities, such as storytelling and musical performances, all according to the proposed topics. The Walk's itinerary shall include, at least, the following:
 1. The Governor's Old Summer Palace.
 2. The *INSTITUTO*'s Headquarters;
 3. Alberto Löfgren Arboretum;
 4. Monument to Saint Giovanni Gualberto;
 5. Statue of the Curupira;
 6. *Museu Florestal Octávio Vecchi*.

The GRANTING AUTHORITY shall be entitled to a monthly quota of up to 24 (twenty-four) to use the CONCESSIONAIRE's grounds free of charge, subject to scheduling, which shall be done at least 20 (twenty) days prior to the proposed reservation date, provided it uses its own audiovisual equipment. This right shall be used, preferably, at the Visitors' Centers and the Auditoriums of the *Núcleo Pedra Grande* unit and *Núcleo Engordador* unit, whereas the CONCESSIONAIRE may indicate a different facility, with similar characteristics, if said facilities are not available.

If the grounds referenced hereinabove are not being used, the GRANTING AUTHORITY may use it while it is available, upon mutual agreement with the CONCESSIONAIRE, even if its monthly quota has been exceeded.

The CONCESSIONAIRE shall deliver an annual report, describing actions and services executed.

7.2 SCIENTIFIC RESEARCH

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET:

- I. contribute with the execution of research and studies, allowing researchers to access CONCESSION AREAS, as long as their research has been authorized and the procedures established by the research managing body at the SIMA;
- II. maintain the access of *INSTITUTO* researchers to CONCESSION AREA so that they are able to monitor the arboreta and conduct their research; and
- III. encourage the sharing of results of research projects, to disseminate the knowledge among visitors during environmental education activities.

Currently, the *Museu Florestal Octávio Vecchi* engages in research and outside projects, particularly the following projects:

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- I. *Museu Florestal Octávio Vecchi*: environment, heritage, art and science in São Paulo – Federal University of São Paulo – College of Philosophy, Languages and Human Sciences – History Department and Art History Department;
- II. proposal for Technical-Scientific Project on the Conservation and Restoration of Canvas Paintings: Triptych by Helios Seelinger, which belongs to the collection of the *Museu Florestal Octávio Vecchi* – *Instituto Florestal* (São Paulo). Postgraduate Course on Conservation and Restoration of Heritage Assets, at Universidade Santa Úrsula - RJ. Affiliating Institution: Religious Art Museum of São Paulo;
- III. *Museu Florestal Octávio Vecchi*: Mission and Practices from the Viewpoint of Environmental Education – Final Project in the Technical Museology Course - *Centro Estadual de Educação Tecnológica Paula Souza, Etec- Parque Da Juventude*;
- IV. dissemination of scientific knowledge by the Forestry Service in the 1930's and 1940's, and the contribution by the *Museu Florestal* to the body of environmental knowledge in São Paulo. Master's Course on Dissemination of Scientific and Cultural Knowledge by the University of Campinas; and
- V. Publication Project of the *Museu Florestal Octávio Vecchi*: The awakening of environmental awareness through Art (currently in the fundraising stage).

8 VISITATION

8.1 MONITORING VISITATION IMPACTS

The CONCESSIONAIRE shall create and make operational, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, an indicators system to monitor the impacts of visitation to public use grounds that are the purpose of the CONCESSION, taking as the Conservation Unit Visitation Impact Monitoring and Management Guide of the FF/SIMA.

The provisions addressing the monitoring of impacts of the visitation to the CONCESSION AREA shall be included in the CONCESSION's MANAGEMENT AND OPERATIONAL PLAN, for assessment by the GRANTING AUTHORITY.

Within the scope of these duties, the CONCESSIONAIRE shall:

- I. execute the necessary impact mitigating actions, based on the indicators' performance, which shall not be limited to the interdiction of areas or attractions;
- II. submit projects and mitigating actions previously to the examination and issuance of a non-opposition statement by the GRANTING AUTHORITY; and
- III. deliver the monitoring records and results to the GRANTING AUTHORITY on a yearly basis, or when requested.

Based on results produced yearly, and the expanded knowledge associated with the monitoring and management of impacts of visitation to the conservation units, the CONCESSIONAIRE and the GRANTING AUTHORITY shall determine the need to include new indicators, and to establish priorities for the most critical impacts and indicators, and adjust the monitoring work, during the ORDINARY REVIEWS of the CONTRACT.

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8.2 SERVICE TO THE PUBLIC

The CONCESSIONAIRE, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, shall provide for the Service to the Public, including the following services:

- I. provide USER security;
- II. organize activities and services within the CONCESSION AREA;
- III. provide first aid to visitors and USERS, and call emergency services for assistance if the ailing individual(s) needs to be removed from the area;
- IV. make *Wi-Fi* access available, free of charge (subject to USERS' free registration with the service), in the *Horto Florestal* and *Núcleo Engordador* unit, at least;
- V. make Public Service Centers (Visitors' Centers) available at the *Núcleo Pedra Grande* unit, *Horto Florestal* and *Núcleo Engordador* unit to direct visitors, provide explanations, first aid, and hear their complaints and suggestions (Ombudsperson);
- VI. create a homepage in the Portuguese and English languages, including the following contents, at a minimum:
 1. history, main characteristics and description of the PARKS;
 2. activities and attractions available;
 3. working hours;
 4. event schedule;
 5. price charts for ADMISSIONS and paid activities and attractions;
 6. online acquisition of ADMISSIONS;
 7. public transportation options (directions);
 8. OMBUDSPERSON channel for the general public, for lodging of complaints, claims, suggestions, new ideas, and questions. This channel shall allow for the attaching of electronic files (.doc, .xls, .jpg, .pdf);
 9. GRANTING AUTHORITY's contact information.
- VII. prepare and deliver an Ombudsperson's Report, on a monthly basis, including a quantitative assessment of the following topics, noting the date, the number of "inputs per topic", location (if any), and category:
 10. Complaints: complaint categories - conservation of infrastructure, conservation of green areas, quality of the signage and information available about the PARKS, hygiene and cleanliness, service to the public, quality of attractions, quality and prices of products and services marketed inside the PARKS, security-related events, and concerning a given professional or team of professionals, among others;
 11. Suggestions: suggestion categories - improvements, new attractions, solutions for problems found, new services, among others;

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12. Compliments: compliment categories – for a given location, area or PARK, a given employee of the CONCESSIONAIRE, or a certain team of employees, a given service, product or attraction, among others;
13. Others.

It would be desirable that the CONCESSIONAIRE make available on-site information and assistance, in three languages (Portuguese, Spanish and English), to USERS, to better assist foreign visitors.

8.3 VISITOR SATISFACTION SURVEY

The CONCESSIONAIRE shall:

- I. conduct a visitor satisfaction survey within the CONCESSION AREA, with the support of the INDEPENDENT RAPORTEUR, including the following minimum USER information: gender, age, home city, means of transportation used to reach the PARKS, average income, education level, reason for the visit, company during the visit (group, couple, individual or family), assessment of facilities, services, attractions and environmental awareness level;
- II. in addition to the minimum information referenced in the preceding paragraph, the USER shall be questioned about his or her satisfaction with the signage available, considering:
 1. signage alluding to the protection of and caution with the fauna, flora and accesses;
 2. recommendations concerning waste disposal and the importance of not feeding animals; and
 3. panels explaining the history of the Conservation Units.
- III. in the assessment questionnaire, the respondent shall inform if the visitor resides near the PARKS, within a radius of 2km, to allow for the analysis of this stratification of the sample, to determine the local community's satisfaction with the PARKS, as a place of leisure, and in terms of their pricing policy and the encouragement of local socioeconomic development;
- IV. produce the Survey Plan to Determine the Visitor's and the Community's Satisfaction, as an integral element of the MANAGEMENT AND OPERATIONAL PLAN, considering sampling criteria, statistical parameters, periodicity and reporting, as established in ANNEX IV.

9 INFRASTRUCTURE

9.1 RENOVATIONS AND CONSTRUCTIONS

The CONCESSIONAIRE, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, shall be responsible for the existing constructions and infrastructures in the CONCESSION AREA, as established in ANNEX I.

Duties concerning renovations of existing constructions and new INTERVENTIONS are described in ANNEX III.

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9.2 CULTURAL-HISTORICAL HERITAGE

Any INTERVENTIONS on the cultural-historical constructions and monuments in the CONCESSION AREA are extraordinary, highly specialized operations, affecting the heritage of the State of São Paulo and its capital.

It shall be incumbent upon the CONCESSIONAIRE to procure, throughout the entire CONCESSION TERM, all necessary approvals from organizations responsible for the defense of material and/or immaterial heritage, as a result of the listing of any areas of the PARKS as heritage properties, and the associated requirements, and to restore and maintain said heritage properties.

For the preparation of specific projects to be submitted to organizations responsible for the defense of material and/or immaterial heritage, the assistance of an expert on heritage and properties listed as heritage properties should be secured.

ANNEX XVII establishes the General Guidelines issued by CONDEPHAAT and CONPRESF for the CONCESSION AREA, whereas the specific projects for INTERVENTIONS shall be submitted to the analysis and deliberation of the Councils.

9.3 TRAILS

The CONCESSIONAIRE shall adjust the trails system within the CONCESSION AREA within the timeframes established in ANNEX III, provided that it shall, at least:

- I. keep the use of the existing trails in good order, according to the procedures established in the Trail Construction and Maintenance Guide, by *SIMA*, including the indicative and interpretive signage, subject to the GRANTING AUTHORITY's approval;
- II. make communications materials used on the trails available in two languages (Portuguese and English), and in braille;
- III. projects for new trail itineraries to be developed by the CONCESSIONAIRE within the CONCESSION AREA shall be proposed within the scope of the INTERVENTIONS PLAN, subject to the guidelines of the MANAGEMENT PLAN, the effective regulations and the Trail Construction and Maintenance Guide by *SIMA*;
- IV. if any Bird Watching activities are performed, the native species shall be indicated on plates distributed throughout the area, as well as the times of year when they are usually seen, and noting the altitude differences at the watching sites, which could influence the variety of the species seen;
- V. regarding trails used for biking activities, all appropriate safety measures shall be adopted, as well as the proper itineraries. Lanes on trails shall be properly coordinated, with one lane reserved exclusively for biking, subject to the guidelines of the MANAGEMENT PLAN.

9.4 SIGNAGE AND COMMUNICATIONS

The CONCESSIONAIRE shall develop and provide, within no more than 365 (three hundred and sixty-five) days after the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, a communications, signage and environmental interpretation solution for the CONCESSION AREA, using a standardized, accessible form of visual language. The solution shall include, at a minimum:

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- I. visual signage elements to identify all the public amenities, attractions and infrastructures of the CONCESSION AREA, such as: constructions, accesses, parking, vehicles, attractions, as well as activities and construction works executed, among others.
- II. communications and environmental interpretation elements, such as maps; wallboards announcing news and events; interpretative schemes; and signage plates and warnings;
- III. signage alluding to the protection and precautions to be taken with fauna, flora and accesses, recommendations about waste disposal and the importance of the not feeding wild animals, among other safety recommendations to USERS;
- IV. directions, such as plates and locating maps for the attractions, when applicable, offering USERS an appropriate visual guidance;
- V. improvements to the PARKS' horizontal signage, so that USERS can move around more safely.

All communications and signage elements shall be bilingual (in Portuguese and English) and assume universal accessibility, according to ABNT NBR 9050.

Communications and environmental interpretation elements shall identify and appreciate the PARKS' cultural-historical heritage, providing significant historical information to visitors.

The materials used for the production of signage and communications elements shall be durable, resistant to vandalism and easy to maintain and replace. The use of sustainable materials, which produce minimal impact on the PARKS' natural environment, is encouraged.

The CONCESSIONAIRE shall create a bilingual platform to communicate and interact with USERS (in Portuguese and English), provided it is able to choose to adopt an application and/or any other digital means to advertise the programming and services offered at the PARKS, including information such as: (I) a map locating attractions and services available to the USER; (II) historical, cultural and environmental information; (III) working hours; and (IV) a space for the USER to submit questions, suggestions and complaints, among other things.

It is incumbent upon the CONCESSIONAIRE to implement the communications means needed to inform USERS of the execution of construction works and other INTERVENTIONS at the CONCESSION AREA.

The CONCESSIONAIRE shall inform, expressly and in clearly visible locations, on its homepage, and in advertising campaigns, that this is a CONCESSION made by the State of São Paulo. The points at which the CONCESSION AREA starts and ends shall also be clearly demarcated, wherever public visitation is available.

The CONCESSIONAIRE shall inform the neighboring community about the training of residents, which shall be offered free of charge, on the topics of Qualification for environmental conservation and conservation units, and Technical-operational capacitation, as described in item 11 of this ANNEX.

This shall be disseminated by posting information on the CONCESSIONAIRE's homepage and other fixed internal media, such as banners, signs, displays, big screens. The PARKS' reception workers shall be sufficiently knowledgeable to advise any residents interested in the training about the training schedule, as well as the minimum requirements to be eligible, and the full procedure to be observed.

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10 INFRASTRUCTURE OPERATING SERVICES

10.1.1 Property Security

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide USER and Property Security throughout the CONCESSION AREA, including the following services, to be implemented within the timeframes established in items **Erro! Fonte de referência não encontrada.**, 10.1.3 and 10.1.4:

- I. USER and Property Surveillance Services;
- II. Installation and Maintenance of Electronic Monitoring Systems;
- III. Access Control.

The execution of this duty shall be compliant with the Property Security and Access Control Plan and the Risks and Contingencies Plan, contained within the MANAGEMENT AND OPERATIONAL PLAN.

10.1.2 Property Surveillance Services

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide the service of property surveillance, employing qualified professionals, who are properly trained, and every resource necessary, throughout the CONCESSION AREA.

It shall be incumbent upon the CONCESSIONAIRE to provide an appropriate solution for property surveillance services, including fixed surveillance stations and bases for the execution of surveillance patrols, in addition to electronic monitoring.

The CONCESSIONAIRE shall notify the GRANTING AUTHORITY, within no more than 24 (twenty-four) hours, on the occurrence of any significant property damages within the CONCESSION AREA.

10.1.3 Installation and Maintenance of Electronic Monitoring Systems

The CONCESSIONAIRE shall, within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, install and execute the maintenance of the electronic monitoring and access control systems (turnstiles, barriers, visitor registration systems, perimeter alarms, etc.).

The CONCESSIONAIRE shall, within 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, implement, operate and maintain an operating center to monitor the images made by the electronic monitoring cameras, which shall be properly equipped with image storing systems, with a storage capacity of at least 60 (sixty) days. The GRANTING AUTHORITY shall have access to the footage, according to an access policy to be defined with the GRANTING AUTHORITY. The system shall also rely on operating monitors, working 24 (twenty-four) hours a day. This image monitoring center may be implemented at a remote location, away from the PARKS, as long as it allows for uninterrupted, reliable communication between the teams at the operating center and the on-site based surveillance team (at the PARKS) and access by the qualified, authorized personnel of the GRANTING AUTHORITY.

Electronic monitoring systems to be installed should include, at least, the following video analytical resources: vehicle plate reading, counting of people in transit, and a virtual line to monitor perimeter invasions or intrusions into prohibited areas within the CONCESSION AREA. These resources shall be made available only for certain cameras whose functions require the use of such technology:

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- I. Cameras deployed to monitor the entrance and exit of vehicles in parking areas – vehicle plate reading function;
- II. Cameras deployed to monitor visitor accesses – analytical resource equipped with a people counter function;
- III. Cameras deployed to monitor the perimeters of the CONCESSION AREA – virtual line/intrusion detection;
- IV. Cameras deployed to monitor grounds with restricted or prohibited access – intrusion detection function.

Specifically concerning the monitoring of the perimeters of the Areas and Glebes, the CONCESSIONAIRE shall consider, at a minimum, an extension of 800 (eight hundred) linear meters in the *Horto Florestal* Glebe (HT), whereas the perimeter bordering *Núcleo Pedra Grande* unit (PG) shall be covered by this monitoring, as well as the 900 (nine hundred) linear meters of the *Arboreto* Area (AR), at the perimeter where the visitors' access will be. For all other Areas and Glebes, there shall be no obligation to monitor the perimeters, provided the CONCESSIONAIRE decides whether to provide a solution with the above-mentioned resources, thereby ensuring the security of the CONCESSION AREA and USERS.

The CONCESSIONAIRE may employ any monitoring technology other than the one described above, which is or becomes available on the market, as long as it possesses the minimum resources and functions referenced hereinabove.

10.1.4 Access Control

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, mobilize access control measures that, along with the surveillance team, shall control the access of USERS, vehicles, employees, vendors (according to access type) to all the CONCESSION areas, whether they are subject to paid ADMISSION or freely accessed, assisting and directing the visitors to the Parque Estadual da Cantareira and the Parque Estadual Alberto Löfgren.

The CONCESSIONAIRE shall, within 365 (three hundred and sixty-five) days, counted as of the DATE OF SIGNATURE of the CONTRACT, also implement, operate and maintain access control systems at access points to the CONCESSION AREA (in all grounds), equipped with electronic control, or any other similar or superior technology available at the time of installation. Visitor entrances (subject to paid admission), employee, vendor and service provider entrances shall be subject to access controls that are fully interconnected with the SGC (Management and Control System).

For the Areas offering motorized visitors paid parking spaces, the CONCESSIONAIRE shall employ a parking management system, interconnecting it with the access control system with the use of automatic barriers and image recording resources. Self-service solutions (self-serve terminals, such as totems, for instance) shall be made available for the payment of parking service inside visitation areas, either near the parking area or the ticket counter or the visitors' center (if any).

In addition to the duties specified under Security, in the section on access control, the CONCESSIONAIRE shall consider the need to control the access of GRANTING AUTHORITY employees, or its associated entities, SABESP, and the representatives of the Advisory Boards of the PARKS, when on service, and other guests, who shall be subject to prior authorization, and pre-registration, and shall be appropriately identified, with the use of a sticker, card, biometrics, or other superior methods.

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10.1.5 Fire fighting Services

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, shall provide fire brigade services, according to the guidelines in Technical Instruction no. 17, by the Military Fire Department of the State of São Paulo, and shall additionally be responsible for the procurement or renewal of the AVCB for the existing infrastructures under its responsibility and for the CONCESSION AREA, whereas it shall not be responsible for the other constructions used by the GRANTING AUTHORITY: (I) Administrative Headquarters, and (II) *PEC* Maintenance, located in the *Núcleo Pedra Grande* unit, and (III) Administrative Headquarters of the *Núcleo Engordador* unit, according to the terms of ANNEX III, and specifically the constructions identified and required by the current legislation (State Decree no. 63.911/2018 and Complementary Law no. 1257/2015 – State Firefighting Code).

Execution of this duty shall be done in compliance with the Property Security and Access Control Plan and the Risks and Contingencies Plan, and the Fire Emergency Plan, all contained within the MANAGEMENT AND OPERATIONAL PLAN.

The fire brigade team to be organized by the CONCESSIONAIRE, with its own collaborators, shall be subject to a hierarchy, so that the firefighting work is organized and effective. There shall only be one person in command, who is well acquainted with the area and firefighting methodology, and shall be responsible for making all the decisions.

The brigade shall consist of 3 (three) classes:

- I. Brigade Chief – The top authority during a fire, who shall have the following responsibilities:
 - a. to name the leaders to take charge of certain tasks;
 - b. to establish firefighting tactics and strategies;
 - c. to program its resource requirements;
 - d. to brief on the firefighting plan;
 - e. to plan and review firefighting actions;
 - f. to ensure and protect firefighters' safety and wellbeing;
 - g. to keep the operating base informed of all developments.
- II. Group Leader – Responsible for keeping the tools, equipment, meals and personnel ready at all times. This person shall have the following duties:
 - a. to instruct firefighters on how and where to establish a line of fire;
 - b. to supervise the brigade and ensure the proper use of the equipment and tools;
 - c. to ensure the safety of firefighters;
 - d. to keep the brigade chief briefed on all developments;
 - e. to oversee the proper demobilization of persons and equipment.

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III. Firefighters – They shall have the following duties:

- a. to establish the line of fire according to the orders of the group leader, working safely and effectively;
- b. to sustain the line of fire;
- c. to carry out their obligations;
- d. to make good use of the equipment and clothing and conserve them.

In addition, forest fire brigades training shall be provided, according to the following criteria:

Hour load: at least 20 (twenty) hours (with annual refreshment). Minimum contents:

- I. structure and operation;
- II. important concepts;
- III. tools and equipment;
- IV. knowing fire;
- V. fire behavior;
- VI. forest fire behavior;
- VII. prevention and protection plans;
- VIII. preventing fire dissemination;
- IX. firefighting methods
- X. fire extinction
- XI. applying firefighting methods
- XII. mopping up operations
- XIII. operations support
- XIV. determining causes
- XV. first aid

The fire brigade services shall include:

- I. visual inspection and periodic testing of the sprinkler system;
- II. visual inspection and periodic testing of backup pumps;
- III. daily confirmation of the availability of water for the firefighting system;

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- IV. daily inspection of hydrants, fire extinguishers and accessory equipment;
- V. inspection, maintenance control and organization of ambulance, when applicable;
- VI. control and organization of emergency equipment, such as first aid kits, gurneys, independent controls, etc.);
- VII. inspection of working areas, isolation of hazardous areas, preventive advisement of transients;
- VIII. first response and casualty escorting to the hospital, when applicable;
- IX. rescue operations from confined spaces and operations performed at heights, if any;
- X. assembling life lines, with rope and rescue equipment, for operations at heights and confined spaces, when applicable;
- XI. firefighting, first aid, PPE use training programs;
- XII. specific training on the forest fire prevention and extinction;
- XIII. inspecting, testing and monitoring of maintenance work on the alarm system;
- XIV. preparation and completion of spreadsheets, reports and presentations on issues concerning fire prevention, events logged, maintenance and correction requirements, etc.;
- XV. field inspections based on the fire department's project;
- XVI. contributing to the preparation, implementation and maintenance of the fire emergency plan;
- XVII. qualification training of the emergency brigade;
- XVIII. organizing abandonment plans and emergency simulations;
- XIX. immediate notification of any situation and support to the special teams of the Military Fire Department of the State of São Paulo in the extinction of forest fires;
- XX. firefighting equipment for fast response within the CONCESSION AREA (to support the extinction of forest fires), such as flexible backpacks, fire dampers, multiple tools, such as hoes, scythes and machetes.

10.1.6 Cleaning

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, execute cleaning of the CONCESSION AREA, which shall include the following services:

- I. Cleaning of Public Use Areas;
- II. Cleaning of Technical Areas;
- III. Cleaning of Public Restrooms and Baby Changing Stations;
- IV. Collection and Disposal of Waste from Technical Areas, Public Visitation Areas, and Public Restrooms and Baby Changing Stations;

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V. Pest Control;

Execution of this duty shall be carried out in compliance with the Cleaning Plan and the Solid Waste Management Plan (*PGRS*), both contained in the MANAGEMENT AND OPERATIONAL PLAN for the CONCESSION AREA. It shall also adhere to the determinations in the MANAGEMENT PLANS for the PARKS.

Cleaning of the inside and outside of the MUSEU FLORESTAL shall be done by the CONCESSIONAIRE.

Cleaning of Public Use Areas

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, arrange for cleaning of public use spaces within the CONCESSION AREA, according to the requirements of plans drafted for each area, including:

- I. cleaning of areas inside constructions used by the visiting public, such as the visitors' centers, reading rooms, spaces used for environmental education, museums, exhibit halls, etc.;
- II. sweeping outside patios, sidewalks, trails, leisure and camping areas, picnic areas;
- III. overall washing of outside areas, including sidewalks, parking areas and patios;
- IV. cleaning and unclogging of drains, clearing them out when necessary, as long as this does not involve technical labor (plumber or construction worker).
- V. collecting, storing and disposing of USER-generated waste, at the appropriate location;
- VI. cleaning of common areas outside the CASH-GENERATING UNITS (UCGs) (restaurants, snack bars, shops, kiosks, etc.).

Areas such as food squares and grounds concentrating client users shall be cleaned and sanitized as well. So, if the UCGs' operations are organic, that is to say, if they are operated by the CONCESSIONAIRE, the latter shall also be responsible for the cleaning and sanitation of those user-shared areas. Otherwise, the third parties responsible therefor shall assume those activities.

Cleaning of Technical Areas

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, arrange for the cleaning of technical areas managed by it within the CONCESSION AREA, including constructions under the GRANTING AUTHORITY's responsibility: (I) Administrative Headquarters and (II) PEC Maintenance, located in the *Núcleo Pedra Grande* unit, and (III) Administrative Headquarters of the *Núcleo Engordador* unit, as established in ANNEX III.

Technical areas are defined as areas that are not commonly visited by the public, but rather are used by some of the CONCESSIONAIRE's collaborators as well as its partners: administrative buildings, maintenance workshops, vehicles, water and sewage meter readers, machine rooms, access control and security booths, security monitoring rooms, locker rooms, etc.

Cleaning of Public Restrooms and Baby Changing Stations

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, arrange for the cleaning of public restrooms and baby changing stations, during the full working hours

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of these public amenities, in addition to providing and restocking all disposable materials needed, such as: paper towels, liquid soap, toilet paper, waste bags, diapers, etc.

Collection and Disposal of Waste from Technical Areas and Public Visitation Areas

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, arrange for the proper collection and disposal of the solid waste produced in public areas, technical areas, and in restrooms and baby changing stations within the CONCESSION AREA, in all areas involved.

The CONCESSIONAIRE shall also act, primarily, to mitigate the waste generated, and to promote recycling and use of collection bins and storage spaces that prevent animal access to the waste deposited.

Pest Control

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide expert technical pest control services, for all constructions under its responsibility within the CONCESSION AREA, including, primarily, prevention and inspection actions, and possibly:

- I. extermination of rats and other pests, according to RDC Resolution no. 52/2009, although it would be desirable to implement preventive actions and, in specific cases, biological control or mechanical control (traps) in the constructions;
- II. effective actions against insects (cockroaches, termites, ants, flies, gnats, mosquitoes), arachnids (ticks, scorpions), rodents (mice, rats), and bats;
- III. non-chemical control for weeds and other open spaces within the CONCESSION AREA.

All monitoring and control procedures for pests and weeds shall be described and made available as established in the Standard Operating Procedures (SOP).

10.1.7 Maintenance

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, execute maintenance and upkeep of all constructions, areas and assets included in the concession, which are reversible and currently under its responsibility, and keep them in a good state of conservation throughout the entire CONCESSION term, including constructions under the GRANTING AUTHORITY's responsibility: (I) Administrative Headquarters and (II) PEC Maintenance, located in the *Núcleo Pedra Grande* unit, and (III) Administrative Headquarters of the *Núcleo Engordador* unit, according to the terms of ANNEX III, including the following services:

- I. Operation and Maintenance of Parking Areas and Access Roads;
- II. Operation and Maintenance of Mobility Equipment/Connections between Areas;
- III. Maintenance of Public Use Areas and Constructions;
- IV. Electrical Maintenance;
- V. Hydraulic Maintenance;
- VI. Maintenance of Urban Furnishings and Visual Signage;

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- VII. Maintenance of Technical-Operating Equipment;
- VIII. Maintenance of Green Areas;
- IX. Maintenance of Firebreaks (if any).

Execution of these activities shall be done in compliance with the Maintenance Plan and the Green Areas Maintenance Plan, both contained in the MANAGEMENT AND OPERATIONAL PLAN. They shall also adhere to all determinations in the PARKS' MANAGEMENT PLANS.

Operation and Maintenance of Parking Areas and Internal and Access Roads

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, execute upkeep services of parking areas, internal and access roads, floors, concrete and cobblestone paving, visitor-accessible trails, visual signage, plates, signs and informative panels, in all areas comprising the CONCESSION AREA.

Operation and Maintenance of Mobility Equipment/Connections between Equipment

The CONCESSIONAIRE shall, as of the implementation of internal transportation between areas, provide operation and maintenance services of motorized mobility equipment, which are implemented to transport the public between the *Horto Florestal* Glebe (PEAL) and *Núcleo Pedra Grande* unit (PEC), and shall, therefore, provide operation and maintenance services.

The CONCESSIONAIRE's team shall be duly qualified and trained to follow all safety and mobility rules concerning public amenities and vehicles, as well as technical safety rules governing the means of transportation to be implemented, as well as practices suggested or required by its manufacturer, with priority being given to low-emission means of transportation.

Maintenance of Public Use Areas and Constructions

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide maintenance services in all public use and technical and administrative use areas and constructions under its management, such as: walkways, paving roads, access roads, restrooms, baby changing stations, attraction constructions and eating spaces (snack bars, coffee shops, restaurants, shops, etc.), visitors' centers, reading rooms, spaces used for environmental education, museums, exhibit halls, administrative and technical buildings of the CONCESSIONAIRE (administrative buildings, rooms, offices, technical workshops, etc.), in addition to conserving properties listed as heritage properties.

Electrical Maintenance

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for electrical maintenance in the entire CONCESSION AREA, including the maintenance of all Low Voltage (LV) and Medium Voltage (MV) electrical circuits installed, switchboards, lighting systems, primary enclosures, etc.

Execute all overhauling necessary to individualize the measuring system, in order to identify and pay its own consumption and the public use consumption within the CONCESSION AREA, within no more than 1 (one) month after execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.

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The CONCESSIONAIRE shall provide maintenance services for the whole power system and all electrical installations in the CONCESSION AREA, to ensure the availability, quality and efficient use of the power supply. The following are some of the elements comprising this system:

- I. junction box and meter box;
- II. transformation bay;
- III. protection systems;
- IV. power grid
- V. electrical circuits and panels;
- VI. generator group operation and maintenance (if any);
- VII. no-breaks (if any);
- VIII. power switches and plugs;
- IX. electrical switches, protection and control devices;
- X. inside and outside lighting;
- XI. emergency lighting;
- XII. Protection System Against Lightning (SPDA) devices;
- XIII. managing interfacing with the power utility company;
- XIV. periodic assessment of the following equipment:
 1. low and medium voltage switchboards;
 2. circuit breakers;
 3. fuses;
 4. lighting;
 5. power plugs;
 6. power outlets;
 7. distribution infrastructure.

Hydraulic Maintenance

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the hydraulic maintenance for the entire CONCESSION AREA, including: water collection systems, internal distribution networks, draining systems, pumping systems and floodgates, cistern and water

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tank cleaning, drinking and reclaimed water analysis and treatment, green area irrigation systems, surface cleaning of lakes, lagoons, streams and creeks, etc.

All overhauling needed to individualize the metering system shall be executed, in order to identify and pay its own consumption and the public use consumption within the CONCESSION AREA, within no more than 1 (one) month after the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET;

Hydraulic maintenance services shall include the following activities, at a minimum:

- I. periodic cleaning of hydraulic systems to ensure the quality of water and sewage (cleaning of water tanks, piping, etc.);
- II. monitoring the quality of reclaimed water (if any), issuing technical reports every six months;
- III. assurance of quality levels defined under the current legislation for the water system, the reclaimed water system (if any) and sewage output;
- IV. monitoring drinking water quality;
- V. monitoring the quality of lakes' surface water, using a continuous monitoring system, to preserve aquatic life (fish, plants and microorganisms) and enable water activities without compromising people's health (such as paddle boats, small vessels, and even swimming).
- VI. controlling the high-water levels of lakes within the public use area of the PEAL CONCESSION AREA, by opening or closing floodgates, as needed.

Maintenance of Urban Furnishings and Visual Signage

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the maintenance of urban furnishings, such as: benches, chairs, trash cans, totems, poles, towers, hydrants, bus stops and shelters, drinking fountains, bike racks, playground equipment, as well as all the visual signage within the CONCESSION AREA, whether vertical (plates and arrows) or horizontal (crossings and signage painted on the pavement), warning signs, placards, posters, banners, vertical, horizontal, and aerial idealizations, audio systems, etc.

Maintenance of Technical-Operating Equipment

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the maintenance of all technical-operating equipment, such as: electrical vehicles, fossil fuel-operated vehicles, tractors, saws, welding machines, sweeping machines, polishing machines, blowers, electric meters, motors, generators, convertors, hydraulic pumps, that is to say, all operating devices owned by it, which shall be considered REVERTIBLE ASSETS at the end of the CONCESSION term.

Maintenance of Green Areas

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the maintenance of all green areas within the CONCESSION AREA, which shall encompass maintenance of landscaping work in the visitation area, as well as tree-trimming, clearing of grass areas, fertilizing, planting seedlings, among other activities.

The maintenance of green areas shall include the activities of planting, irrigation, trimming of trees and decorative plants, plant health control, hoeing, clearing, cleaning of garden waste and gardening waste, tending to plant vases and the tree areas within the perimeter reserved for the CONCESSION.

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The maintenance of green areas shall include the following minimal activities:

- I. to plant and maintain outside and inside areas decorated with plants of the grass family and flowery plants;
- II. to prune/cut the grass, applying the appropriate gardening products, as well as native plants and trees;
- III. to irrigate plants and grasses;
- IV. to furnish, replace, restore decorative seedlings, plants, and grass planted in the soil, using only species native to the *Mata Atlântica* region;
- V. to furnish decorative seedlings, plants in vases, and elements to enhance and adorn the landscape, flower beds and garden beds, using primarily plant species similar to the *Mata Atlântica* region's vegetation;
- VI. to implant and keep gardens clean and tidy;
- VII. to generally organize green areas by cutting/clearing the grass areas and fields, as well as the necessary contours in areas with ground coverings;
- VIII. to execute plant-health treatments on green areas and gardens to fight and eradicate pests and parasites;
- IX. to pack waste resulting from gardening services executed at the appropriate location;
- X. to execute formation pruning, at the appropriate times of the year, on both trees and shrubs. No pruning shall be done which disfigures the plants, provided it is required to preserve the natural form of each element;
- XI. to get around any imbalances identified in the development of plants, by controlling insects, fungi, viruses and others, with the use of biological, physical and chemical processes. The use of chemical products such as: insecticides, fungicides, herbicides, acaricides and others, shall be restricted to specific cases and to doses that are absolutely necessary;
- XII. any defects in the gardening works shall be remedied always to the extent necessary;
- XIII. all leaves, garden cuttings and debris produced shall be collected, packed and disposed of at the proper location.
- XIV. to keep all devices and tools needed for the execution of the services in perfect working order.

It shall be incumbent upon the CONCESSIONAIRE to execute preventive, periodic pruning and close cuttings on dead trees, which compromise the lives of employees and USERS and/or existing structures, public amenities, installations, constructions in the CONCESSION AREA. When this involves suppression of native tree vegetation, the GRANTING AUTHORITY's consent shall be required, as well as compliance with all specific authorizations, subject to the current legislation.

The CONCESSIONAIRE shall execute forest management to keep the arboreta in the CONCESSION AREA, following directions in the PEAL MANAGEMENT PLAN for the management of planted cultures, subject to the INSTITUTO's technical-scientific supervision.

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Assistance of Wild and Domesticated Animals

The CONCESSIONAIRE shall take actions to prevent the feeding of animals by USERS, and produce a protocol of service, documentation and destination for wild and domesticated animals that are found dead, sick or hurt in the CONCESSION AREA.

To reduce the exposure of primates to electrocution, actions shall be implemented at critical locations of the CONCESSION AREA, identified in the MANAGEMENT PLAN, to reduce the mortality of howler monkeys and other animals that use electrical wires to move around, by either covering and changing the wires, or by taking the wire system underground, in addition to establishing animal passageways, within 90 (ninety) months after the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.

It shall be incumbent upon the GRANTING AUTHORITY to handle wild animals found within the PEAL and the PEC public use areas.

Maintenance of Firebreaks (if any)

The CONCESSIONAIRE shall, as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, keep any existing firebreaks in the CONCESSION AREA.

Maintenance of Pump House and Equipment

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, execute maintenance work on the Pump House and its specific equipment, as detailed in ANNEXES III and V.

10.1.8 Utilities

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide utility services within the CONCESSION AREA, including:

- I. maintenance of Primary Enclosures;
- II. sustainable management of water/sewage, electrical power and LPG;
- III. supplying, monitoring and assuring the quality of water for human consumption;
- IV. monitoring the quality of lakes' water, if they are used for any activities involving visitors.

These activities shall be carried out in compliance with the Maintenance Plan, the Solid Waste Management Plan (*PGRS*) and the Sanitation Plan, all contained within the MANAGEMENT AND OPERATIONAL PLAN.

Maintenance of Primary Enclosures

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide the services of operation, preventive and corrective maintenance of primary enclosures in the CONCESSION AREA.

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Sustainable Management of Water and Sewage, Electrical Power and LPG

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the sustainable management of water resources, power and LPG in the CONCESSION AREA, so as to keep their supply uninterrupted.

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, individualize bills associated with its own consumption in the CONCESSION AREA, whereas it shall not be liable for costs incurred by the GRANTING AUTHORITY and bodies associated therewith.

The CONCESSIONAIRE shall monitor the consumption of such resources, and provide for the maintenance of internal collections systems used for the purposes of those utilities.

Supplying, Monitoring and Assuring the Quality of Water for Human Consumption

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, provide for the supply of water for human consumption in the CONCESSION AREA, monitoring its quality, according to the drinking water parameters established in Annex XX, to Consolidation Ordinance no. 05 (Ordinance no. 2.914/2011), by the Brazilian Ministry of Health.

The monitoring periodicity and parameters shall be compliant with the terms of art. 40 and attachments 12 and 14 to Annex XX of said Ordinance, considering the sampling point, the population served, and the type of water source, in order to assess risks posed to human health.

The parameters shall be monitored according to drinkability charts, to detect microbiological standards, chemicals, radiation cyanotoxins, and the organoleptic standard representing risks to human health (Attachments 1, 7, 8, 9 and 10 to Annex XX).

Monitoring Surface Water Quality

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET, monitor the quality of lakes' water, in the event that they are used for USER activities.

The main purposes of this monitoring are to:

- I. keep the quality of water life forms at an appropriate level;
- II. allow the water from lakes to be used for practice of water activities, such as paddle boats, kayaking, and stand-up paddling.

Monitoring shall be continuous, at no less than 2 (two) sampling points per lake, both of which shall be capable of measuring the temperature (a variable that affects fish metabolism), pH level (a pH level that is too low or too high can lead to the morbidity of certain native fish species), dissolved oxygen (oxygen depletion can lead to the morbidity of certain water species) and conductivity (a variable that helps establish the level of pollution) of the surface water. The continuous monitoring shall allow for the issuance of an alert if the quality of the surface water fails to meet the established quality standards.

11 LOCAL INTEGRATION DUTIES

The CONCESSIONAIRE shall, as of execution of the TERM OF DELIVERY OF THE PUBLIC ASSET:

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- I. create the means to appreciate and prioritize the use of local labor and products, and regional products from the *Mata Atlântica* region, to contribute towards the generation of income and jobs;
- II. create the means to foster the social and economic integration of the neighboring communities. The following are a number of suggested guidelines, which the CONCESSIONAIRE may or may not choose to adopt:
 - a. encourage the institution of a supply chain, which are long-term, mutually beneficial cooperative relationships, established between companies and entities within the same value chain, to facilitate business transactions among them, by adjusting the requirements for the provision of the products and services;
 - b. include persons from the PARKS' neighboring community among the personnel qualified by the CONCESSIONAIRE to join its technical team and outside service providers;
 - c. prefer the institution of a supply chain for services that play a social and environmental role, favor a healthy lifestyle and use regional inputs and products, consistently with the PARKS' purposes, focusing on social, economic and environmental sustainability, for instance, designing handicraft courses with the use of natural materials, integrated with environmental education activities;
- III. promote, once a week, in one of the Glebes within the CONCESSION AREA, fairs featuring local products and producers;
- IV. create a space within the CONCESSION AREA for the development of new businesses tied to the neighboring economy or unit, provided that, to do so, it is able to seek the support and sponsorship of other entities, which could possibly involve the use of naming rights, as established under the CONTRACT, or any other possibilities established under the CONTRACT; and
- V. encourage the establishment of new businesses within the scope of the so-called Green Economy, which emphasize the rational use of natural resources, a healthy lifestyle, the appreciation of biodiversity and ecosystemic services, to foster innovation for the conservation of socio-biodiversity and fulfill the global agenda for the Millennium Sustainable Development Goals.

The minimum mandatory requirements in terms of training courses to be offered are the following:

- I. two qualifications/courses per year, on each of the following topics: (I) environmental conservation and conservation units, and (II) technical-operating qualification/course;
- II. that, at least, a total of 40 places be made available in the two qualifications/courses, and, at least, 20% of those places are offered to neighboring residents.

Please note that the CONCESSIONAIRE shall not be obligated to open any qualification/course exclusively to neighboring residents, but shall use the scheduled training to be offered to its employees to integrate neighboring residents into the classes, or even in courses unrelated to environmental topics. However, qualifications/courses offered for neighboring residents shall be offered free of charge.

The CONCESSIONAIRE's administrative department shall be responsible for reviewing applications and issuing approvals and registering individuals approved to take training courses during the following period, within no more than 60 days after the application date by the resident and no more than 30 days after the starting date of the training course, whichever is earliest.

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12 TIMELINES

The following table establishes the timeframes for the execution of duties described in this ANNEX.

ITEM	DESCRIPTION	TIMEFRAME
3	Plans and Projects	
3.1	Management and Operational Plan	90 (ninety) days after execution of the CONTRACT.
3.2	Interventions Plan	180 (one hundred and eighty) days after execution of the CONTRACT.
3.3	VISUAL IDENTITY PROJECT	180 (one hundred and eighty) days after execution of the CONTRACT.
3.4	Communications, Promotion and Environmental Education Plan	180 (one hundred and eighty) days after execution of the CONTRACT.
3.5	Museum Plan	240 (two hundred and forty) days after execution of the CONTRACT.
5	Information Concerning the Concession	
5.1	Assessment of Performance Indicators – Independent Rapporteur	Annual Report, 5 th (fifth) working day of the month of the CONTRACT anniversary, sent by the INDEPENDENT RAPPORTEUR to the PARTIES, CONSIDERING the periodicity of assessment of the indicators, according to the terms of ANNEX IV.
5.1	Annual Report on the Concession	WITHIN up to 90 (ninety) days after each CONTRACT anniversary, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
5.1	Operating Report	Monthly, within 5 (five) working days after the end of the month
5.3	Operating Management and Control System (SCG)	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
6	Public Use for Ecotourism and Leisure	
6.3	Services and Activities for public use within the Concession Area	
6.3.1	Parque Estadual da Cantareira	
	Ticketing	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Parking	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Food and Drink	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Adventure Circuit	WITHIN up to 36 (thirty-six) months, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
6.3.2	PEAL and PEC Integration	
	Parking	Within up to 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Internal Transportation	WITHIN up to 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
6.3.3	Parque Estadual Alberto Löfgren	
	Food and Drinks	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Museu Florestal	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Horto Florestal Palace	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
7	Learning	
	Environmental Education and Interpretation	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Research	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
8	Visitation	
	Monitoring visitation impacts	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Service to the Public	UPON execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Visitor and community satisfaction survey	Biannual ASSESSMENT, according to ANNEX IV.

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ITEM	DESCRIPTION	TIMEFRAME
9	Infrastructure	
	Renovations and Constructions	Refer to ANNEX III.
	Drinking water	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
	Trails	Refer to ANNEX III.
	Signage and Communications	WITHIN up to 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10	Infrastructure Operating Services	
10.1.1	Property Security	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.2	Property Surveillance Services	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.3	Installation and Maintenance of CFTV Systems	WITHIN up to 365 (three hundred and sixty-five) days, counted as of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.4	Access Control	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.5	Firefighting Services	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.6	Cleaning	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.7	Maintenance	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
10.1.8	Utilities	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.
11	Local Integration Duties	
	Local Integration	As of the execution of the TERM OF DELIVERY OF THE PUBLIC ASSET.