

PROGRAM AGREEMENT

THIS AGREEMENT is between **CANOE PROCUREMENT GROUP OF CANADA**, a tradename of the Rural Municipalities of Alberta, a corporation incorporated pursuant to the laws of Alberta ("**CANOE**") and:

Supplier Legal Name: Canadian Appliance Recycling Enterprises Inc.

Supplier Corporate Jurisdiction 220B Lesmill Road, North York, Ontario M2L 2R3
(the "**Supplier**"), as of

Date of Agreement: August 24, 2026 regarding

RFP No. CAN-2026-004

RFP Title Supply of Residential Appliances and Related Services
(the "**RFP**").

BACKGROUND

- A. Canoe is a public agency serving as a national municipal contracting agency for its Members, and in that capacity issued the RFP for the purchase of goods and/or services.
- B. The Supplier is engaged in the business of selling some or all of those goods and/or services, and responded to the RFP.
- C. Canoe wishes to enter into an agreement with the Supplier for the purchase of goods and/or services by Members, pursuant to a purchase program administered by Canoe.
- D. The Parties wish to set out the terms and conditions upon which those purchases will occur, and under which the purchase program will be administered.

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained and of other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged by each Party), the Parties hereby agree as follows:

ARTICLE 1 INTERPRETATION

1.1 Definitions

In this Agreement the following terms have the corresponding meanings.

"Administrative Fee" means the fee paid by the Supplier to Canoe as described in this agreement (Administrative Fee) and protected under ATIA/POPA.

"Agreement" means this Program Agreement and all schedules attached hereto, as the same may be supplemented, amended, restated or replaced from time to time in writing in accordance with its terms.

"ATIA" means the *Access to Information Act*, SA 2024, c A-1.4, as amended or superseded.

"Business Day" means Monday to Friday between the hours of 9:00 a.m. to 4:30 p.m. local time in Nisku, Alberta, except when such a day is a public holiday, as defined in the *Employment Standards Code*, R.S.A. 2000, Chapter E-9, or as otherwise agreed to by the parties in writing.

"Change Request Form" means the Change Request Form provided by Canoe.

"Confidential Information" means all tangible and intangible information and materials, in any form or medium, received (directly or indirectly) by the Receiving Party from the Disclosing Party, or collected by the Receiving Party on behalf of the Disclosing Party, in connection with the Program that is:

- (a) related to the Disclosing Party's, or any of its affiliates', finances, assets, pricing, purchases, products, sales, business or operational plans, strategies, forecasts or forecast assumptions, operations, stakeholders, clients and personnel (including, without limitation, the Personal Information of officers, directors, employees, agents and other individuals), trade secrets, intellectual property, technology, data or other information that reveal the research, technology, processes, methodologies, know how, or other systems or controls by which the Disclosing Party's existing or future products, services, applications and methods of operations or doing business are developed, conducted or operated, and all information or materials derived therefrom or based thereon;
- (b) designated as confidential in writing by the Disclosing Party, whether by letter or an appropriate stamp or legend, prior to or at the time such information is disclosed by the Disclosing Party to the Receiving Party; and/or
- (c) apparent to a reasonable person, familiar with the Disclosing Party's operations, business and the sector in which it operates, to be of a confidential nature.

and without regard to whether that information and materials are owned by a Party or by a third party. Confidential Information does not include:

- (d) information that is in the public domain or has come into the public domain other than by reason of a breach of this Agreement; or
- (e) information that has been, or is hereafter, received by that Receiving Party other than from or at the request of the Disclosing Party, and other than during or as a result of carrying out the Program.

"Confidential Material" means any notes or other documents relating to the Confidential Information.

"Conflict of Interest" means any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Supplier (including its directors, officers, employees, agents or subcontractors) other commitments, relationships or financial interests could or could be seen to (i) exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or (ii) compromise, impair, or be incompatible with the effective performance of its obligations under the Agreement.

"Deliverables" means the goods and/or services identified in Schedule A, B and C.

"Disclosing Party" means, in connection with particular Confidential Information, the Party that disclosed (directly or indirectly) the Confidential Information to the other Party, or the Party on whose behalf the other Party collected or generated the Confidential Information.

"Effective Date" means the date of this Agreement first noted above.

"Event of Force Majeure" means any cause beyond the reasonable control of a Party, including any act of God, outbreak, or epidemic of any kind, communicable and virulent disease, strike, flood, fire, embargo, boycott, act of terrorism, insurrection, war, explosion, civil disturbance, shortage of gas, fuel or electricity, interruption of transportation, governmental order, unavoidable accident, or shortage of labour or raw materials.

"Goods/Services" means the goods and/or services identified in this agreement.

"Governmental Authority" means any government, regulatory authority, commission, bureau, official, minister, court, board, tribunal, or dispute settlement panel or other law, rule, or regulation-making organization or entity having or purporting to have jurisdiction to exercise any administrative, executive, judicial, legislative, policy, regulatory, or taxing authority or power.

"LBMX" refers to the proprietary software platform developed and maintained by LBMX Inc.

"Member" means any current and future members of Canoe during the Term, and any Canoe-represented associations and their current and future members during the Term. Canoe may also be considered a Member in its capacity as a purchaser of Goods/Services. In addition, to be a Member for the purposes of this Agreement, the Member must operate within the Territory during the Term. See <https://canoeprocurement.ca/canoe-current-future-members/> for a general list of Members.

"Parties" means both Canoe and the Supplier collectively, and **"Party"** means either one of them.

"Person" shall be broadly interpreted and includes any individual, partnership, limited partnership, joint venture, syndicate, sole proprietorship, corporation, with or without share capital, unincorporated association, trust, trustee, or other legal representative, Governmental Authority and any entity recognized by law.

"Personal Information" has the meaning ascribed to it in *Protection of Privacy Act* SA 2024, c P-28.5.

"POPA" means the *Protection of Privacy Act* SA 2024, c P-28.5 as amended or superseded.

"Program" means the discounted price program designed by the Supplier for the purchase of Goods/Services by Members.

"Program Pricing" means the discounted pricing offered to Members as set out in this agreement.

"Purchase Agreement" or **"Participating Addendum"** means the agreement between the Supplier and a Member for the purchase of Goods/Services in accordance with this Agreement.

"Receiving Party" means, in connection with particular Confidential Information, the Party that received (directly or indirectly) the Confidential Information from the other Party, or the Party that collected or generated the Confidential Information on behalf of the other Party.

"Record(s)" means a record, as that term is defined in the Access to Information Act ("ATIA") and the Protection of Privacy Act ("POPA"), that is disclosed to the Supplier or collected, created, maintained, or stored by the Supplier in the performance of its duties under the terms of this Agreement, excluding the Supplier's own accounting and human resources records.

"Term" means the term of this Agreement, as set out in Section 1.2.

"Territory" means the provinces or regions identified in Schedule "B" – Supplier Response to the RFP.

"Trade-marks" means the trade-marks, logos, designs and other indicia used to identify and distinguish a Party and its goods or services in Canada and elsewhere, whether these are registered or not, which are set out in Article 4 (Trade-marks).

1.2 Term

This Agreement comes into effect on the Effective Date and shall continue in force for **August 31, 2030** unless terminated in accordance with its provisions. That initial term may be extended by a further period of **one (1)** year by Canoe.

1.3 Rules of Interpretation

This Agreement shall be interpreted according to the following provisions, unless the context requires a different meaning.

- (a) Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender.
- (b) References containing terms such as "includes" and "including", whether or not used with the words "without limitation" or "but not limited to", shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean "includes without limitation" and "including without limitation".
- (c) The division of this Agreement into articles and sections and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.
- (d) "Hereof", "hereto" and "hereunder" and similar expressions mean and refer to this Agreement and not to any particular section or paragraph. References herein to "Article", "Section", or "Schedule" refer to the applicable article, section or schedule of this Agreement.
- (e) If any action is required to be taken pursuant to this Agreement on or by a specified date which is not a Business Day, then such action shall be valid if taken on or by the next succeeding Business Day.
- (f) Where this Agreement is silent on any subject, Members and Approved Supplier retain the ability to negotiate mutually acceptable terms.

1.4 Schedules

The following Schedules are incorporated by reference into and form part of this Agreement:

Schedule A	RFP Particulars
Schedule B	Supplier Response to the RFP
Schedule B1	Pricing
Schedule C	Marketing and Promotion of Agreement
Schedule D	Sample Sales Report

1.5 Order of Priority

In the event of any conflict or inconsistency between any of the Articles of this Agreement and the Schedules to this Agreement, that conflict or inconsistency shall be resolved in the following (descending) order of priority:

- (a) Article 1 to Article 11 of this Agreement;
- (b) Schedule A (RFP Particulars);
- (c) Schedule B (Supplier Response to the RFP)
- (d) Schedule B1 (Pricing)
- (e) Schedule C (Marketing and Promotion of Agreement)
- (f) Schedule D (Sample Sales Report)

provided that Schedule A (RFP Particulars) will supersede Article 1 to Article 11 of this Agreement if it expressly references the specific section or Article of this Agreement that it intends to supersede.

ARTICLE 2 PROGRAM ADMINISTRATION AND SUPPORT

2.1 Program Details

- (a) The Parties agree that Canoe administers the Program as set out in this Agreement. Through the Program, Members have the option to purchase from the Supplier, and the Supplier agrees to supply to Members, the Goods/Services at Program Pricing.
- (b) Members using the program may wish to enter into a separate Purchase Agreement or Participating Addendum negotiated directly with the Supplier that contains additional terms and conditions. The terms of that Purchase Agreement cannot be less favorable to the Member than this Agreement.

- (c) All Members orders under this Agreement must be issued prior to expiration of this Agreement; however, Supplier performance, Member payment, and any applicable warranty periods or other Supplier or Member obligations may extend beyond the term of this Agreement.
- (d) The Parties agree that the Supplier is an independent supplier and is not the agent or partner of Canoe. Nothing contained in this Agreement shall create or be deemed to create the relationship of joint venture, partnership, or agency between the Parties. Neither Party shall represent itself as the joint venturer, partner or agent of the other. The Supplier has no authority to bind Canoe, and will not represent itself as having that authority.

2.2 Responsibilities of the Supplier

- (a) The Supplier will work and act in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement.
- (b) The Supplier will facilitate and administer the marketing and sales aspects of the Program as outlined in this Agreement – including Schedules A, B and C.
- (c) The Supplier will execute the engagement plan set out in Schedules A and B and will refine that plan over the course of the Term, and as reasonably requested by Canoe.
- (d) The Supplier acknowledges that Articles 1-11, Schedules A, B, C will be posted on www.canoeprocurement.ca.
- (e) The Supplier will provide prompt cooperation to Canoe and its representatives to ensure that the Program is effective and responsive to Members.
- (f) The Supplier will manage the transition of Members into the Program, and will take commercially reasonable efforts to ensure a prompt and seamless transition.
- (g) During the Term, the Supplier will continually provide Members with the Program Pricing for all Goods/Services.
- (h) The Supplier will communicate directly with Members regarding low stock levels, major discounts, and other time sensitive subject matter.
- (i) The Supplier will inform Canoe of important developments within the industry that affect the Program or the Goods/Services.
- (j) The Supplier will maintain the insurance required under Section 11.3 at all times during the Term.
- (k) The Supplier will provide the insurance documents, sales report and pay the administrative fee as required by Canoe on time.

2.3 Responsibilities of Canoe

- (a) Canoe will facilitate and administer the financial and payment aspects of the Program as outlined in this Agreement – including all the Schedules.

- (b) Canoe will act as a liaison between the Supplier and the Members, to help facilitate obtaining any information required in relation to the Program. Canoe will support the Supplier's Program marketing efforts by making information about the Program available to its Members.

2.4 Obligations of Suppliers to Members

- (a) Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Member.
- (b) Shipping, Delivery, Acceptance, Rejection, and Warranty. Supplier's proposal/quote may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of the Deliverables. Supplier and Member may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for the Deliverables. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- (c) Applicable Taxes. Member is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- (d) Ordering Process and Payment. Supplier's ordering process and acceptable forms of payment are included within its Proposal. Canoe will have no liability for any unpaid invoice of any Member for invoices issued under 3.3(c).
- (e) Transaction Documents. Member may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier and Member may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Member must include specific reference to this Agreement by number and to Member's unique Canoe account number.
- (f) Additional Terms and Conditions Permitted. Member and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant this Agreement when necessary and as solely determined by Member however they cannot be less favorable to the Member than the terms of this Program Agreement. Canoe has expressly reserved the right for Supplier and Member to address any necessary provisions within transaction documents not expressly included within this Agreement.
- (g) Participating Addendums. Supplier and Member may enter a Participating Addendum or similar document extending and supplementing the terms of this Agreement to facilitate adoption as may be required by a Member.
- (h) Subsequent Agreements and Survival. Supplier and Member may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Agreement as determined in the discretion of Member.

2.5 Program Leads

- (a) Canoe and the Supplier will each designate a representative from its organization with the authority and competence to coordinate and manage its contributions to the Program on such Party's behalf (each a "**Program Lead**").
- (b) Once each quarter, or as otherwise reasonably requested by either Party, the Program Leads shall formally review the progress of the Program including any problems, concerns, results and any other information material to the progress and success of the Program. Such review shall occur by teleconference at a time mutually agreeable to the Program Leads.

2.6 No Guaranteed Volumes

Canoe makes no guarantee of the value or volume of purchases of Goods/Services by Members under the Program.

2.7 Exclusivity

Canoe makes no assurances that Members will exclusively purchase Goods/Services from the Supplier. Members are not bound to purchase Goods/Services through the Program and may contract with others for the same or similar goods or services.

2.8 Conflict of Interest

The Supplier shall take reasonable measures to ensure that its directors and officers involved in the Program promptly disclose to it any actual or reasonably suspected Conflict of Interest in connection with the Program. The Parties shall cooperate in determining whether a Conflict of Interest exists and how it will be addressed or avoided, and provided that if the Conflict of Interest cannot be resolved to Canoe's satisfaction, acting reasonably, Canoe may deem the Conflict of Interest to be a material breach of this Agreement by the Supplier.

ARTICLE 3 FINANCIAL MATTERS

3.1 Maximum Pricing

Except for pre-approved adjustments made pursuant to Section 8.1, all Pricing shall be fixed at or below the Pricing listed in Schedule B1 for the entire term of this Agreement including the extension period if exercised.

3.2 Administrative Fees

3.3 Use of LBMX

The Supplier is required to use LBMX for all reporting and invoicing submissions as applicable to Canoe. Any associated onboarding, licensing and/or subscription fees for the use of LBMX is the sole responsibility of the Supplier.

3.4 Billings and Payment

- (a) The Member has the option of choosing either CANOE Invoicing or Supplier Invoicing which are outlined below. Unless directed by the Member, the default billing and payment method is CANOE Invoicing.
- (b) CANOE Invoicing
 - (i) All invoices regarding Member purchases of Goods/Services and all payments to the Supplier in satisfaction of those invoices are processed through CANOE.
 - (ii) All invoices must include:
 - (A) a 'Bill To' section to the CANOE address;
 - (B) a 'Ship To' section that includes the Member name, address, and Canoe Member number;
 - (C) Canoe contract number; and
 - (D) for each type of Goods/Services purchased by the Member:
 - (I) detailed description of what was purchased;
 - (II) quantities, unit price, and extended price (these prices shall include any Administrative Fee based on Section B); and
 - (III) GST, PST, and/or HST number (stated separately).
 - (iii) Invoices should not include:
 - (A) any statement of an Administrative Fee, commission or discount rate; or
 - (B) any statement that indicates a reduced amount for paying an invoice within a certain time frame.
 - (iv) CANOE will pay the invoice provided by the Supplier within 30 days of receiving the invoice less the Administrative Fee defined in Schedule B.
- (c) Member Invoicing
 - (i) All invoices regarding Member purchases of Goods/Services and all payments to the Supplier in satisfaction of those invoices are processed through the Supplier.

- (ii) All invoices must include:
 - (A) a 'Bill To' section to the Member address;
 - (B) a 'Ship To' section that includes the Member name, address, and Canoe Member number;
 - (C) Canoe contract number; and
 - (D) for each type of Goods/Services purchased by the Member:
 - (E) detailed description of what was purchased;
 - (F) quantities, unit price, and extended price (these prices shall include any Administrative Fee based on Section B); and
 - (G) GST, PST, and/or HST number (stated separately).
- (iii) Invoices should not include:
 - (A) any statement of an Administrative Fee, commission or discount rate; or
 - (B) any statement that indicates a reduced amount for paying an invoice within a certain time frame.
- (iv) Canoe will issue monthly invoices to the Supplier using LBMX for the Administration Fee defined in Schedule B.
- (v) The Administrative Fee will be paid monthly within 15 day of receiving the invoice from Canoe/LBMX via electronic funds transfer ("EFT") at accounting@canoeprocurement.ca.
- (d) To the extent Canoe or any Member requests reasonable supporting documentation regarding invoiced amounts, the Supplier shall promptly provide it and the period to pay that invoice shall be extended by the time period between the Supplier's receipt of that request and the delivery of the relevant supporting documentation to Canoe.
- (e) The Supplier should ensure that any person ordering on behalf of a Member provides the Supplier with the Member's Canoe member number for electronic entry on the invoice.

3.5 Financial Reporting and Record-keeping

- (a) The Supplier will provide monthly sales reports to Canoe using the sales report template provided in Schedule D. The report includes Member purchases under the Program and is due no later than the fifteenth (15th) of each month. If there are no sales to report, the report will indicate \$0.
- (b) The Supplier must use the sales report template provided in Schedule D.
- (c) All reports are to be sent to the Vendor specific LBMX email address in PDF format.

- (d) Canoe has approval from participating Members to allow the Supplier to share their purchase data with Canoe for the purpose of financial reporting.
- (e)
- (f) The Supplier will provide a business review to Canoe at least annually to discuss the Program sales performance and the deployment and effectiveness of marketing strategies.
- (g) The Supplier shall keep and maintain sufficient records in connection with the Program to substantiate that it has performed its obligations hereunder, including as they relate to the payment of the Administrative Fee.
- (h) Canoe, its authorized representatives, or an independent auditor identified by Canoe may, at Canoe's expense, upon reasonable prior notice to the Supplier, review or audit the Supplier's records regarding the Supplier's performance of its obligations hereunder. The Supplier shall provide reasonable cooperation in connection with the foregoing and shall disclose or grant reasonable access to any information requested by Canoe, its authorized representatives or an independent auditor in connection with the Program or this Agreement.

ARTICLE 4

TRADE-MARKS

4.1 Trade-mark License and Branding

Each Party acknowledges that certain aspects of the Program may be co-branded, such that the name and certain trade-marks of both Parties are used by both Parties in materials prepared in connection with the Program. Each Party agrees that:

- (a) it is the sole owner of all right, title, and interest in and to its Trade-marks;
- (b) any use of the other Party's Trade-marks enures solely to the benefit of that Party and neither Party acquires any rights in the other Party's Trade-marks as a result of such use;
- (c) it shall maintain and exercise control over the character and quality of the use of its Trade-marks as used in association with the Program; and
- (d) whenever it uses the other Party's Trade-marks in accordance with this Agreement, it shall (i) use such Trade-marks strictly in accordance with that other Party's standards of quality and specifications for appearance and style as may be supplied by that Party from time to time; (ii) use such Trade-marks only in the manner and form approved by that Party; (iii) clearly identify the use of the Trade-marks as a licenced use and identify the other Party as the owner of the Trade-marks, in any manner specified by the other Party from time to time; and (iv) not alter, modify, dilute or otherwise misuse the Trade-marks.

ARTICLE 5
REPRESENTATIONS AND WARRANTIES

5.1 Representations by Each Party

Each Party represents and warrants to the other that:

- (a) it has the authority to enter into this Agreement and carry out its obligations hereunder, and doing so will not result in a violation by it of any law or any rule, judgment, order, decree or similar act of any Governmental Authority;
- (b) this Agreement has been duly executed by it; and
- (c) it has not granted and shall not grant any rights or licenses and has not entered into and shall not enter into any agreement, either written or oral, that would conflict with this Agreement or the Program.

5.2 Representations by the Supplier

The Supplier represents and warrants that:

- (a) it is properly qualified, licensed, equipped, and financed to provide the Program and perform its obligations under this Agreement and any Purchase Agreement;
- (b) if the Supplier is a manufacturer or wholesale distributor, the Supplier has a documented relationship with a suitable dealer network where that dealer network is informed of, and authorized to accept, purchase orders pursuant to any Purchase Agreement on behalf of the Supplier – and any such dealer will be considered a subcontractor of the Supplier for the purposes of this Agreement;
- (c) It shall comply with all foreign and domestic applicable federal, provincial and municipal laws and regulations including but not limited to the obligations under *Fighting Against Forced Labour and Child Labour in Supply Chains Act*, S.C. 2023, c. 9.
- (d) all of its obligations will be carried out by qualified personnel and all work will be performed in a professional manner;
- (e) it is not aware of any proceeding in progress or pending or threatened that might be expected to have a materially adverse effect on the Program or impact its ability to meet its obligations under this Agreement; and
- (f) after due inquiry, it is not aware of any circumstances which do or might cause a Conflict of Interest in respect of its participation in the Program.

ARTICLE 6

CONFIDENTIAL INFORMATION

6.1 Use and Non-Disclosure of Confidential Information

The Receiving Party agrees not to:

- (a) use Confidential Information for any purpose except to carry out the Program; or
- (b) grant access or disclose Confidential Information to any person except to those agents, directors, officers, employees and contractors of the Receiving Party who are required to have access to the information in order to carry out the Program, and who are bound by obligations to protect the Confidential Information that are substantially similar to those set out in this Agreement (provided that the Receiving Party remains liable for any breach of confidence cause by such persons).

6.2 Protection

The Receiving Party agrees that it will take all reasonable measures to protect the Confidential Information from loss, theft or any use or disclosure not permitted under this Agreement, which measures shall include:

- (a) taking reasonable measures to ensure that only those agents, directors, officers, employees and contractors of the Receiving Party who are required to have access to the Confidential Information in order to carry out the Program have access to such limited Confidential Information as may be necessary for their duties; and
- (b) taking the highest degree of care that the Receiving Party utilizes to protect its own Confidential Information of a similar nature, but no less than a reasonable degree of care, given the nature of the Confidential Information.

6.3 Mandatory Disclosure

Notwithstanding Section 6.2(b), the Disclosing Party acknowledges and agrees that the Receiving Party may be required by law or a Governmental Authority to disclose Confidential Information. If the Receiving Party believes that the disclosure of Confidential Information is or is about to be required by law or Governmental Authority, it will notify the Disclosing Party of the circumstances and scope of the disclosure – with an oral notice provided as soon as reasonably possible and as much in advance of the impending disclosure as possible, and such oral notice confirmed in writing promptly thereafter – and will provide reasonable assistance in resisting such disclosure.

6.4 Notice of Unauthorized Use or Disclosure

The Receiving Party agrees to notify the Disclosing Party of any actual or reasonably suspected loss, theft or unauthorized use or disclosure of Confidential Information that may come to its attention – with an oral notice provided immediately, and confirmed in writing promptly thereafter.

6.5 No Proprietary Right

The Receiving Party agrees that it acquires no right, title or interest to the Confidential Information, except a limited right to use that Confidential Information in connection with the Program. All Confidential Information shall remain the property of the Disclosing Party (to the extent possible) and no licence or other right, title or interest in the Confidential Information is granted hereby.

6.6 Return / Non-Use of Confidential Information and Other Related Materials

On receipt of a written demand from the Disclosing Party, and in any event within twenty (20) days after the expiry or termination of this Agreement, the Receiving Party shall immediately return all Confidential Information, including any related Confidential Material, to the Disclosing Party, or, if instructed by the Disclosing Party to destroy any Confidential Information, shall securely destroy that Confidential Information and related Confidential Material and provide a written certificate to the Disclosing Party certifying the destruction of such Confidential Information and Confidential Material. This Section 6.6 shall not apply to routinely made back-up copies of Confidential Information in electronic form, or to archival copies required to be retained under the applicable law, provided that the Receiving Party shall comply with this Agreement in respect of such copies.

6.7 Access to Information and Privacy Laws

The Supplier acknowledges that Canoe is subject to Access to Information laws and that any information provided to Canoe in connection with the Services or otherwise in connection with this Agreement, or held on Canoe's behalf, may be subject to disclosure in accordance with ATIA.

(a) To support Canoe's compliance with ATIA, the Supplier will:

- (i) provide Canoe -related records to the Canoe within seven (7) days of being directed to do so by the Canoe;
- (ii) promptly refer to Canoe all requests made to the Supplier by third parties referencing ATIA or other public sector access to information laws;
- (iii) not access any Personal Information on Canoe's behalf unless the Canoe determines, in its sole discretion, that access is permitted under POPA and is necessary in order to provide the Services to Canoe;
- (iv) keep Canoe Records and Confidential Information physically or logically separate from other information held by the Supplier;
- (v) not destroy any Records related to the Services until seven (7) years after the termination of this Agreement unless authorized in writing by Canoe to destroy it sooner;
- (vi) implement other specific security measures requested by Canoe that in the reasonable opinion of the Canoe would improve the adequacy and effectiveness of the Supplier's measures to ensure the security and integrity of Canoe Records and Confidential Information.

ARTICLE 7 INDEMNITY AND LIABILITY

7.1 Liability for Representatives

Each Party shall be responsible for any breach of this Agreement by its directors, officers, and employees – provided that Canoe shall not be responsible for the decisions, actions or omissions of any Member, including for the performance by any Member of its obligations under a Purchase Agreement.

7.2 Indemnity

(a) Subject to the limitation of liability set out in Section 7.3 (and in the case of Canoe, subject to Section 7.1), each Party (an "**Indemnifying Party**") shall indemnify, defend (at its expense) and hold the other Party (the "**Indemnified Party**") and its directors, officers, employees, contractors and agents (collectively, the "**Indemnitees**") harmless in respect of any action, claim, demand, cost, charge, losses, and expenses (including legal costs on a substantial indemnity basis), whether or not well-founded, ("**Losses**") brought against or suffered by the Indemnitees arising out of or related to:

- (i) claims for bodily injury, including death, and claims asserted by third parties for bodily injury, including death;
- (ii) claims for loss or damage to tangible property, and claims asserted by third parties for loss or damage to tangible property; or
- (iii) any breach of the Indemnifying Party's obligations, representations or warranties in the Agreement;

except to the extent that such Losses were not caused by the Indemnifying Party or any person for whom it was responsible. The foregoing indemnity shall be conditional upon the Indemnified Party notifying the Indemnifying Party as soon as is reasonably practicable in the circumstances of any Losses in respect of which this indemnity may apply and of which the Indemnified Party has knowledge, and the Indemnitee cooperating with the Indemnifying Party in the defence of any such claim or action. No such claim or action shall be settled or compromised by the Indemnifying Party without the Indemnified Party's prior written consent.

(b) The indemnity obligations hereunder will be enforceable without right of set-off or counterclaim as against the Indemnitee. The Indemnifying Party will, upon payment of an indemnity in full under this Agreement, be subrogated to all rights of the Indemnitee with respect to the claims and defences to which such indemnification relates.

7.3 Limitation of Liability

In no event shall either party, its affiliates or any of their respective directors, officers, employees, agents, or subcontractors, be liable to the other party for any claim for punitive, exemplary, aggravated, indirect, consequential or special damages in connection with this agreement, including without limitation damages for loss of profits or revenue, or failure to realize expected savings, howsoever derived. The foregoing shall not supersede the terms of any purchase agreement which provide otherwise.

7.4 Equitable Relief

Each Party acknowledges and agrees that, in the event of any breach or anticipated breach of the provisions of this Agreement relating to Confidential Information or privacy, damages alone would not be an adequate remedy, and agree that the non-breaching Party shall be entitled to equitable relief in respect of that breach, such as an injunction, in addition to or in lieu of damages and without being required to prove that it has suffered or is likely to suffer damages.

ARTICLE 8 CHANGES AND TERMINATION

8.1 Product and Pricing Change Requests

- (a) If the Supplier wishes to adjust Program Pricing or Products, the Supplier must provide Canoe with at least forty five (45) days prior written notice to request any increase or decrease in prices using the Change Request Form. To ensure timely consideration of the request, the Supplier must comply with the instructions set out in the Change Request Form. For clarity, model discontinuations, manufacturer substitutions, manufacturer allocation constraints, inactive models, product safety issues, regulatory changes, freight changes and mutually approved alternates may be addressed through the Change Request Form or other process mutually agreed by the Parties.
- (b) Canoe shall consider all duly completed Change Request Forms and shall notify the Supplier of whether the Program Pricing, products or other change is acceptable or not within thirty (30) days of receipt of all requested information from the Change Request Form. Canoe shall not unreasonably withhold its approval to any requested change – provided that Canoe may refuse any change in Program Pricing prior to the first anniversary of the Effective Date for any reason or without giving any reason.

8.2 Reduction in Scope

Canoe may, on thirty (30) days prior written notice to the Supplier, reduce the scope of the Goods/Services provided under the Program by identifying specific Goods/Services that will not longer be part of the Program.

8.3 Termination by Either Party

A Party may, without liability, cost or penalty, terminate the Agreement on written notice to the other where such other Party fails to perform or observe any material term or obligation of the Agreement and such failure has not been cured within fifteen (15) days of written notice of such failure being provided to that Party.

8.4 Termination by Canoe

Canoe shall be entitled to terminate the Agreement, without liability, cost, or penalty:

- (a) at any time without cause, and without liability except for required payment for services rendered, and reimbursement for authorized expenses incurred, prior to the termination date, by providing at least sixty (60) days notice to the Vendor;

- (b) on written notice to the Supplier where the Supplier: (i) commits an act of bankruptcy within the meaning of the *Bankruptcy and Insolvency Act* or equivalent legislation; (ii) makes any general assignment for the benefit of creditors or otherwise enters into any composition or arrangement with its creditors; (iii) has a receiver and/or manager appointed over its assets or makes an application to do so; (iv) has a resolution or a petition filed or an order made for its winding up; or (v) ceases to carry on business;
- (c) on thirty (30) days' written notice to the Supplier, following the occurrence of any material change in Canoe's requirements which results from regulatory or funding changes or recommendations issued by any Governmental Authority; or
- (d) on written notice to the Supplier if the Supplier breaches in any material respect any of its obligations or covenants hereunder with respect to Confidential Information or privacy.

8.5 Termination by the Supplier

- (a) at any time without cause, and without liability except for required payment for services rendered, and reimbursement for authorized expenses incurred, prior to the termination date, by providing at least sixty (60) days notice to Canoe;
- (b) on written notice to Canoe where Canoe: (i) commits an act of bankruptcy within the meaning of the Bankruptcy and Insolvency Act or equivalent legislation; (ii) makes any general assignment for the benefit of creditors or otherwise enters into any composition or arrangement with its creditors; (iii) has a receiver and/or manager appointed over its assets or makes an application to do so; (iv) has a resolution or a petition filed or an order made for its winding up; or (v) ceases to carry on business or operations; or
- (c) on written notice to Canoe if Canoe breaches in any material respect any of its obligations or covenants hereunder with respect to Confidential Information or privacy.

8.6 Orderly Termination

- (a) In the event of termination or expiry of the Agreement, each Party shall cooperate to effect an orderly wind-up of the Program. Within thirty (30) days of termination or expiry, each Party shall pay to the other any amounts owed to that other Party under this Agreement.
- (b) In the event of a termination of this Agreement by Canoe pursuant to Section 8.4, the Supplier shall be liable to Canoe for any costs incurred by Canoe and corresponding Administration Fees as a result of the notice of default and termination of this Agreement.

8.7 No Limitation of Remedies

Any termination of the Agreement shall not limit any Party's rights or remedies either in law or in equity.

8.8 Survival

In addition to any other provision dealing with the survival of obligations hereunder, all of the obligations regarding Confidential Information, privacy, indemnifications, disclaimers and limitations on liability set out in this Agreement shall survive the expiry or termination of this Agreement, as shall all any other provisions which, by their nature, ought reasonably to survive expiry or termination.

Notwithstanding any expiration or termination of this Agreement, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 9 through 11 survive the expiration or cancellation of this Agreement. All other rights will cease upon expiration or termination of this Agreement.

ARTICLE 9 FORCE MAJEURE

9.1 General

Except as expressly provided otherwise in the Agreement, dates and times by which a Party is required to render performance under this Agreement shall be postponed to the extent and for the period of time that such Party is prevented from meeting such dates and times by an Event of Force Majeure.

9.2 Notice and Performance

Where an Event of Force Majeure occurs, the Party that is delayed or fails to perform shall give prompt notice to the other Party, and shall use reasonable efforts to render performance in a timely manner.

9.3 Right to Terminate

In the event that a Party's inability to perform due to an Event of Force Majeure continues for longer than forty-five (45) days, the Party that received (or which was entitled to receive) notice pursuant to this Article may terminate this Agreement by written notice to the other Party without further liability, expense, or cost of any kind.

ARTICLE 10 DISPUTE RESOLUTION

10.1 General

- (a) Subject to Section 7.4, in the event of any dispute concerning this Agreement, the Parties agree dispute will be escalated to the highest level of management within their respective organization and given at least seven (7) days to resolve the matter in good faith by such persons. Subject to the provisions of the Agreement, each Party shall continue performing its obligations during the resolution of any dispute, including payment of undisputed amounts then due. If a dispute cannot be resolved between the organizations, the parties agree to resolve the dispute through arbitration.
- (b) This Article 10 shall not:
 - (i) apply to claims by third parties; or
 - (ii) prevent either Party from seeking an injunction or other equitable relief pursuant to Section 7.4.

10.2 Election

If elected by a Party, any breach or claim arising out of or relating to this Agreement or the breach thereof, may be settled by arbitration in accordance with the *Arbitration Act*, R.S.A. 2000, Chapter A-43 and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

10.3 Arbitration Site and Arbitrator

The arbitration shall be held at the City of Edmonton or at such other site mutually determined by the Parties. Where the Parties are unable to agree upon an arbitrator who is willing to serve within seven (7) days of receipt of a demand to arbitrate by a Party, then either Party may apply to the Court of King's Bench for the appointment of an arbitrator willing to serve.

10.4 Procedure

The arbitrator shall determine the procedure for the arbitration. Such procedure shall include at least one opportunity for written submissions by or on behalf of each Party and may include proceedings by way of exchange of oral argument, hearings with or without witnesses, and such other procedures as the arbitrator deems appropriate. The arbitrator shall have no power to amend the provisions of the Agreement. The proceedings shall be confidential, and the arbitrator shall issue appropriate protective orders to safeguard both Parties' Confidential Information. The arbitrator shall have the right, but not the obligation, to order that the unsuccessful Party pay the fees of the arbitrator, which shall be designated by the arbitrator. If the arbitrator is unable to designate an unsuccessful Party or does not order the unsuccessful Party to pay all such fees, the arbitrator shall so state, and the fees shall be split equally between the Parties.

ARTICLE 11 GENERAL

11.1 Notices

Any notice, demand or other communication to be given or made under this Agreement (a "**Notice**") shall be in writing and shall be sufficiently given or made if:

- (a) delivered in person (including by commercial courier) during a Business Day and left with a receptionist or other responsible employee of the relevant Party at the applicable address set forth below;
- (b) sent by registered mail to the applicable address set forth below; or
- (c) sent by any electronic means of sending messages which produces a paper record (an "**Electronic Transmission**") on a Business Day charges prepaid.

The Parties respective addresses and contact persons are set out in 11.2. Each Notice sent in accordance with this Section shall be deemed to have been received:

- (i) if delivered in person, on the day it was delivered;

- (ii) on the third Business Day after it was mailed (excluding each Business Day during which there existed any general or rotating interruption of postal services due to strike, lockout or other cause); or
- (iii) on the first Business Day after it was sent by Electronic Transmission.

The Parties may change their address for Notice by giving Notice to the other in accordance with this Section.

11.2 Contact Information for Notices

Any Notice to Canoe shall be addressed to:

CANOE PROCUREMENT GROUP OF CANADA
2510 Sparrow Drive
Nisku, Alberta T9E 8N5

Attention: Tyler Hannemann, General Manager of Canoe
Tel: 780.955.8403
Email: Tyler@canoeprocurement.ca

Any Notice to the Supplier shall be addressed to:

CANADIAN APPLIANCE RECYCLING ENTERPRISES INC.
220B Lesmill Road
North York, Ontario M2L 2R3

Attention: Mohammad Hansa, Director
Tel: 416.858.1425
Email: mth@carecdm.ca

11.3 Insurance Obligations

The Supplier shall maintain for the Term, at its own cost and expense, with insurers having a secure A.M. Best rating of B+ or greater, or the equivalent, all the necessary and appropriate insurance that a prudent person carrying out a project similar to its contribution to the Program would maintain, including commercial general liability insurance on an occurrence basis for third party bodily injury, personal injury and property damage, to an inclusive limit of not less than \$5,000,000.00 per occurrence. The policy shall include the following:

- (a) the Indemnitees as additional insureds with respect to liability arising in the course of performance of the Supplier's obligations under, or otherwise in connection with, the Agreement or the performance with the Supplier (or its representatives, agents, dealers and distributors) under a Purchase Agreement;
- (b) a cross-liability clause;
- (c) contractual liability coverage; and
- (d) a thirty (30) day written notice of cancellation, termination or material change.

The Supplier shall provide Canoe with certificates of insurance or other proof as may be requested by Canoe, that confirms the insurance coverage as provided for above.

The Supplier will maintain Workers Compensation Board coverage throughout the Territory for the Term.

11.4 Public Announcements

The Supplier shall not make any public statement or issue any press release concerning the Program except with the prior approval of Canoe or as may be necessary, in the opinion of counsel to the Supplier to comply with the requirements of applicable law. When seeking the prior approval of Canoe, the Parties will use all reasonable efforts, acting in good faith, to agree upon a text for such statement or press release which is satisfactory to both Parties.

11.5 Governing Law and Forum

This Agreement shall be governed by, interpreted and enforced in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein (excluding any conflict of laws rule or principle that might refer such interpretation to the laws of another jurisdiction). Each Party hereby irrevocably attorns to the non-exclusive jurisdiction of the courts of the Province of Alberta for all matters relating to the subject matter of this Agreement.

11.6 Entire Agreement

This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof and supersedes all prior agreements, negotiations, discussions and understandings, written or oral, between the Parties. There are no representations, warranties, conditions, other agreements or acknowledgements, whether direct or collateral, express or implied, which induced any Party to enter into this Agreement or on which reliance is placed by any Party, except as specifically set forth in this Agreement.

11.7 Amendment and Waiver

This Agreement may be amended, modified or supplemented only by a written agreement signed by both Parties. Any waiver of, or consent to depart from, the requirements of any provision of this Agreement shall be effective only if it is in writing and signed by the Party giving it, and only in the specific instance and for the specific purpose for which it has been given. No failure on the part of either Party to exercise, and no delay in exercising, any right under this Agreement shall operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right.

11.8 Severability

If any part of this Agreement is held by a court of competent jurisdiction to be illegal, unenforceable or invalid, it will, be severed from the rest of this Agreement, which shall continue in full force and effect, so long as the economic or legal substance of the matters contemplated hereby is not affected in any manner materially adverse to either Party.

11.9 Assignment

This Agreement may not be assigned by either Party without the prior written consent of the other Party.

11.10 Time of Essence

Time shall be of the essence in this Agreement.

11.11 Further Assurances

Each Party will take all necessary actions, obtain all necessary consents, file all necessary registrations and execute and deliver all necessary documents reasonably required to give effect to this Agreement.

11.12 Counterparts

This Agreement may be executed in any number of counterparts. Either Party may send a copy of its executed counterpart to the other Party by Electronic Transmission instead of delivering a signed original of that counterpart. Each executed counterpart (including each copy sent by Electronic Transmission) will be deemed to be an original; all executed counterparts taken together will constitute one agreement.

IN WITNESS WHEREOF the Parties have executed this Agreement as of the date first written above.

CANOE PROCUREMENT GROUP OF CANADA

By: 

Name: Tyler Hannemann
Title: General Manager

By: 

Name: Stéphanie Dion
Title: Manager of Procurement

Supplier Legal Name: Canadian Appliance Recycling Enterprises Inc.

By: 

Name: Joe Berta
Title: Chief Experience Officer

SCHEDULE "A"

RFP PARTICULARS

PART B – RFP PARTICULARS

A. THE “DELIVERABLES”

SOLUTIONS-BASED SOLICITATION

This solicitation and contract award process is a solutions-based solicitation; meaning that Canoe is seeking services that meet the general requirements of the scope of this RFP and that are commonly desired or are required by industry standards.

The scope of this RFP is residential appliances and related services. Proponents may include related services to the extent that these solutions are complementary to the commodity being proposed.

1. Requested Goods/Services

Canoe expects Proponents to offer a wide array of commodities at lower prices and with better value than what they ordinarily offer to a single governmental or non-profit entity.

This procurement seeks to establish supply agreements for residential appliances solutions that support a broad range of Canadian public sector organizations. The appliance categories are designed to meet the operational needs of various types of housing authorities, non-profit housing providers, Indigenous housing organizations, seniors housing operators, supportive and transitional housing providers, provincial and territorial housing agencies, universities, colleges, schoolboards and other similar educational organisation providers.

Members may require:

- services such as delivery, inventory management, installation, removal, recycling, and extended warranty;
- different order needs ranging from planned bulk orders to one-to-one to high intensity on demand as and when needed requirements;
- delivery, installation, performance of warranty work where tenant or residents are present; as
- disconnection, removal, and disposal of old appliances and of packaging material from new appliances.

Proponents must demonstrate how their solutions support durability, accessibility, operational reliability, and lifecycle value in these environments.

Proponents may submit a proposal response for any category, any combination of categories, or all categories listed in this RFP. The Proponent must clearly indicate in their proposal response which categories they are including in their program offering.

2. Utilisation of the contract – Canoe members

Canoe Members may choose but are not obligated to utilise the services during the term of the agreement. There is no minimum guarantee of usage.

Category	Category Description	Sample Items Include
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Category 1: Core Kitchen Suite (Standard Residential)	These appliances support high-use residential environments where durability, ease of maintenance, and cost control are critical. Solutions must perform reliably under frequent tenant turnover and varied usage conditions.	• 30-inch freestanding electric coil ranges • 28-inch and 30-inch top-mount refrigerators, reversible doors • 24-inch built-in under-counter dishwashers, plastic or stainless tub
Category 2: Compact and Space-Saving Kitchens	Appliances designed for micro-suites, supportive housing, seniors housing, and retrofit units with limited space.	• 24-inch freestanding electric ranges • 18-inch built-in space-saver dishwashers • 24-inch to 26-inch apartment-sized refrigerators • 30-inch over-the-range microwave and hood fan combinations
Category 3: In-Suite Residential Laundry	High-durability laundry equipment for frequent residential use. Includes residential and light commercial rated equipment suitable for multi-unit housing.	• Heavy-duty top-load washing machines • Matching front-load electric dryers • 27-inch unitized stacked laundry centers
Category 4: Accessible (Universal Design) Appliances	These appliances support accessible and inclusive housing environments. Solutions must enable independent use and align with universal design principles consistent with CSA B652 guidance, including control accessibility, reach ranges, and safe operation.	• Front-control electric ranges • Side-by-side or bottom-mount drawer refrigerators • Front-load washers and dryers with optional pedestals
Category 5: Related Accessories	These components support the safe installation and reliable operation of appliances across public sector environments. Solutions include all required accessories to enable full deployment at time of installation.	• Drain pans, pipes, dryer vents, leveling and stacking kits, etc

3. Requirements

Proponents should provide a compelling proposal that will easily and clearly show overall best value based on the scope represented in this Solicitation. Best value will include but not be limited to addressing the following in your RFP submission:

- Competitive pricing across the span of services offered beyond a defined service offering;
- Our Members ask; how fast, how much, how can I access the services, how can I set up my own review, does it matter where I'm located, how easy is it to access the services, how does this support the local economy and is this trade agreement compliant, can my entity benefit by using this contract, is there someone that can answer my questions, do you care about me as a customer, what is the level of service I can expect, how will this impact my entity's operations and bottom line effectively?

To support an industry leading value-based solution, Canoe is requesting that all interested proponents provide a thorough and comprehensive description of their ability to deliver on the Deliverables when answering the questions in the Procurement Portal.

C. Use of LBMX financial Software

Canoe will provide centralized accounts receivable management services on behalf of vendors. This approach is intended to streamline collections, improve cash flow, and reduce administrative burden for vendors. By consolidating receivables through Canoe, the vendor will achieve consistent compliance, enhanced reporting, and improved customer experience, while leveraging economies of scale and advanced systems for efficient payment processing.

As a performance requirement, all Canoe approved suppliers will be required to connect directly with LBMX through EDI or PDF2EDI. Any extra costs associated with non-standard set ups will be the responsibility of the supplier. Training will be provided as part of the supplier onboarding package.

B. MANDATORY SUBMISSION REQUIREMENTS

1. Submission and Specification Questionnaires

Proponents must answer specification questionnaires directly into Canoe's Procurement Portal. Proposal materials should be prepared and submitted in accordance with the instructions in the Procurement Portal, including any maximum upload file size.

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided.

2. Pricing

Pricing is in Canadian dollars. Each proposal must include pricing information that complies with the instructions set out in the Procurement Portal.

C. MANDATORY TECHNICAL REQUIREMENTS

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided in the Procurement Portal.

D. PRE-CONDITIONS OF AWARD

- Submission of proof of insurance
- Satisfactory reference check if required by Canoe

E. EVALUATION CRITERIA

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Proponents must provide their response in Canoe's procurement portal.

Non-Price Rated Criteria Category	Points	Minimum points
Experience -Public sector and not for profit experience -Group purchasing	20	14
Program offering -Depth and breadth of offering -Warranty details	20	14
Delivery, Logistics and Warehousing -Logistics and fulfillment model -Warehouse and inventory management -Payment mechanisms -Members' ease of access to program offering	20	14
Engagement sales, marketing and training plan -Implementation methodology -Contract adoption and management -Reporting Compliance -Sales and distribution network	10	7
Price Rated Criteria Category		
Pricing -Discounts offered -Pricing structure	30	
Total Points	100	

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided in the Procurement Portal.

F. PRICE

Pricing is worth 30 points of the total score.

Instructions on How to Provide Pricing

- (a) Proponents should submit their pricing information electronically within the Procurement Portal.
- (b) Rates must be provided in Canadian funds, exclusive of all applicable duties and taxes.
- (c) Unless otherwise indicated in the requested pricing information, rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

G. AWARD

Canoe will invite the proponents with a score within 10 points of the top proponent to enter into a program agreement for the services for Canoe members.

[End of Part B]

SCHEDULE "B"

SUPPLIER RESPONSE TO THE RFP

Canadian Appliance Recycling Enterprises Inc. (CARE) - Proposal Responses

Supply of Residential Appliances and Related Services (CAN-2026-004)

Corporate Profile

#	Question	Response
1	Proponent Legal Name (and applicable d/b/a if any):	Canadian Appliance Recycling Enterprises Inc. (CARE)
2	Proponent Address:	220B Lesmill Road, North York, Ontario M2L 2R3
3	Proponent Website Address:	www.carecdm.ca
4	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this proposal.	Not applicable. CARE operates as a single entity with no subsidiaries or affiliated companies.
5	Proponent's Authorized Representative (name, title, email address) (The representative must have authority to sign on behalf of the Proponent):	
6	Proponent's primary contact for this proposal (name, title, email address, & phone):	
7	Proponent's other contacts for this proposal if any (name, title, email address, & phone):	
8	Proponent GST registration number:	
9	If the Proponent is representing a consortium each member of that consortium.	Not applicable. CARE is not part of a consortium.
10	Where is your headquarters located?	North York, Ontario, Canada
11	Do you have 250 or more full time employees in Canada?	No
12	Do you have 250 or more full time employees in Ontario?	No
13	Provide all "Suspension or Debarment" from public entities in Canada your organisation is currently subject to.	None. CARE has never been subject to suspension or debarment from any public entity in Canada.
14	Does the Proponent identify itself	No.

as an "entity" as defined under the Fighting Against Forced Labour and Child Labour in Supply Chains Act or "Bill S211"? As per Bill S211 an "Entity" means a corporation or a trust partnership or other unincorporated organization that(a) is listed on a stock exchange in Canada;(b) has a place of business in Canada does business in Canada or has assets in Canada and that based on its consolidated financial statements meets at least two of the following conditions for at least one of its two most recent financial years:(i) it has at least 20 million in assets(ii) it has generated at least 40 million in revenue and(iii) it employs an average of at least 250 employees; or(c) is prescribed by regulations.Please note that the response to the information is being collected as data collation for internal use only. The response provided either yes or no has no bearing on the ability for Proponents to respond to this RFP.	
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Appendix A: Proposal Questionnaire (Q-15OU)

Experience - Public Sector

#	Question	Response
15	Provide a high level description of the goods you are offering in your proposal.	CARE provides residential appliances, related accessories and related services through a two-level offering: full turnkey service in Ontario, and GE/Mabe-supported appliance supply and delivery in QC, AB, BC, MB, SK, NS, NB and PE where postal-code delivery coverage applies. In Ontario, CARE is offering a residential appliance supply and service program for Canoe Members. The offering covers core kitchen appliances, compact and space-saving appliances, in-suite laundry, accessible and universal design appliances, related accessories, and turnkey services including delivery, installation where included in scope, removal, recycling, inventory staging, warranty coordination, reporting and member support.CARE's product offering is built around the appliance types used every day in public and community housing: standard and apartment-size refrigerators, accessible refrigerator configurations where available, 24-inch and 30-inch electric ranges, wall ovens, cooktops, 18-inch and 24-inch built-in dishwashers, top-load and front-load washers, electric dryers, unitized stacked laundry centres, compact laundry, over-the-range microwave and hood fan combinations, and apartment-size appliances for smaller suites, seniors housing, supportive housing and older building layouts.CARE does

		not approach this work as a retail appliance sale. The offering is based on occupied-unit replacement experience: confirming the right model, coordinating building access, delivering to the site or unit, installing within the approved scope, removing the old appliance, documenting completion, managing recycling and supporting warranty follow-up. Products will be sourced through CARE's established manufacturer and supplier relationships, including GE/Mabe, Whirlpool, Electrolux/Frigidaire, Samsung, LG, Danby, Stirling Marathon, Broan and Cyclone through approved supplier channels where applicable. CARE's final catalogue will identify manufacturer, model number, finish, ENERGY STAR status where applicable, warranty, MSRP, and Canoe discount. For the rest-of-country provinces supported by GE/Mabe's appliance and freight framework, CARE is adding a manufacturer-supported supply and delivery model for QC, AB, BC, MB, SK, NS, NB and PE. This gives Canoe Members outside Ontario access to GE/Mabe appliance options and postal-code-based delivery pricing, while keeping installation, removal, recycling, regulated trade work and non-standard site conditions clearly priced or quoted separately. CARE will not represent full turnkey service in a province unless the required operating resources are confirmed. This protects Canoe Members by separating what is fixed and available from what requires project-specific planning. Members will be able to review the product line card, MSRP, Canoe discount, service scope, delivery treatment and any provincial limitations before issuing a purchase order.
16	What is your Canadian public sector market share for the solutions you are proposing?	CARE does not claim a precise national market share percentage. CARE's strongest direct operating position is Ontario public-sector and community housing appliance fulfillment, now supplemented by GE/Mabe-supported appliance supply and delivery coverage in selected additional provinces. CARE does not rely on an estimated national market share percentage because there is no reliable public denominator for Canadian public-sector residential appliance replacement. CARE's position is better demonstrated through actual Ontario delivery volume, client history and program experience. Since 2017, CARE has delivered more than 120,000 energy-efficiency and appliance-related measures across publicly funded and utility-supported programs in Ontario. This includes appliance and residential measure work connected to public housing, community housing, Indigenous programs, income-eligible household programs, municipalities and conservation program partners. CARE's experience includes work connected to the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario public-sector or publicly funded clients. CARE's strongest market position is in Ontario, where members need more than a box dropped at a loading dock. CARE brings practical experience managing appliance replacement inside real public-sector housing and institutional environments, including product selection, access coordination, delivery, installation where included, removal, recycling, documentation, warranty coordination and issue resolution. For Canoe, CARE is also supplementing its Ontario operating model with GE/Mabe-supported appliance supply and delivery coverage in QC, AB, BC, MB, SK, NS, NB and PE. This broader product and delivery framework gives Canoe Members outside Ontario access to manufacturer-supported GE/ Mabe appliance options while preserving CARE's strongest turnkey commitments in Ontario.
17	Describe your experience with	CARE has extensive Ontario experience supplying, delivering, installing,

	supplying appliances to public and senior housing not for profit entities in Canada.	removing and recycling residential appliances for public, senior, nonprofit and community housing clients, with additional GE/Mabe-supported appliance supply and delivery coverage available in selected provinces outside Ontario. CARE has supported appliance replacement work in Ontario public housing, community housing, seniors housing, nonprofit housing, supportive housing, scattered-site homes, co-operative housing, school board facilities, municipal settings and Indigenous community environments since 2017. CARE's experience is not limited to one housing provider or one building type. an Ontario municipal/community housing provider required coordination across a mixed municipal housing portfolio. an Ontario municipal/community housing provider required planning across a more rural and geographically spread service area. an Ontario municipal/community housing provider and an Ontario regional municipality/public-sector housing stakeholder involved municipal and regional housing coordination. an Ontario not-for-profit/co-operative housing provider required resident-sensitive planning in a co-operative housing environment. an Ontario Indigenous community conservation program required community coordination, rural and northern logistics, and respectful delivery in Indigenous housing settings. CARE also has significant public housing experience with a large Ontario urban municipal housing provider, where CARE has completed more than 25,000 appliance installations across a large occupied housing portfolio. This work has included refrigerators, ranges, wall ovens, washers, dryers, cooktops and related appliance replacement requirements. In these environments, CARE's role goes beyond supply. CARE supports order intake, product confirmation, delivery scheduling, resident and site coordination, superintendent communication, building access planning, elevator coordination where required, delivery into occupied units, installation and levelling where included in scope, basic connection checks, removal and haul-away, packaging removal, recycling documentation, warranty coordination, reporting and service recovery. This experience is directly relevant to Canoe Members because appliance replacement in public and nonprofit housing is not a standard retail transaction. Members need a supplier that understands resident communication, access constraints, emergency replacements, older building layouts, pest or contamination concerns, product substitutions, documentation, recycling and warranty support without creating extra administrative burden. For Canoe Members outside Ontario, CARE's submission now includes GE/Mabe-supported appliance supply and delivery coverage in QC, AB, BC, MB, SK, NS, NB and PE where postal-code freight coverage applies. This allows CARE to support a broader national appliance supply offering while being clear that Ontario remains CARE's full turnkey service area.
18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (i.e. CSA, Underwriter Laboratories (UL), or ENERGY STAR) in pursuit of the business contemplated by this RFP.	CARE supplies appliances certified for sale and use in Canada and maintains the operational qualifications, safety controls and qualified trade support required for appliance delivery, installation, removal, refrigerant recovery and recycling in Ontario. CARE does not manufacture appliances. As a supplier, installer and service provider, CARE relies on manufacturer-certified products that are approved for sale and use in Canada. Appliances offered under this RFP will identify applicable Canadian safety certification, such as CSA, cUL, UL or equivalent certification, as well as ENERGY STAR status where applicable to the product category. CARE also maintains operational qualifications and controls relevant to the services contemplated by this RFP. CARE personnel include Ozone Depletion Prevention certified individuals who support the safe handling and recovery of refrigerants from applicable decommissioned appliances. CARE's appliance removal and recycling process includes controlled handling, tracking, labelling, refrigerant recovery where required, weighing, documentation and responsible recycling or

		disposal of applicable units. Where installation, electrical, gas, plumbing, refrigeration, venting, hardwiring or other regulated work is required, CARE will ensure that the work is completed by appropriately qualified personnel or approved subcontractors, in accordance with applicable law, code requirements, manufacturer instructions, site conditions and the final member-approved scope of work. CARE also maintains WSIB coverage for its Ontario operations and uses internal field training controls through the CARE Certified Installer Program. This internal program supports consistent field execution by training crews on appliance handling, delivery practices, installation procedures within approved scope, levelling, connection checks, in-home conduct, documentation, site access requirements, resident interaction, issue escalation and health and safety protocols. In addition, CARE is certified by the Inclusive Workplace and Supply Council of Canada as a Diverse Supplier. This certification supports Canoe Members that consider supplier diversity and inclusive procurement as part of their purchasing objectives.
19	Describe your experience with group purchasing, including a list of current cooperative purchasing contracts in North America.	CARE does not currently hold a formal cooperative purchasing or group purchasing organisation (GPO) contract in North America. CARE's relevant experience comes from public-sector, utility-funded, municipal, school board and community housing procurement environments, now supported by a broader GE/Mabe appliance supply and delivery framework for selected provinces. CARE does not currently hold a cooperative purchasing contract through a Group Purchasing Organization in North America. CARE's current cooperative purchasing contract list is therefore not applicable. CARE's procurement experience has been built through direct contracts, purchase orders, project-based procurements and program delivery arrangements with public-sector, community housing, utility, municipal, school board and not-for-profit clients in Ontario. This includes work connected to the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario public-sector or publicly funded clients. Although CARE has not yet operated under a formal GPO contract, its operating model is well suited to cooperative purchasing. CARE already works in environments that require approved product lists, standardized pricing, purchase order control, account-specific ordering requirements, delivery scheduling, installation documentation, removal and recycling records, warranty coordination, issue escalation, reporting and communication with multiple stakeholders. For Canoe, the practical fit is straightforward: many members will need a supplier that can support planned replacements, urgent failures, occupied-unit deliveries, multi-site projects, capital replacement programs, resident coordination, documentation and clear pricing. CARE's existing public-sector work has required the same discipline expected under a cooperative purchasing agreement. If awarded, CARE will establish a Canoe-specific program structure with an approved appliance catalogue, MSRP and discount line card, service descriptions, ordering support, reporting process and escalation pathway. In Ontario, this will be supported by CARE's full turnkey operating model. In QC, AB, BC, MB, SK, NS, NB and PE, the program will also include GE/Mabe-supported appliance supply and delivery where coverage applies, with installation, removal, recycling and non-standard services quoted project by project. Geographical Coverage for Offering (If you select "Yes" for any province, list all applicable geographical restrictions within

		that province or N/A.)
Geographical Coverage for Offering (If you select "Yes" for any province, list all applicable geographical restrictions within that province or N/A.)		
20	Alberta	Yes - this province is included in our offering Alberta is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in Alberta, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
21	British Columbia	Yes - this province is included in our offering British Columbia is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in British Columbia, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, ferry or special access, and other non-standard site conditions will be confirmed and quoted before order acceptance.
22	New-Brunswick	Yes - this province is included in our offering New Brunswick is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in New Brunswick, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
23	Manitoba	Yes - this province is included in our offering Manitoba is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in Manitoba, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
24	Newfoundland and Labrador	No - this province is not included in our offering [Optional Vendor Input] / [Optional Vendor Input]
25	Northwest Territories	No - this province is not included in our offering [Optional Vendor Input] / [Optional Vendor Input]
26	Nova Scotia	Yes - this province is included in our offering Nova Scotia is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in Nova Scotia, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
27	Nunavut	No - this province is not included in our offering [Optional Vendor Input] / [Optional Vendor Input]
28	Ontario	Yes - this province is included in our offering Ontario is CARE's full turnkey service area. CARE can support Canoe Members across Ontario with appliance supply, delivery, installation where included in scope, removal, haul-away, recycling, warehousing, inventory staging, emergency

		replacement support, warranty coordination, reporting and planned project deployment.CARE's Ontario operations are supported by its Greater Toronto Area head office and warehouse, with regional delivery, staging areas, and service coordination experience across Ontario postal regions including K, L, M, N and P. CARE has delivered appliance and related residential measures in major urban centres, mid-sized municipalities, rural communities, Northern Ontario, community housing portfolios, public housing buildings, school board facilities, municipal properties and occupied residential environments.CARE does not propose any blanket geographic exclusion within Ontario. Service timing, freight, installation scope, recycling requirements and pricing may vary based on product availability, site location, building access, remote or northern delivery requirements, regulated trade requirements, site conditions and the final member-approved scope of work.
29	Prince Edward Island	Yes - this province is included in our offering Prince Edward Island is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in PEI, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
30	Quebec	Yes - this province is included in our offering Quebec is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in Quebec, generally ranging from \$50 to \$75 per piece depending on delivery zone. Installation, removal, recycling, regulated trade work, French-language member requirements, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
31	Saskatchewan	Yes - this province is included in our offering Saskatchewan is included in CARE's national supplement for GE/Mabe appliance supply and delivery. The GE/Mabe freight framework provides postal-code-based delivery coverage in Saskatchewan at \$50 to \$75 per piece within listed coverage areas. Installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted before order acceptance.
32	Yukon	No - this province is not included in our offering [Optional Vendor Input] / [Optional Vendor Input]

Program Offering

#	Question	Response
33	Provide a description of your residential appliances offering. Provide information on the quality standards, certifications and energy star ratings of the goods. You can attach a more detailed list under Section 3(Supporting Documentation).	CARE offers residential appliances, related accessories and related services through a two-level model: full turnkey service in Ontario and GE/Mabe-supported appliance supply and delivery in QC, AB, BC, MB, SK, NS, NB and PE where postal-code delivery coverage applies. CARE's residential appliance offering is designed around the needs of public sector and not for profit housing providers in Ontario. CARE can supply core kitchen appliances, compact and space saving appliances, in suite laundry, accessible and universal design appliances, related accessories, and turnkey services such as delivery, installation, removal, recycling, warehousing, inventory staging, warranty coordination, reporting and member support.CARE supplies appliances from established manufacturers and supplier relationships, including GE/Mabe, Whirlpool Corporation, Electrolux/Frigidaire, Samsung, LG, Danby and

		other approved manufacturers where required. The offering may include standard and apartment size refrigerators, accessible refrigerator configurations where available, 24 inch and 30 inch electric ranges, wall ovens, cooktops, 18 inch and 24 inch built in dishwashers, top load and front load washing machines, electric dryers, unitized stacked laundry centres, compact laundry, over the range microwave and hood fan combinations, and apartment size appliances for smaller suites, seniors housing, supportive housing and older building layouts. Products will be selected for durability, serviceability, parts availability, manufacturer support, dimensional compatibility, tenant usability, ease of maintenance, warranty coverage and lifecycle value. This is important for Canoe Members because public housing and community housing environments often involve high tenant turnover, occupied unit replacement, older cabinetry, limited access, resident accommodation needs, emergency replacement requirements and long term maintenance considerations. Appliances offered under CARE's Canoe catalogue will be certified for sale and use in Canada and will identify applicable safety certification, such as CSA, cUL, UL or equivalent certification. CARE will also identify ENERGY STAR status where applicable to the product category. Not every appliance type is ENERGY STAR eligible, so CARE will clearly show the rating status by model rather than making a blanket claim across all products. The offering now also includes a GE/Mabe-supported national supplement for QC, AB, BC, MB, SK, NS, NB and PE. This supplement provides access to GE/Mabe appliance options across core kitchen, compact kitchen, laundry, accessible or universal design appliances and related accessories, with delivery priced through the applicable provincial or postal- code freight structure. CARE will separate product price, delivery price and any additional service scope so Canoe Members understand the total cost before purchase. Ontario remains CARE's full turnkey service area. Outside Ontario, appliance supply and delivery are included where GE/Mabe coverage applies, while installation, removal, recycling, regulated trade work, special access and non-standard site conditions will be confirmed and quoted project by project.
34	List the manufacturers included in your program offering.	GE/Mabe, Whirlpool, Electrolux/Frigidaire, Samsung, LG, Danby, Stirling Marathon, Broan, Cyclone and approved equivalent manufacturers, subject to final Canoe line-card confirmation, model availability and manufacturer support. GE/Mabe is included as a key manufacturer for the national supply and delivery supplement. CARE's proposed manufacturer offering includes established residential appliance manufacturers and brands commonly used in public- sector, community housing and residential replacement environments in Ontario. The proposed manufacturer and brand list includes: GE/Mabe, including GE, Hotpoint and Moffat Whirlpool Corp, including Whirlpool, Amana, Kitchen Aid and Maytag Electrolux/Frigidaire Samsung LG Danby Stirling Marathon Broan Cyclone CARE maintains direct manufacturer relationships with GE/Mabe, Whirlpool, Electrolux/Frigidaire, Samsung, LG, Danby and Stirling Marathon. Broan and Cyclone products are available through CARE's approved supplier channels for range hoods, ventilation products and related project-specific requirements. CARE will identify the final manufacturer list, brand, model number, category, dimensions, finish, certification status, ENERGY STAR status where applicable, warranty, MSRP, and Canoe discount in its final pricing catalogue and detailed offering list. CARE maintains direct relationships with its primary appliance manufacturers and approved supplier channels. GE/Mabe has provided a national appliance and delivery framework that supports CARE's broader Canoe offering in QC, AB, BC, MB, SK, NS, NB and PE. Broan and Cyclone products are available through approved supplier channels for range hoods, ventilation products and related project-specific requirements. These

		manufacturer and supplier relationships support appliance sourcing, project pricing, bulk procurement, model substitution, inventory planning and product transition management. This is important for Canoe Members because appliance replacement programs often require dependable access to common appliance sizes, compatible replacement models, range hood and ventilation options, and approved alternates when products are discontinued, delayed or unsuitable for site conditions. Where a listed model is discontinued, backordered or not suitable for a member's site requirements, CARE will recommend an equivalent or better alternate for member approval before substitution. Alternates will be selected based on fit, function, warranty, certification status, serviceability, availability, lifecycle value and compatibility with the member's requirements.
35	Describe how you will handle special ordered and non stock items. Explain the pricing structure and shipping details.	CARE will handle special order and non stock items on a case by case basis through a controlled quotation and approval process before order placement, with pricing, lead time, freight, delivery, installation and return conditions confirmed in writing for the member. CARE will support special order and non-stock items where a Canoe Member requires a model, size, finish, configuration, accessibility feature or manufacturer-specific product that is not part of the standard catalogue offering. Typical special-order situations include left-swing or right-swing refrigerators, uncommon cabinet openings, stainless finish requirements, 18-inch dishwashers, front-control ranges, bottom-freezer refrigerators, compact laundry and replacement models for older buildings where standard dimensions do not fit. For GE/Mabe-supported provinces outside Ontario, CARE will confirm whether the requested model is available through GE/Mabe's product and delivery framework, whether the postal code is within delivery coverage, and whether any additional service component must be quoted separately. CARE will identify whether the item is stocked, non-stock, special order, manufacturer direct, non-returnable, subject to minimum order quantity, subject to deposit requirements or subject to extended lead time before the member approves the order.
36	What is the typical warranty period offered through the manufacturers.	Manufacturer warranty coverage varies by brand, product category and model. Most residential appliances include a standard limited manufacturer warranty, typically covering parts and labour for the first year, with additional component coverage available on select models. Standard residential appliance warranties are provided by the applicable manufacturer and vary by brand, appliance type and model. In most cases, residential appliances include a standard limited warranty that covers parts and labour for the first year, subject to the manufacturer's terms, exclusions, service network and warranty process. Some models may also include additional limited component coverage beyond the base warranty. Depending on the manufacturer and model, this may include extended coverage for specific components such as sealed refrigeration systems, compressors, washer motors, tubs, racks or other major components. Because warranty terms vary by product, CARE will identify the applicable warranty coverage in its detailed offering list, warranty attachment or quote-specific documentation. CARE will support Canoe Members by helping identify the applicable product information, warranty term, model and serial number, purchase or installation documentation, and service channel. CARE can also assist with warranty coordination by directing claims through the applicable manufacturer or authorized service provider, helping reduce the administrative burden on the member. For clarity, CARE will not present warranty coverage as a blanket term across all products. The final catalogue will identify warranty details by model where available, including base warranty, extended component coverage where applicable, exclusions, claim process and service responsibility
37	Do you offer the option to extend	Yes. CARE can offer extended warranty options where available through

	the manufacturer warranty? If yes, include details on limitations and pricing structure for extended warranty.	manufacturers, authorized warranty providers or CARE approved project-specific warranty arrangements. Availability, term, limitations and pricing will vary by product type, manufacturer, model and member requirements. CARE can offer extended warranty options where available for eligible appliances. Extended warranty coverage may be available through the manufacturer, an authorized warranty provider, or a CARE approved project-specific warranty arrangement, depending on the appliance type, brand, model, service location and member requirements. Extended warranty pricing will be provided at the time of quotation or through the final Canoe pricing catalogue where standardized extended warranty options are available. Pricing may vary by appliance category, term of coverage, parts and labour coverage, service location, claim process and exclusions. CARE will clearly identify what is included and excluded before the member approves the purchase. Where extended warranty is available, CARE will identify the coverage term, cost, limitations, claim process and whether the warranty is administered by the manufacturer, an authorized warranty provider or CARE's approved service process. Where extended warranty is not available for a specific model, product category or service location, CARE will clearly state that limitation before order placement. CARE may also provide enhanced warranty support or a second-year service support option on eligible installed appliances where included in the final Canoe offering, pricing catalogue or project-specific quotation. This option would be confirmed in writing and would identify the appliances covered, term, exclusions, service process and any conditions that apply. This approach gives Canoe Members flexibility. Members can choose standard manufacturer warranty coverage for lowest upfront cost, or add extended coverage where longer budget certainty, reduced maintenance exposure or additional service support is required.
38	Describe your ability to serve members who require one-to-one and/or high intensity on demand orders on an as-needed basis, sometimes between 1-40 unique orders per day. Specify regions where this service is available.	CARE can support one-to-one appliance replacements and higher-volume activity through full turnkey service in Ontario and GE/ Mabe-supported supply and delivery in selected additional provinces. CARE has direct experience managing both individual appliance replacement orders and higher volume deployment activity across Ontario. CARE's operating model is designed for members that may need one appliance replaced in a single occupied unit, multiple appliances delivered across several properties, or a larger daily deployment schedule involving many unique orders. This capability has been developed through CARE's work with public sector, community housing, municipal, utility funded, Indigenous and not for profit clients across Ontario. CARE has supported appliance and related residential measure delivery through the an Ontario utility-funded energy affordability program Energy Affordability Program, an Ontario utility-funded weatherization program Home Winterproofing Program, Affordability Fund Trust, First Nations Conservation Program, a large Ontario urban municipal housing provider, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario multi-residential housing provider and other public sector or publicly funded housing environments. CARE's process includes order intake, product and stock confirmation, scheduling, resident or site coordination, delivery routing, delivery to site or unit, installation where included in scope, removal and haul away, recycling, documentation, issue escalation, warranty coordination and reporting. This allows CARE to support both daily replacement activity and planned project based work without requiring the member to manage each step separately. CARE can support daily order volumes ranging from individual replacements to higher intensity deployments where multiple unique

		orders are required in a single day. During peak program periods, CARE has managed large monthly installation volumes across Ontario by coordinating inventory, field crews, routing, scheduling, customer service and site communication through a centralized operating process. For urgent situations, CARE can apply a prioritization process where available inventory and scheduling capacity allow. Examples may include a failed refrigerator in a senior's unit, loss of cooking capability, urgent unit turnover, health or safety concerns, vulnerable resident needs, or member directed priority replacements. Timing for urgent orders will depend on the product required, stock availability, delivery location, building access, routing capacity and whether the work requires regulated trades. For planned high volume work, CARE can sequence orders by building, unit type, appliance category, resident availability, site access, elevator requirements, product availability, regional route planning or member priority. This gives Canoe Members a practical service model for both day to day appliance failures and larger replacement programs. For QC, AB, BC, MB, SK, NS, NB and PE, CARE's offering is supported by GE/Mabe appliance supply and postal-code delivery coverage. This allows members in those provinces to access appliance supply and delivery, with installation, removal, recycling and non- standard services confirmed and quoted project by project.
39	List anything else you would like to include as part of your offering.	CARE's additional offering includes member onboarding, product selection support, appliance sizing review, site readiness guidance, inventory staging, occupied unit delivery protocols, responsible recycling, warranty coordination, urgent replacement support, reporting, issue resolution and project planning. CARE's value to Canoe Members extends beyond appliance supply. CARE supports the full replacement process, including product selection, quotation, delivery, installation where included in scope, removal, recycling, warranty coordination, reporting and closeout. CARE can assist with member onboarding, appliance sizing, site readiness, inventory staging, occupied unit delivery planning, issue escalation and periodic account reviews. CARE can also help members standardize preferred appliance models, sizes, finishes, accessible options, approved alternates and warranty requirements to reduce ordering time, improve compatibility and support better cost control. CARE also provides responsible appliance removal and recycling, including ODP certified refrigerant recovery where applicable, with tracking, documentation and proper disposal controls. For recurring sites or high volume members, CARE can maintain site specific delivery notes covering access points, elevator requirements, site contacts, delivery windows, parking constraints and other instructions to reduce repeat coordination. CARE can support urgent replacement workflows where inventory and capacity allow, including situations involving vulnerable residents, loss of refrigeration, loss of cooking capability, unit turnover or health and safety concerns. CARE's internal systems support order tracking, scheduling, inventory visibility, proof of delivery, installation documentation, escalation tracking and reporting, giving members better visibility and less administrative burden.
Turnkey Service Delivery Model		
40	List the geographical areas, cities, regions where turnkey service are available for members. You may attach a map with your proposal response.	Ontario is CARE's full turnkey service area. CARE can also support GE/Mabe appliance supply and delivery in QC, AB, BC, MB, SK, NS, NB and PE where postal code freight coverage is available. Full turnkey services outside Ontario, including installation, removal, recycling and regulated trade work, will be confirmed and quoted project by project before order acceptance. Ontario is CARE's established full turnkey service area. In Ontario, CARE can support Canoe Members with appliance supply, delivery, installation where included in scope, removal, haul away, recycling, warehousing, inventory staging, warranty coordination, reporting and project support. CARE's Ontario coverage

		includes the following regions:K Region: Eastern Ontario, including Ottawa, Kingston, Cornwall, Brockville, Pembroke and surrounding communities.L Region: Central and Southern Ontario, including Durham, Peel, Halton, Hamilton, Niagara, Barrie, Orillia, Muskoka and surrounding communities.M Region: Toronto and the Greater Toronto Area.N Region: Southwestern Ontario, including London, Windsor, Kitchener Waterloo, Guelph, Cambridge, Brantford, Sarnia and surrounding communities.P Region: Northern Ontario, including Sudbury, Sault Ste. Marie, Thunder Bay, Timmins, North Bay, Kenora and surrounding communities.CARE's Ontario operations are supported by its Greater Toronto Area head office and warehouse, trained field crews, regional delivery planning, staging coordination, recycling channels and approved trade support where required. This allows CARE to support both day to day appliance replacements and larger planned deployment projects across urban, rural and northern Ontario.Outside Ontario, CARE's offering is more limited and should be understood as appliance supply and delivery support rather than a guaranteed full turnkey model. CARE can support GE/Mabe appliance supply and delivery in Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island where GE/Mabe postal code freight coverage applies.For those provinces, CARE will confirm and quote any additional turnkey components before order acceptance. This includes installation, removal, recycling, regulated trade work, stair carry, special access, after hours service, storage, remote delivery, site specific handling and any non standard delivery conditions.CARE will not represent full turnkey service in a province unless the required service resources, pricing, access conditions, product availability and project requirements are confirmed. This ensures Canoe Members receive clear pricing and realistic service commitments before issuing a purchase order.
41	Describe the structure of the turnkey services and list any contracted services.	CARE provides a coordinated turnkey appliance replacement model in Ontario, supported by CARE staff, field crews, warehouse operations, approved trades, logistics partners, recycling partners and manufacturer service channels where required. In QC, AB, BC, MB, SK, NS, NB and PE, CARE can support GE/Mabe appliance supply and delivery where coverage applies, with installation, removal, recycling, regulated trade work and non-standard services confirmed and quoted project by project. CARE's turnkey service model is structured to give Canoe Members one coordinated process for appliance replacement, rather than requiring the member to manage separate suppliers for product supply, delivery, installation, removal, recycling, warranty support and issue resolution.In Ontario, CARE's full turnkey process includes the following steps:Order intake and product reviewCARE confirms the appliance type, model, size, finish, quantity, utility requirements, delivery address, site contact, access instructions, installation requirements, removal requirements and any member-specific instructions. Where required, CARE can assist with product selection, appliance sizing, approved alternates and site- readiness questions before the order is released.Inventory and scheduling coordinationCARE confirms stock availability, allocates inventory where applicable, reviews lead times for non-stock or special-order items, schedules the delivery, coordinates with the resident, superintendent, property manager or site contact, and confirms access details such as elevators, loading areas, parking, delivery windows and restricted entry requirements.Delivery and placementCARE coordinates delivery to the site or unit based on the approved scope. CARE's field process is built for occupied residential environments, including public housing, senior housing, supportive housing, co-operative housing, scattered-site homes and multi-unit buildings.Installation where included in scopeWhere installation is included, CARE supports appliance placement,

		levelling, basic connection checks and setup within the approved service scope. Work requiring electrical, gas, plumbing, venting, hardwiring or other regulated trade involvement will be completed by appropriately qualified personnel or approved subcontractors and quoted separately where required. Removal, haul-away and recycling Where removal is included, CARE coordinates removal of the existing appliance, haul-away and responsible recycling. For appliances containing refrigerant, CARE uses ODP-certified refrigerant recovery processes where applicable, including tracking, labelling, documentation and controlled recycling or disposal steps. Documentation and closeout CARE supports proof of delivery, installation notes where applicable, removal confirmation, recycling documentation, warranty coordination, issue tracking, service recovery, reporting and account follow-up. CARE performs core coordination, account management, customer service, order management, warehouse coordination, delivery planning, documentation and project support directly. Where specialized services are required, CARE may use approved subcontractors or partners under CARE's coordination. Contracted or partner-supported services may include: Service type How it is managed Licensed electrical work Completed by qualified electricians or approved electrical subcontractors where required Gas connection or gas-related work Completed by properly qualified gas technicians where required Plumbing work Completed by qualified plumbing support where required Venting modifications Quoted and completed by qualified personnel where required Hardwiring Quoted separately and completed by appropriately qualified personnel Specialized freight or remote delivery Supported by approved logistics or freight partners where required Recycling and disposal support Managed through approved recycling channels and documentation controls Manufacturer warranty service Coordinated through the applicable manufacturer or authorized service provider GE/Mabe-supported delivery outside Ontario Used where GE/Mabe postal-code freight coverage applies Outside Ontario, CARE's offering is structured differently. In Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe appliance supply and delivery where postal-code freight coverage is available. In those provinces, standard delivery is separate from installation, removal, recycling, regulated trade work, stair carry, storage, special access, after-hours service and other non-standard site conditions. Those additional services will be confirmed and quoted project by project before order acceptance. CARE remains the main point of coordination and communication to the Canoe Member for CARE-managed orders. This means members have a clear contact for product questions, order status, delivery coordination, documentation, warranty routing, issue escalation and service recovery, even where an approved partner or subcontractor is used for a specific portion of the work.
42	Describe how delivery, installation, removal, or service requirements are managed in occupied, restricted, or controlled environments. Include procedures and protocols when tenants are onsite.	CARE manages occupied-unit and controlled-access work through advance site coordination, resident-sensitive delivery protocols, documented access instructions, field crew procedures, issue escalation and closeout controls. Ontario is CARE's full-service occupied-unit delivery area. In QC, AB, BC, MB, SK, NS, NB and PE, delivery requirements will be managed through the GE/Mabe-supported delivery framework where coverage applies, with installation, removal, recycling and non-standard access requirements confirmed project by project before order acceptance. CARE has extensive experience completing appliance delivery, installation, removal and service work in occupied residential environments across Ontario, including public housing, seniors housing, supportive housing, community housing, co-operative housing, not-for-profit housing, scattered-site homes and multi-residential buildings. In practice, CARE does not send a crew to a building

		with only an address and a model number. Before dispatch, CARE confirms the appliance type, delivery address, unit number, site contact, access instructions, parking or loading requirements, elevator availability, security procedures, delivery window, resident notification requirements, accessibility considerations and whether the old appliance is being removed. Where a building requires controlled access, superintendent coordination, escorts, restricted work hours, elevator booking or special entry procedures, those requirements are confirmed before the crew is dispatched. When tenants or residents are onsite, CARE crews are expected to work respectfully and professionally. Crews identify themselves, follow building sign-in procedures, explain the work being completed, protect the unit and common areas where required, complete only the approved scope of work, remove packaging and old appliances where included, and leave the work area safe and orderly. CARE recognizes that occupied-unit appliance replacement often involves seniors, vulnerable residents, families with children, mobility limitations, language barriers, support workers, pets, medical equipment, limited space and residents who may be uncomfortable with unfamiliar workers entering their home. CARE's process is built around patience, clear communication, minimizing disruption and protecting both the resident and the property. If the appliance does not fit, utilities are not ready, access is unavailable, the resident is not home, site conditions are unsafe, pest or contamination concerns are identified, or the work requires a regulated trade outside the approved scope, CARE will pause the work, document the issue and escalate it to the member for direction. CARE will not force an installation or complete work beyond the approved scope simply to close an order. For recurring buildings and higher-volume members, CARE can maintain site-specific delivery notes. These may include loading areas, access points, elevator requirements, superintendent contacts, parking constraints, delivery windows, resident communication instructions, restricted work hours, pest protocols and other building-specific requirements. This allows crews to arrive prepared and reduces repeated coordination for the member. For QC, AB, BC, MB, SK, NS, NB and PE, CARE's offering is based on GE/Mabe-supported appliance supply and delivery where postal-code freight coverage applies. Any requirement involving stair carry, difficult access, multiple delivery attempts, special equipment, after-hours service, regulated trade work, installation, removal, recycling or site-specific restrictions will be reviewed and quoted before order acceptance. CARE's internal systems support scheduling, order tracking, proof of delivery, service notes, installation documentation where applicable, issue escalation and reporting. This gives Canoe Members visibility into work completed in occupied, restricted or controlled environments and provides a clear path for resolving access or service issues when they arise.
43	Describe your containment protocols to mitigate cross-contamination risk for the removal and transportation of appliances from pest-affected or contaminated residential units.	CARE uses containment, segregation, documentation and escalation procedures for appliances removed from pest affected or contaminated units to protect residents, crews, member property, clean inventory, vehicles and downstream recycling facilities. CARE has practical experience removing appliances from occupied housing environments where pest activity, contamination, debris or unsafe site conditions may be present. CARE's process is designed to reduce cross contamination risk during removal, transportation, staging and recycling. Where a unit is known or suspected to be pest affected or contaminated, CARE coordinates with the member, property manager, superintendent or site contact before removal where possible. CARE confirms the nature of the concern, treatment status, access instructions, containment expectations and whether the appliance is approved for removal under the agreed scope. Based on site conditions, CARE may apply appropriate personal protective equipment, controlled handling, appliance

		wrapping or containment before movement, protection of common areas or elevators where required, separation from clean inventory, vehicle protection, documented handling notes and routing to an approved disposal or recycling process. Appliances removed from pest affected or contaminated units are not staged with new appliances or clean inventory. CARE manages the appliance separately to reduce the risk of transferring pests, debris or contamination to hallways, elevators, vehicles, warehouses, crews, future delivery sites or recycling partners. If pest activity or contamination is discovered during a routine delivery and was not identified in advance, CARE will document the condition, notify the member or site contact and follow containment steps where safe and practical. If conditions are severe, unsafe, outside the approved scope or require pest treatment or remediation before work can proceed, CARE will pause the work and escalate to the member for direction. CARE crews are trained to identify common site risks, protect common areas, avoid unnecessary contact with contaminated materials, follow containment instructions, document concerns and escalate issues promptly. CARE's objective is to complete removals safely while protecting residents, crews, member property and the integrity of future deliveries.
Depth and Breadth of Categories of Residential Appliances Offered		
44	Is Category 1: Core Kitchen Suite (Standard Residential) included in your offering? Sample items: • 30-inch freestanding electric coil ranges • 28-inch and 30-inch top-mount refrigerators, reversible doors • 24-inch built-in under-counter dishwashers, plastic or stainless tub If yes, what is your discount range off MSRP?	Yes - this category is included in our offering CARE includes Category 1: Core Kitchen Suite in its Ontario offering. CARE can supply standard residential kitchen appliances, including 30 inch freestanding electric coil and smooth top ranges, 28 inch and 30 inch top mount refrigerators with reversible doors, 24 inch built in under counter dishwashers, and related installation accessories. CARE's proposed Category 1 offering may include products from Whirlpool, Amana, Frigidaire, GE, Moffat, Danby and other approved equivalent manufacturers where required. Products will be selected based on durability, dimensional compatibility, availability, warranty support, serviceability, ease of maintenance and suitability for public sector and community housing environments. CARE recommends that members standardize preferred core kitchen models where possible. Standardization improves pricing, supports inventory planning, reduces substitution risk, shortens replacement timelines and creates better consistency for property management teams. Proposed discount range: CARE expects to offer approximately 15 percent to 25 percent off MSRP for Category 1 products, depending on manufacturer, model, volume, availability and final approved line card pricing.
45	Is Category 2: Compact & Space-Saving Kitchens included in your offering? Sample items: • 24-inch freestanding electric ranges • 18-inch built-in space-saver dishwashers • 24-inch to 26-inch apartment-sized refrigerators • 30-inch over-the-range microwave and hood fan combinations If yes, what is your discount range off MSRP?	Yes - this category is included in our offering CARE includes Category 2: Compact and Space-Saving Kitchens in its Canoe offering. In Ontario, CARE can support compact and space-saving kitchen appliances through its full turnkey model, including appliance supply, delivery, installation where included in scope, removal, haul-away, recycling, warranty coordination, documentation and issue support. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe compact kitchen appliance supply and delivery where postal-code freight coverage applies. Additional services in those provinces, including installation, removal, recycling, regulated trade work, stair carry, special access or non-standard site requirements, will be reviewed and quoted before order acceptance. CARE's Category 2 offering may include products from GE/ Mabe, Danby, Moffat, Frigidaire, Whirlpool, Broan, Cyclone and other approved equivalent manufacturers or supplier channels where required. These products are particularly relevant for seniors housing, supportive housing, co-operative housing, older buildings, micro suites, scattered-site homes and units with limited cabinetry, doorway clearances, ventilation constraints or utility limitations. For compact and space-constrained applications, CARE can help

		Canoe Members review appliance dimensions, cabinet openings, door swing, ventilation, electrical requirements, clearance requirements, accessibility needs and installation constraints before the order is released. This helps reduce fit issues, failed deliveries and avoidable service calls. CARE will provide model-level pricing through its Canoe line card, showing MSRP, applicable Canoe discount and member-facing net price. The proposed Category 2 discount range is 15 percent to 25 percent off MSRP where applicable. Delivery, installation, removal, recycling, remote delivery, special access, regulated trade work and other non-product services will be priced separately or identified in the applicable service scope.
46	Is Category 3: In-Suite Residential Laundry included in your offering? Sample items: • Heavy-duty top-load washing machines • Matching front-load electric dryers • 27-inch unitized stacked laundry centers If yes, what is your discount range off MSRP?	Yes - this category is included in our offering CARE includes Category 3: In Suite Residential Laundry in its Canoe offering. In Ontario, CARE can support laundry appliances through its full turnkey model, including appliance supply, delivery, installation where included in scope, removal, haul away, recycling, warranty coordination, documentation and issue support. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe laundry appliance supply and delivery where postal code freight coverage applies. Additional services in those provinces, including installation, removal, recycling, regulated trade work, stair carry, special access or non standard site requirements, will be reviewed and quoted before order acceptance. CARE's Category 3 offering may include products from GE/Mabe, Whirlpool, Amana, Maytag, Frigidaire, Samsung, LG and other approved equivalent manufacturers where required. Laundry replacements require careful review because site conditions can vary significantly between buildings and unit types. CARE can help Canoe Members confirm laundry configuration, appliance dimensions, venting requirements, drain location, electrical requirements, stacking needs, floor protection, access limitations and whether removal of the existing unit is included in the approved scope. Where installation is included, CARE can coordinate delivery, placement, levelling, basic connection checks, packaging removal, removal of old units where included, haul away, recycling and completion documentation. Any work requiring plumbing, electrical changes, venting modification, gas fitting, hardwiring or other regulated trade work will be confirmed and priced separately before order release. CARE will provide model level pricing through its Canoe line card, showing MSRP, applicable Canoe discount and member facing net price. The proposed Category 3 discount range is 15 percent to 25 percent off MSRP where applicable. Delivery, installation, removal, recycling, remote delivery, special access, regulated trade work and other non product services will be priced separately or identified in the applicable service scope.
47	Is Category 4: Accessible (Universal Design) Appliances included in your offering? Sample items: • Front-control electric ranges • Side-by- side or bottom-mount drawer refrigerators • Front-load washers and dryers with optional pedestals If yes, what is your discount range off MSRP?	Yes - this category is included in our offering CARE includes Category 4: Accessible and Universal Design Appliances in its Canoe offering. In Ontario, CARE can support accessible and universal design appliance requirements through its full turnkey model, including appliance supply, delivery, installation where included in scope, removal, haul away, recycling, warranty coordination, documentation and issue support. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe accessible and universal design appliance supply and delivery where postal code freight coverage applies and where suitable models are available. Additional services in those provinces, including installation, removal, recycling, regulated trade work, stair carry, special access or non standard site requirements, will be reviewed and quoted before order acceptance. CARE's Category 4 offering may include products from GE/Mabe, Whirlpool, Frigidaire, Samsung, LG and other approved equivalent

		manufacturers where required. Accessible appliance selection requires more careful review than a standard appliance replacement. CARE will work with Canoe Members to confirm the intended use case before recommending a product, particularly where the appliance is being selected for seniors housing, supportive housing, wheelchair access, mobility accommodation, limited reach, resident safety or other resident specific requirements. Product recommendations will consider available space, control reach, door swing, appliance height, utility requirements, clearance requirements, installation constraints, serviceability, parts availability, warranty support and manufacturer availability. CARE will not assume that every accessible appliance is suitable for every resident or every unit layout. CARE will provide model level pricing through its Canoe line card, showing MSRP, applicable Canoe discount and member facing net price. The proposed Category 4 discount range is 20 percent to 30 percent off MSRP where applicable. Delivery, installation, removal, recycling, remote delivery, special access, regulated trade work and other non product services will be priced separately or identified in the applicable service scope.
48	Is Category 5: Related Accessories included in your offering? Sample Items: Drain pans, pipes, dryer vents, leveling and stacking kits, etc. If yes, what is your discount range off MSRP?	Yes - this category is included in our offering. CARE includes Category 5: Related Accessories in its Canoe offering. Accessories may include drain pans, washer hoses, water supply lines, connector pipes, dryer vents, dryer cords, range cords, dishwasher installation kits, stacking kits, levelling kits, anti-tip brackets, pedestals, trim kits, waterline kits and other appliance-related parts required for delivery, installation or safe operation. In Ontario, CARE can supply accessories as standalone items, as part of an appliance order, or as part of a full turnkey service package. Where CARE is completing delivery or installation, required accessories can be identified before the order is released so the member understands the full scope and cost before approval. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support related GE/Mabe accessories where available through the applicable manufacturer supply and delivery framework. Accessory availability, freight treatment and delivery timing will depend on product type, order size, province and manufacturer availability. CARE recommends that accessories be clearly itemized where site conditions vary. This helps Canoe Members avoid hidden costs and makes it clear whether the approved order includes the appliance only, appliance plus accessories, or appliance plus accessories and service. CARE will provide accessory pricing in its Canoe line card or quote-specific documentation. The proposed Category 5 discount range is 20 percent to 30 percent off MSRP where MSRP applies. Where MSRP does not apply, or where the item is an installation consumable, specialty part or project-specific accessory, CARE may use fixed net pricing that is clearly identified before order approval.
49	Is Category 6: Turnkey Solutions (Delivery, Installation and Removal) included in your offering? If yes, what is your pricing structure?	Yes - this category is included in our offering. CARE includes Category 6: Turnkey Solutions in its Canoe offering. In Ontario, CARE's turnkey model can include appliance supply coordination, delivery, installation where included in scope, disconnection where applicable, removal, haul away, recycling, packaging removal, resident or site coordination, scheduling, warehouse staging, inventory support, proof of delivery, warranty coordination, issue escalation, reporting and closeout documentation. This service model is designed for public-sector and community housing environments where members need more than a product shipment. CARE can support occupied-unit replacements, urgent appliance failures, planned building-by-building rollouts, scattered-site deliveries, seniors housing, supportive housing, co-operative housing, municipal housing and other Ontario residential portfolios. CARE's Category 6 pricing structure will use a combination of fixed service rates and project-specific quotations. Fixed service rates may apply where the scope is

		standard and clearly defined, such as standard delivery, delivery to unit, basic installation within approved scope, appliance removal, haul away, recycling, packaging removal or related documentation. Project-specific pricing may apply where the work involves bulk rollouts, remote or northern locations, limited access, after-hours requirements, stair carries, special equipment, unusual site conditions, extended staging, disposal complexity, pest or contamination concerns, regulated trade work or other non-standard requirements. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe appliance supply and delivery where postal- code freight coverage applies. In those provinces, standard delivery is separate from full installation, removal, recycling, regulated trade work, stair carry, storage, special access, after-hours service and other non-standard site conditions. These additional services will be reviewed and quoted before order acceptance. CARE will clearly identify what is included in each service level before the member approves the order. This may include whether the quoted service includes delivery only, delivery and placement, delivery and installation, removal, haul away, recycling, packaging removal, warranty support, documentation or project coordination. Regulated trade work, including electrical, gas, plumbing, venting modifications, hardwiring or other code-regulated services, will be priced separately where required and completed by appropriately qualified personnel or approved subcontractors. Pricing structure: Category 6 will be priced using fixed service rates for standard scopes, with project-specific quotation for complex, remote, high-volume, after-hours, special-access, regulated-trade or non-standard site conditions.
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Delivery, Logistics and Warehousing

#	Question	Response
50	Provide in details your logistics and fulfillment model and its capacity to meet various Member's requirements (i.e. bulk orders, one-to-one as needed basis and high intensity on demand). Include details on your ability to customize your standard model to meet the various needs of Canoe Members.	CARE operates a flexible logistics and fulfillment model supported by CAREIT 2.0, CARE's internal order, scheduling, inventory, documentation and reporting platform. CARE can support bulk orders, one to one appliance replacements, urgent on demand requests, special order items, staged inventory and project based deployments. Ontario is CARE's full service logistics area. In QC, AB, BC, MB, SK, NS, NB and PE, CARE can support GE/Mabe appliance supply and delivery where postal code freight coverage applies. CARE's logistics model is designed for the way public sector and housing related appliance replacement actually occurs. Canoe Members may need one refrigerator replaced in an occupied unit, multiple appliances delivered to different buildings, a full building rollout, a capital replacement program, urgent support for a failed appliance, or staged inventory for a planned deployment. CARE's process is built to support each of these scenarios through one coordinated workflow. In Ontario, CARE can manage the full fulfillment process, including product confirmation, inventory review, order allocation, scheduling, route planning, site coordination, delivery, installation where included in scope, removal, haul away, recycling, documentation, warranty coordination and issue escalation. CAREIT 2.0 supports this process by giving CARE visibility across the appliance lifecycle, from order intake and inventory allocation through scheduling, delivery, documentation, issue escalation and reporting. The system helps CARE track what has been ordered, what is in stock, what has been allocated, what is staged, what is scheduled, what has been completed and what still requires follow up. For bulk orders, CARE can work with the member to confirm appliance requirements, standardize preferred models, identify approved alternates, reserve or stage inventory where appropriate, group deliveries by building or region, coordinate access requirements and complete deployment in planned waves. This approach

		is well suited for housing portfolio upgrades, building by building rollouts, unit turnover programs and capital replacement projects. For one to one replacement orders, CARE can process individual requests, confirm product availability, schedule delivery, coordinate with the resident, superintendent, property manager or site contact, deliver to the site or unit, install where included in scope, remove the old appliance where required and provide completion documentation. For high intensity or on demand requirements, CARE can scale activity through inventory controls, route planning, field crew scheduling, customer service support, field supervision and CAREIT 2.0 order tracking. This allows CARE to support multiple unique orders across different properties or regions, subject to product availability, site access, routing capacity and the approved service level. CARE's Ontario logistics model is supported by its Greater Toronto Area operations, warehouse coordination, trained field crews, regional delivery planning and experience serving urban, rural and northern Ontario. CARE has supported appliance and residential measure work across public sector and publicly funded environments, including utility funded programs, municipal housing providers, community housing, cooperative housing, senior housing, school board facilities and Indigenous community programs. CARE can customize its standard model for Canoe Members. This may include approved product lists, member specific pricing files, preferred alternates, dedicated inventory planning, recurring delivery days, building access notes, elevator booking requirements, site readiness checks, project dashboards, custom reporting, emergency replacement protocols, named account contacts and defined escalation paths. For QC, AB, BC, MB, SK, NS, NB and PE, CARE's national supplement is structured around GE/Mabe appliance supply and delivery where postal code freight coverage applies. In those provinces, standard delivery will be kept separate from installation, removal, recycling, regulated trade work, stair carry, special access, storage, after hours service and other non standard site conditions. Those items will be confirmed and quoted before order acceptance. CARE's objective is to give Canoe Members a practical fulfillment model that can support both routine appliance replacement and larger project delivery without forcing the member to manage separate suppliers, delivery providers, installers, recycling vendors and issue resolution channels.
51	Do you offer warehouse and inventory management services based on member requirements. If yes, include where this service is available.	Yes CARE can provide warehouse and inventory management services based on the member's order volume, approved appliance list, delivery schedule, replacement priorities, project timeline and geographic service needs. In Ontario, CARE can support receiving, inspection, storage, inventory assignment, order allocation, staging, reserve stock planning, inventory tracking, project deployment, reporting and coordination of appliance release to delivery crews or member sites. CAREIT 2.0 supports warehouse and inventory management by helping CARE track received units, allocated units, staged inventory, pending orders, scheduled deliveries, completed deliveries, installation status where applicable, removed units, substitutions requiring approval and open exceptions. This gives members better visibility into project status and inventory movement. For members with recurring appliance needs, CARE can help establish an inventory plan based on commonly used models, historical replacement patterns, expected annual demand, emergency replacement requirements, seasonal pressure, building type and member budget cycles. This may include preferred models, minimum stock targets, approved alternates and replenishment planning. For project based work, CARE can receive and stage appliances before deployment, organize inventory by building or unit type, and release product according to the agreed schedule. This helps reduce site congestion, limit delivery delays, improve first visit completion and give the member better visibility into what has been received,

		allocated, delivered and closed. For larger housing portfolios, this service is especially useful because it avoids treating each order as a one off retail transaction. CARE can help the member plan ahead, standardize products, reduce substitution risk and maintain a clearer view of available inventory and pending needs. Warehouse and inventory management services are available through CARE's Ontario operating model. Final storage requirements, reserve stock levels, reporting frequency, replenishment approach, staging locations and any project specific costs will be confirmed with the member before implementation. For QC, AB, BC, MB, SK, NS, NB and PE, CARE's role will be different. In those provinces, CARE can coordinate GE/Mabe supported appliance supply and delivery where postal code freight coverage applies. CARE will confirm product availability, freight treatment, delivery coverage, order timing and any additional service requirements before order acceptance. If a member in those provinces requires storage, staging, installation, removal, recycling or other turnkey components, those requirements will be reviewed and quoted project by project.
52	Describe your ability to support large-scale and high-volume orders.	CARE can support large-scale and high-volume appliance orders through Ontario full-service deployment, CAREIT 2.0 tracking, advance procurement, inventory staging, manufacturer coordination, route planning, field crew allocation, reporting and issue escalation. In QC, AB, BC, MB, SK, NS, NB and PE, CARE can support GE/Mabe appliance supply and delivery where postal-code freight coverage applies. CARE has proven experience supporting large-volume appliance and residential measure programs across Ontario. CARE's high-volume work has included public housing portfolios, community housing providers, municipal and utility-funded programs, Indigenous community programs, school board requirements, nonprofit housing and occupied residential replacement projects. CARE's experience includes work connected to the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario public-sector or publicly funded clients. This gives CARE practical experience managing appliance orders in environments where volume, access, scheduling, resident coordination and documentation all need to be controlled. For Canoe Members, CARE's high-volume capability has two clear streams. In Ontario, CARE can support full deployment planning. This may include confirming approved models, reviewing member requirements, forecasting quantities, coordinating manufacturer availability, reserving inventory where appropriate, staging product, sequencing deliveries, assigning crews, confirming site access, managing resident or site communication, tracking completion, resolving exceptions and reporting progress to the member. CAREIT 2.0 supports this process by tracking order status, inventory allocation, staged units, scheduled deliveries, completion documentation, pending items, substitutions requiring approval and open issues. This gives CARE and the member better visibility into what has been ordered, what is available, what is scheduled, what has been completed and what still requires action. For larger projects, CARE can customize deployment by building, region, unit type, appliance category, replacement priority, resident availability, site access, elevator availability, delivery window, inventory status or member-directed schedule. This allows CARE to support both planned bulk replacements

		and higher-volume daily activity without treating every order as a separate retail transaction. CARE also has experience using advance purchasing and inventory commitments to protect program delivery during supply constraints. Where a member has predictable volume, CARE can work with the member to identify core models, approved alternates, minimum stock levels, phased release schedules and replenishment timing. This helps reduce disruption when manufacturer lead times, model transitions or market shortages occur. In QC, AB, BC, MB, SK, NS, NB and PE, CARE can support high-volume appliance supply and delivery through the GE/Mabe framework where postal-code freight coverage applies. For those provinces, CARE can help coordinate product availability, model standardization, approved alternates, freight planning and delivery timing. Installation, removal, recycling, regulated trade work, staging, stair carry, special access and other non-standard services will be reviewed and quoted before order acceptance. For Canoe Members, CARE's approach is practical: confirm the scope, secure the right product, stage or coordinate availability, deploy in planned waves, report progress and close out issues quickly.
53	Describe how urgent, emergency orders are handled.	Urgent and emergency orders are triaged based on resident impact, appliance type, health and safety considerations, inventory availability, location, site access, service scope and member priority. CARE will prioritize urgent requests where available stock, routing, delivery capacity and site access allow. CARE manages urgent and emergency appliance requests through a practical triage process designed for occupied residential environments. The first step is to confirm the nature of the issue, the appliance required, the resident or site impact, the delivery location, access requirements, available inventory and whether installation, removal or regulated trade support is required. Emergency requests are reviewed based on practical risk and urgency. Higher priority may be given to situations involving loss of refrigeration, medication or food storage concerns, loss of cooking capability, seniors or vulnerable residents, health and safety concerns, urgent unit turnover, supportive housing needs or a member-directed priority. Once the urgency is confirmed, CARE checks available stock and identifies the fastest practical service path. This may include assigning available inventory, recommending an approved equivalent model where the requested unit is unavailable, coordinating access with the member or site contact, routing the delivery, dispatching the crew, completing the delivery or installation within the approved scope, documenting completion and escalating any issue that prevents closeout. Where the exact requested model is not available, CARE can recommend an equivalent or better alternate for member approval. CARE will not substitute a product where the change affects size, finish, capacity, utility requirements, accessibility, warranty, certification status or price without member authorization. In Ontario, CARE can prioritize urgent orders through its direct logistics, warehouse, scheduling and field delivery process where stock, routing, crew capacity, building access and approved service scope allow. CAREIT 2.0 supports this process by helping track order status, inventory availability, delivery scheduling, issue notes, escalation ownership and completion status. For QC, AB, BC, MB, SK, NS, NB and PE, urgent orders will be handled through GE/Mabe-supported supply and delivery where postal-code freight coverage and product availability apply. Timing in those provinces will depend on model availability, freight coverage, delivery routing, site access and whether any additional services are required. Installation, removal, recycling, regulated trade work, stair carry, special access or other non-standard requirements will be confirmed before order acceptance. CARE can also establish member-specific urgent order protocols after award. This may include priority definitions, named escalation contacts, approved alternate models, emergency stock planning, standard communication steps, documentation requirements and reporting. For high-volume members, this

		helps separate true emergency needs from routine replacements and allows CARE to prioritize resources appropriately. CARE's objective is to give members a clear path when an appliance issue is urgent: confirm the problem, identify the fastest available option, communicate the next step, complete the approved work and document the result.
54	Describe how stock, non-stock, and special-order items are managed and if any are on hands at all times.	CARE manages appliance availability through stocked core items, planned project inventory, manufacturer-supported fulfillment and special-order items. In Ontario, CARE maintains or stages commonly required appliances where demand supports it. In QC, AB, BC, MB, SK, NS, NB and PE, GE/Mabe-supported orders are managed through the applicable manufacturer availability and delivery framework. CARE manages stock, non-stock and special-order items through a structured inventory process designed to support routine replacements, urgent needs, planned projects, high-volume deployments and non-standard appliance requirements. In Ontario, CARE's stocked and staged inventory process focuses on commonly required appliance categories used in public-sector, community housing and residential replacement environments. This may include standard refrigerators, electric ranges, dishwashers, laundry products and related accessories where recurring demand supports maintaining stock. Inventory levels are reviewed based on member demand, historical usage, planned project requirements, manufacturer availability, seasonal pressure, urgent replacement needs and known model transitions. CAREIT 2.0 supports this process by helping CARE track order status, inventory allocation, staged units, scheduled deliveries, completed orders, substitutions requiring approval and open exceptions. For planned project inventory, CARE can work with Canoe Members to confirm approved models, forecast quantities, reserve product where appropriate, stage inventory and release appliances according to the approved deployment schedule. Inventory can be organized by project, building, region, appliance type, unit type or delivery phase to support smoother deployment and reduce delays. Non-stock items are used when a member requires a product outside CARE's regular stocked or staged inventory. These may include less common sizes, finishes, configurations, brands, accessibility-related models or specialty products. Before order placement, CARE will confirm availability, pricing, lead time, freight treatment, warranty coverage and any return limitations. Special-order items are managed through a controlled quotation and approval process. These may include non-standard dimensions, uncommon finishes, specific manufacturer requests, accessibility-related models, discontinued replacement needs or products with limited availability. CARE will identify whether the item is special order, non-returnable, subject to minimum order quantities, subject to deposit requirements or subject to extended lead times before the member approves the order. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, GE/Mabe-supported orders will be managed through the applicable manufacturer availability and postal-code delivery framework. CARE will confirm model status, stock availability, delivery coverage, freight treatment and any service limitations before order acceptance. Where a product is unavailable, discontinued, constrained or subject to an extended lead time, CARE can recommend an equivalent or better alternate for member review and approval. CARE will not substitute a product where the change affects dimensions, finish, capacity, utility requirements, accessibility, warranty, certification status or price without member authorization.
55	Explain your lead times for a typical order fulfillment and detail your supply chain resilience measures, including contingency	Stocked items: 2 to 5 business days. Non stock: 2 to 4 weeks. Special orders: 4 to 8 weeks. Emergency: 24 to 48 hours. Resilience measures include advance planning, pre season bulk ordering, multi brand qualification, direct manufacturer relationships, regional pre positioning, and a commercially appropriate safety

	plans for potential disruptions.	stock buffer where appropriate and proactive member communication. CARE will confirm lead times at the time of quotation or order acknowledgement because timing depends on the appliance type, model availability, quantity, delivery location, installation scope, site access and whether the item is stocked, non-stock or special order. For standard stocked items, CARE generally targets fulfillment within a shorter delivery window once the purchase order, site details, access requirements and member- approved service scope are confirmed. For non-stock items that are available through the manufacturer's regular product line, lead times are typically driven by manufacturer availability and shipping timelines. For special order items, lead times may be longer due to production schedules, uncommon finishes, accessibility requirements, non-standard dimensions or manufacturer constraints. As a general planning guide: Inventory type Typical planning range Stocked core items Usually scheduled based on available inventory, routing capacity and site access Non-stock standard items Often 2 to 4 weeks, subject to manufacturer availability Special order items Often 4 to 8 weeks or longer, depending on model and manufacturer Urgent orders Prioritized from available stock where routing, access and capacity allow Bulk or project orders Scheduled through a project deployment plan with agreed phases In Ontario, CARE will use its established appliance fulfillment process, including inventory review, order allocation, CAREIT 2.0 tracking, routing, site access coordination, delivery scheduling, installation where included in scope, removal or recycling where required, completion documentation and issue escalation. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, GE/Mabe-supported orders will be subject to manufacturer availability, provincial or postal-code delivery coverage and the final approved service scope. Standard delivery can be planned where coverage applies. Installation, removal, recycling, regulated trade work, special access and other non-standard site requirements will be quoted and scheduled separately before order acceptance. CARE's supply chain resilience strategy is based on avoiding dependence on a single product, model or delivery path. CARE uses manufacturer coordination, approved alternates, advance planning, staged releases, inventory commitments where volume supports them, route batching, project phasing and early communication with members when products are discontinued, constrained or delayed. Where a disruption occurs, CARE will notify the member, identify the affected model or delivery schedule, provide available alternatives, confirm any price or specification impact, and obtain approval before substitution. CARE's objective is to give Canoe Members clear visibility before a delay becomes a service issue. This includes communicating backorders, discontinued models, manufacturer changes, freight delays and alternative product options as early as possible.
56	Explain in detail your freight, shipping, and delivery program, including any applicable costs to Canoe members.	CARE uses transparent freight, shipping, delivery and service pricing based on the member's location, appliance type, delivery scope and service requirements. Ontario includes CARE's full-service delivery and turnkey options. In QC, AB, BC, MB, SK, NS, NB and PE, CARE can support GE/Mabe postal-code-based appliance delivery where coverage applies, with member-facing delivery pricing generally ranging from \$50 to \$70 per piece, depending on province, postal-code zone, order size and delivery conditions. CARE's freight, shipping and delivery program is designed to give Canoe Members clear pricing before an order is released. CARE will identify whether the quoted amount includes appliance supply, freight, delivery, placement, installation, removal, haul-away, recycling, packaging removal, stair carry, special equipment, after-hours service, warranty coordination, documentation or regulated trade work. In Ontario, CARE can support several delivery and service models depending on the member's requirements. These may include supply

		only, dock delivery, delivery to site, delivery to unit, delivery with installation where included in scope, removal of the old appliance, haul-away, recycling, packaging removal, documentation and warranty coordination. Standard Ontario service scopes may use fixed service rates where the work is clearly defined. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe appliance supply and delivery where postal-code freight coverage applies. For these provinces, CARE's member-facing delivery pricing will generally range from \$50 to \$70 per piece, depending on the province, postal-code zone, quantity, delivery conditions and final approved scope. This delivery pricing range is intended to provide Canoe Members with a practical planning estimate for standard appliance delivery. Final pricing will be confirmed before order acceptance and may vary where the delivery involves remote locations, low route density, difficult access, special handling, stair carry, multiple delivery attempts, after-hours service, storage, regulated trade work or other non-standard requirements. Standard GE/Mabe-supported delivery is treated as appliance delivery and placement, not full installation. Installation, removal, recycling, regulated trade work, storage, after-hours service, special access and non-standard site conditions will be confirmed and quoted separately before order acceptance. Additional service charges may apply where requested or required, including haul-away, laundry stacking, refrigerator door reversal, stair delivery, heavy appliance delivery, special handling or multiple delivery attempts. These charges will be identified in the quote or service schedule before the member approves the order. CARE's approach is to avoid hidden charges. If a service is included, it will be identified. If a service is not included or must be quoted separately, CARE will confirm that before order acceptance so the Canoe Member understands the total cost before issuing a purchase order.
Members access to goods and services		
57	List the necessary steps for a Canoe member to set up an account and access your goods and services for the first time should you be awarded a contract.	Canoe Members can access CARE's goods and services through a defined onboarding process that confirms member details, authorized contacts, service locations, ordering requirements, pricing access, delivery needs, invoicing requirements and escalation contacts. If awarded, CARE will establish a straightforward onboarding process so Canoe Members can access the approved appliance catalogue, Canoe pricing, delivery options and related services without unnecessary delay. Canoe Members will be able to contact CARE through CARE's customer service line at 1-833-227-3275, voicemail, text message and email. CARE can also establish a Canoe specific email address, such as canoe@carecdm.ca, so Canoe related quote requests, orders, service questions and escalations are separated and easier to track. CARE will acknowledge member inquiries within one business day. The member setup process will include the following steps: 1. Initial contact: The Canoe Member contacts CARE by phone, voicemail, text message, email or the Canoe specific email address once established. 2. Member and account confirmation: CARE confirms the member's organization name, Canoe Member information, province, billing address, delivery or service locations, authorized ordering contacts, accounts payable contact, purchase order requirements, tax status where applicable and internal approval requirements. 3. Service requirement review: CARE confirms what the member needs, including supply only, dock delivery, delivery to site, delivery to unit, installation where included, removal, recycling, warranty coordination, urgent replacement support or project based deployment. 4. Provincial service pathway confirmation: CARE confirms whether the member is accessing CARE's full turnkey Ontario service model or GE/Mabe supported appliance supply and delivery in QC, AB, BC, MB, SK, NS, NB or PE where postal code freight coverage applies. Any installation, removal, recycling,

		regulated trade work, special access or non standard service outside Ontario will be reviewed and quoted before order acceptance. 5.Catalogue and pricing accessCARE provides the member with the applicable Canoe product catalogue, MSRP and discount line card, service descriptions, delivery pricing information, warranty process, ordering instructions and escalation contacts. 6.Account setup in CAREIT 2.0CARE creates the member profile in CAREIT 2.0 and records authorized purchasers, delivery contacts, site contacts, billing instructions, Canoe contract reference, reporting needs and account specific notes. 7.Site profile setup where requiredFor members with recurring properties or multiple sites, CARE can create site profiles covering superintendent or site contacts, access rules, loading areas, parking instructions, elevator requirements, delivery windows, resident communication instructions, restricted access conditions, pest protocols and billing or reporting notes. 8.First quote or orderThe member submits its first quote request or purchase order through the agreed process. CARE confirms product availability, pricing, service scope, delivery timing, freight treatment, site requirements and any non standard conditions before order release. This approach gives Canoe Members a clean path to begin ordering while allowing CARE to capture the details needed to reduce errors, avoid missed delivery requirements, support accurate invoicing and maintain proper Canoe reporting.
58	List the different payment mechanisms you accept (i.e. Purchase Order (PO), credit card, etc.)	CARE can support purchase order based ordering and invoicing, electronic funds transfer, cheque and credit card payment where applicable, in accordance with Canoe's contract requirements, centralized accounts receivable process and the member's approved billing process. CARE is experienced working with public sector and not for profit purchasing processes, including purchase orders, invoice review, account coding, approval workflows, supporting documentation and accounts payable requirements.CARE can support the following payment mechanisms where applicable under the Canoe contract:Purchase order based ordering and invoicingElectronic funds transferChequeCredit card payment where approved and applicableCARE will follow Canoe's required invoicing and accounts receivable process, including any centralized accounts receivable model, reporting requirement or remittance process that applies under the final Canoe contract.Invoices and supporting documentation will include the required purchasing and contract details where applicable, such as member name, Canoe Member number where available, Canoe contract reference, purchase order number, delivery or service location, item description, quantity, unit price, delivery or service charges, applicable taxes and any documentation required for member approval.CARE can also support member specific billing requirements where they are confirmed during onboarding. This may include separate invoices by site, project, purchase order, department, property portfolio, delivery batch or appliance category. This helps public sector members reconcile purchases against internal budgets, work orders, capital replacement programs and approval workflows.CAREIT 2.0 will support the payment and invoicing process by helping CARE track order records, purchase order references, invoice details, delivery status, completion documentation and Canoe contract reporting requirements.
59	Explain how you calculate delivery costs and how those costs change based on location for remote or hard-to-access areas.	CARE calculates delivery costs based on the applicable service model, member location, postal code, route density, number of units, delivery scope, access conditions and whether the order can be consolidated with other deliveries. Standard member facing delivery pricing for GE/Mabe supported provinces is generally expected to range from \$50 to \$70 per piece, with non standard conditions quoted before order acceptance. CARE's delivery pricing is designed to be transparent and based on the actual delivery requirement. Delivery costs are calculated by reviewing the member's

		location, distance from the applicable warehouse, distribution point or staging location, number of appliances, delivery type, building access, labour requirements, installation scope, removal and recycling requirements, and whether the order can be combined with other deliveries in the same area. In Ontario, CARE can support standard delivery, delivery to site, delivery to unit and full turnkey service options. Standard Ontario service rates may apply where the work is clearly defined, including delivery, placement, installation where included in scope, removal, haul away, recycling, packaging removal, documentation and warranty coordination. For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe appliance supply and delivery where postal code freight coverage applies. CARE's member facing delivery pricing in these provinces is generally expected to range from \$50 to \$70 per piece, depending on province, postal code zone, order size, delivery conditions and final approved scope. This member facing range is intended to cover standard appliance delivery planning. It should not be read as full turnkey installation pricing. Installation, removal, recycling, regulated trade work, stair carry, special access, after hours service, storage, difficult delivery conditions and other non standard requirements will be confirmed and quoted separately before order acceptance. For rural, northern, low density or hard to access locations, CARE will review the route and service requirements before confirming pricing. Factors may include extended travel time, fuel, overnight routing, limited delivery windows, seasonal access, ferry or barge requirements, restricted loading areas, elevator limitations, stair carry, long carry distances, special equipment, security access or regulated trade requirements. CARE reduces delivery costs where possible by consolidating multiple orders, batching deliveries by region, planning multi stop routes, staging inventory for larger projects and coordinating delivery windows with the member. This approach helps reduce per unit cost where volume and timing allow. Where standard pricing does not apply, CARE will provide a clear quotation before order acceptance. The quotation will identify whether the price includes freight, delivery, placement, installation, removal, haul away, recycling, packaging removal, stair carry, special equipment or other service components. CARE's objective is to give Canoe Members a clear total cost before they issue a purchase order, with no hidden delivery or access charges added after the fact.
60	List all methods available for integration with Member's ERP systems, Vendor Management Systems, and Application Programming Interfaces (APIs). Include examples of systems with current public and non-profit clients.	CARE can support standard purchase order and invoice workflows, structured Excel and CSV reporting, PDF invoicing, email based ordering, SharePoint or secure file exchange, LBMX onboarding requirements and future system integration where commercially and technically feasible. CARE's operating platform, CAREIT 2.0, supports order tracking, inventory visibility, scheduling, delivery documentation, issue management, reporting and auditability. CARE can adapt reporting and data exchange methods to meet the practical requirements of Canoe Members, including public sector, nonprofit, housing provider, municipal, school board and utility funded clients. Available integration and data exchange methods may include: 1. Purchase order and invoice workflows CARE can support member purchase orders, quote references, invoice requirements, account coding, delivery locations, service details and supporting documentation required for accounts payable review. 2. Structured Excel or CSV exports CARE can provide structured data files for members that need order, delivery, installation, inventory, removal, recycling, warranty or project status data in a format that can be imported into internal ERP or vendor management systems. 3. PDF invoicing and supporting documentation CARE can provide PDF invoices, delivery confirmations, installation notes, removal records, recycling documentation and other supporting files where required for member approval processes. 4. Email based ordering and reporting CARE can support

		practical email based workflows for quote requests, purchase orders, delivery scheduling, order confirmations, issue escalation and status reporting.5. SharePoint or secure cloud based file exchange CARE can support secure file sharing and reporting through SharePoint or similar member approved platforms where required for recurring reports, project documentation or account files.6. LBMX coordination CARE will coordinate with Canoe's LBMX onboarding and transaction requirements, including the required invoicing or transaction process under the final Canoe contract.7. Future system integration Where a member requires a more formal system connection, CARE can work with the member's IT or procurement team to review commercially reasonable options such as scheduled file transfer, standardized reporting templates or API related requirements.
61	In a case where your company has an existing public sector customer who desires to be onboarded onto the Canoe offering, how would you address this situation?	CARE can transition an existing public sector customer to the Canoe offering through an administrative onboarding process that confirms Canoe membership, pricing, ordering workflow, invoicing requirements, reporting treatment and contract compliance, without disrupting day to day service. Where an existing CARE public sector customer wishes to use the Canoe offering, CARE will first confirm the customer's Canoe Member status, member number and eligibility to purchase under the Canoe contract. CARE will then review the customer's existing account, current pricing, service scope, active orders, purchase order process, invoicing requirements, reporting needs and any existing project specific commitments. The transition would be managed carefully so the customer continues to receive service without interruption. CARE would update the account profile to identify future Canoe-related purchases, confirm the applicable Canoe pricing and service structure, update ordering instructions, confirm required purchase order references, and ensure invoicing and reporting are aligned with Canoe requirements. For Ontario customers, the transition may include CARE's full turnkey service offering. For customers in QC, AB, BC, MB, SK, NS, NB and PE, the transition would apply to the GE/Mabe-supported supply and delivery offering where coverage applies, with additional services quoted project by project. Where an existing agreement, project specific quote or active purchase order is already in place, CARE will review the situation with the customer and Canoe as required to determine the correct transition approach. CARE will not retroactively change completed transactions unless permitted under the applicable agreement. Future eligible purchases can be quoted, ordered, invoiced and reported under the Canoe contract once the member confirms the transition.

Engagement Sales, Marketing and Training

#	Question	Response
62	Describe the engagement and marketing strategy your company will implement if successful in this solicitation. Your answer should be specific to the various types stakeholders involved.	CARE will use a targeted, relationship-based engagement strategy focused on members with residential appliance replacement needs. CARE will promote Ontario as its full turnkey service area and will also promote GE/Mabe-supported appliance supply and delivery in QC, AB, BC, MB, SK, NS, NB and PE where postal-code coverage applies. CARE's engagement strategy will be practical and member-focused. CARE will not present the Canoe contract as simply a cheaper appliance list. The message to members will be that CARE can help them access residential appliances, delivery options, service support, warranty coordination, reporting and project planning through one accountable supplier. CARE will focus its outreach on member groups that are most likely to have recurring appliance needs, urgent replacement pressure or planned capital replacement programs. Housing

	providers and nonprofit housing operatorsCARE will engage public housing, community housing, senior housing, supportive housing, co-operative housing and nonprofit housing providers that require one-to-one appliance replacements, planned building rollouts, occupied-unit delivery, urgent appliance support, removal, recycling and clear documentation. CARE's experience with an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider and other housing clients gives CARE a practical understanding of the pressures these members face, including resident access, superintendent coordination, product fit, delivery scheduling and service recovery. Municipalities and local governmentsFor municipalities, CARE will position the Canoe contract as a simple procurement path for residential appliance needs connected to municipal housing, emergency housing, shelters, transitional housing, seniors housing, social services and municipally owned residential assets. The focus will be on compliant purchasing, clear pricing, fast quotation support, delivery coordination, warranty support and reduced administrative burden. School boards and institutional membersFor school boards and institutional members, including members with facilities, staff areas, program spaces, residence-style settings or small appliance replacement needs, CARE will focus on product supply, replacement planning, delivery coordination, warranty support, invoicing clarity and documentation. Indigenous organizations and community-based programsCARE's experience connected to the an Ontario Indigenous community conservation program has given CARE practical exposure to community coordination, rural and northern logistics, access planning and respectful delivery in Indigenous housing and community settings. CARE will use this experience to support members with similar geographic, logistical or community coordination needs. Utility-funded, health, social service and supportive housing stakeholdersCARE's work through programs such as the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program and an Ontario utility/conservation-funded affordability program has required outreach, scheduling, customer support, documentation, installation coordination, reporting and service recovery across income-eligible households and publicly funded programs. This experience is relevant for members serving seniors, vulnerable residents, supportive housing clients and households where appliance failure can quickly become an operational or health and safety issue. CARE's member-facing materials will clearly explain the difference between CARE's service models: Ontario: full turnkey appliance support, including supply, delivery, installation where included in scope, removal, haul-away, recycling, warranty coordination, reporting and issue support. QC, AB, BC, MB, SK, NS, NB and PE: GE/Mabe-supported appliance supply and delivery where postal-code freight coverage applies, with installation, removal, recycling, regulated trade work, special access and other non-standard requirements quoted project by project. CARE will support contract adoption through direct outreach, member onboarding calls, targeted emails, procurement team briefings, operations team briefings, virtual information sessions, project planning discussions and Canoe-specific ordering materials. These materials will include the appliance catalogue, MSRP and discount line card, service guide, delivery information, warranty process, ordering instructions, customer service contacts, escalation pathway and reporting support. The goal is to make the contract easy for members to understand and easy to use. CARE will focus on turning member interest into practical contract use by helping members select the right models, understand pricing, confirm delivery options, plan projects and avoid surprises before orders are placed.
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63	Describe your methodology and approach to a successful start up / implementation plan and ongoing review and monitoring of the contract use and promotion. Include details on measure you will put in place.	CARE will use a 30, 60 and 90 day implementation plan followed by recurring contract reviews with Canoe. Implementation will include the Canoe catalogue, MSRP and discount line card, GE/Mabe provincial supply and delivery supplement, warranty details, ordering process, reporting process, member support pathway, CAREIT 2.0 account setup and ongoing adoption monitoring. CARE's implementation approach will focus on making the Canoe contract ready for practical use quickly, while ensuring that pricing, ordering, delivery, reporting, customer service and escalation processes are properly set up before member activity increases. First 30 days after award CARE will work with Canoe to confirm the core launch requirements, including contract contacts, pricing publication format, reporting format, LBMX requirements, member onboarding process, invoicing expectations, administrative fee reporting, escalation pathway and any contract administration details. During this period, CARE will finalize the Canoe product catalogue, MSRP and discount line card, GE/Mabe provincial supply and delivery supplement, warranty information, delivery and service descriptions, ordering guide, member intake form and internal account setup process. CARE will also prepare CAREIT 2.0 for Canoe activity by creating the required contract references, reporting fields, account setup approach, order tracking process and member-specific notes where needed. This will help CARE separate Ontario full turnkey activity from GE/Mabe-supported supply and delivery activity in QC, AB, BC, MB, SK, NS, NB and PE. CARE will brief the internal team on Canoe pricing, approved products, member eligibility, ordering requirements, service levels, provincial coverage, reporting requirements, invoicing requirements and member support expectations. This training is important so staff do not overpromise full turnkey service outside Ontario where CARE's offering is based on GE/Mabe-supported supply and delivery. First 60 days after award CARE will begin targeted member-facing launch activity. This may include introductory emails, member onboarding calls, virtual information sessions, procurement briefings, operations briefings and direct outreach to members with likely appliance replacement needs. Ontario members will be guided through CARE's full turnkey service model, including appliance supply, delivery, installation where included, removal, recycling, warranty coordination, documentation and issue support. Members in QC, AB, BC, MB, SK, NS, NB and PE will be guided through the GE/Mabe-supported product and delivery model. CARE will explain what is included in standard supply and delivery, what is quoted separately, and how installation, removal, recycling, regulated trade work, special access or non-standard delivery conditions are handled before order acceptance. For members with recurring sites or multiple properties, CARE can begin creating site profiles in CAREIT 2.0. These may include delivery contacts, access rules, elevator requirements, loading areas, parking instructions, delivery windows, resident communication instructions, billing notes and reporting requirements. CARE will also begin tracking member inquiries, quote requests, first orders, pricing questions, product availability issues, delivery questions and service coverage questions so early contract use can be reviewed with Canoe. First 90 days after award CARE will review early contract activity with Canoe. This review will look at member adoption, quote activity, order volume, active member count, product categories requested, provincial demand, delivery questions, pricing feedback, reporting accuracy, member support issues and barriers preventing members from using the contract. Where needed, CARE will adjust catalogue notes, approved alternates, member onboarding materials, outreach priorities, inventory planning, delivery guidance, service descriptions or internal process controls based on actual member demand. Ongoing review and monitoring After launch, CARE will monitor contract use through recurring internal reviews and periodic business reviews with Canoe. The review process may include: Area Measures CARE will monitor Member adoption Number of onboarded members, active members,
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		repeat users and inactive follow-upsSales activity Quote requests, purchase orders, units sold, product categories used and revenueProvincial activity Ontario full turnkey activity and GE/Mabe-supported activity in QC, AB, BC, MB, SK, NS, NB and PEService performance Delivery timing, completion status, missed delivery reasons, issue resolution and member feedbackProduct performance Model availability, backorders, discontinued models, substitutions and warranty concernsReporting Accuracy, completeness and timeliness of Canoe monthly reportingPromotion Member outreach completed, onboarding calls, information sessions, follow-ups and member groups contactedCARE will use these reviews to keep the contract active rather than passive. If members are not using the contract, CARE will look at why. The issue may be lack of awareness, unclear pricing, product fit concerns, delivery questions, warranty questions, internal procurement timing or uncertainty about what services are available in each province.CARE's objective is to make the Canoe contract practical from the member's point of view. Members should know who to contact, what products are available, what discount structure applies, what service level is available in their province, what is included in delivery what is quoted separately and how issues are escalated This approach reflects how CARE already works with public-sector and publicly
64	Describe how you will train your sales force and distribution network on the value of utilizing the group purchasing such as the Canoe contract for public sector and non for profit clients. Include details on measure you will put in place, such as type and cadence of engagement etc.	CARE manages Canoe member engagement through its internal team rather than a third party dealer or retail sales network. CARE will train all staff involved in Canoe work on member eligibility, contract value, approved pricing, quoting, ordering, provincial service coverage, reporting, invoicing, customer service, escalation and service expectations before launch, with additional refreshers during implementation and ongoing contract reviews. CARE's Canoe training will focus on making sure the contract is explained accurately, quoted properly and supported consistently. CARE does not rely on a third party sales force, franchise network or retail dealer structure to manage public sector accounts. Member engagement, quoting, order intake, scheduling, customer service, reporting and account support are managed directly by CARE's internal team.Before launch, CARE will complete a Canoe specific training session for staff involved in account management, sales support, customer service, operations, logistics, warehouse coordination, finance and reporting. The training will cover:Training area What CARE will coverCanoe contract value How the contract gives public sector and not for profit members a compliant and practical purchasing pathwayMember eligibility How to confirm Canoe Member information and capture the correct member details at account setupPricing and quoting How to use the approved product catalogue, MSRP and discount line card, service pricing and quote templatesProvincial coverage How to explain Ontario full turnkey service versus GE/Mabe supported supply and delivery in QC, AB, BC, MB, SK, NS, NB and PEOOrdering workflow How to process quote requests, purchase orders, delivery details, site notes and member specific requirementsService scope How to explain delivery, installation, removal, recycling, warranty coordination and project specific servicesReporting and invoicing How to capture Canoe contract references, member information, invoice details and monthly reporting requirementsEscalation How to route urgent requests, delivery issues, warranty concerns, invoice questions and member complaintsCompliance How to avoid overcommitting services that are not included or not confirmed for a specific province or projectA key part of the training will be the difference between CARE's service models. In Ontario, CARE can provide full turnkey appliance support. In Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can support GE/Mabe appliance supply and delivery where postal code freight coverage applies. Staff will be trained to clearly explain that

		installation, removal, recycling, regulated trade work, special access, storage, after hours service and other non standard requirements outside Ontario must be reviewed and quoted before order acceptance. CARE will also prepare practical internal tools so staff can apply the contract consistently. These may include a Canoe quick reference guide, quoting checklist, member onboarding form, approved product list, provincial service coverage guide, service level guide, reporting checklist, escalation contact list and standard member communication templates. Training will be completed before contract launch. During the first 60 to 90 days, CARE will review early quotes, member questions, service issues and reporting activity to identify where additional coaching is needed. After implementation, CARE will refresh Canoe training at least annually and whenever there are material changes to pricing, product availability, service scope, reporting requirements, LBMX requirements, Canoe procedures or provincial delivery coverage. Where approved logistics partners, licensed trades, recycling partners, manufacturer service providers or GE/Mabe supported delivery channels are used, CARE will communicate the applicable service expectations, documentation requirements and escalation process. CARE will remain the main point of coordination for CARE managed orders, so members have a clear contact for questions, issues and follow up.
65	How will you be monitoring the adoption and utilization of the Canoe contract by your sales and distribution network? Which key performance indicators will you be monitoring?	CARE will monitor Canoe contract adoption and utilization by member, province, product category, manufacturer, quote activity, order activity, service type, delivery performance, reporting accuracy, issue trends and member feedback. Activity will be reviewed internally and through recurring reporting or business reviews with Canoe. Because CARE manages member relationships internally, Canoe contract adoption can be tracked directly through CARE's account management, order intake, operations, finance, reporting and customer service processes. Canoe related activity will be identified separately so CARE can see how the contract is being used and where additional promotion, training or member support is needed. CARE will monitor the following key performance indicators: Area KPI examples Member adoption New Canoe Members onboarded, active members, repeat users and inactive members requiring follow up Sales activity Quote requests, quote conversion, purchase orders, units ordered, sales value and average order size Product use Orders by Canoe category, manufacturer, model, finish, accessory type and approved alternate use Service use Supply only, dock delivery, delivery to site, delivery to unit, installation, removal, recycling, warranty support and project work Provincial activity Ontario full turnkey activity and GE/Mabe supported activity in QC, AB, BC, MB, SK, NS, NB and PE Operational performance Delivery timing, completed orders, missed delivery reasons, pending orders and first visit completion where applicable Supply chain performance Stock availability, backorders, discontinued models, substitutions requested and member approvals Customer service Inquiry volumes, response times, escalations, complaint themes, warranty inquiries and issue resolution status Reporting compliance Accuracy, completeness and timeliness of Canoe monthly sales reporting Engagement activity Outreach completed, onboarding calls, member meetings, presentations, follow ups and account reviews CARE IT 2.0 will support adoption monitoring by helping CARE track order status, member activity, service notes, delivery status, documentation, open issues and reporting data. This will allow CARE to distinguish between Ontario full turnkey activity and GE/Mabe supported appliance supply and delivery activity in the selected additional provinces. CARE will review Canoe contract activity internally on a regular basis. During the first 90 days after launch, CARE will pay close attention to early member questions, quote activity, product demand, service coverage questions and reporting accuracy. After the launch period, CARE will continue

		reviewing adoption trends and contract performance through internal reviews and recurring discussions with Canoe. The purpose of monitoring is not only to count sales. CARE will use the data to improve contract use. For example, if members repeatedly ask about the same appliance category, CARE can review catalogue clarity and approved alternates. If members are uncertain about delivery or installation costs, CARE can update the ordering guide. If a province generates interest but limited conversion, CARE can review whether the issue is product fit, delivery coverage, pricing, awareness or service scope. CARE's objective is to actively manage the Canoe contract after award. The contract should not sit passively in a supplier directory. CARE will monitor adoption, identify barriers, support members through onboarding and work with Canoe to increase practical use of the contract across the member groups most likely to benefit from CARE's appliance offering.
66	Collaboration between Canoe and the vendor is essential to the buy-in of group purchasing by vendors and their distribution network. What do you expect Canoe's role to be in demonstrating the value of the contract?	CARE expects Canoe to support member awareness, contract visibility and appropriate member introductions, while CARE provides the product expertise, pricing information, service details, onboarding support and operational follow-through needed to convert interest into actual contract use. CARE views the Canoe contract as a partnership. CARE will be responsible for delivering the appliance program, supporting members, maintaining pricing information, managing orders, coordinating service and resolving issues. Canoe's role is important in helping members understand that the contract is available, compliant, easy to access and intended to reduce procurement effort. CARE expects Canoe to support contract awareness through its established member communication channels, including website listings, supplier directory information, newsletters, member bulletins, webinars, procurement updates, regional meetings and relevant member engagement events. Canoe's communication is valuable because many public-sector and not-for-profit members rely on Canoe to identify approved purchasing options they can use with confidence. CARE would also welcome introductions where members have identified appliance replacement, housing operations, facility renewal, emergency replacement or planned capital needs. This is especially helpful for housing providers, municipalities, school boards, Indigenous organizations, senior housing operators, supportive housing providers, not-for-profit housing groups and institutional members that may not immediately know the contract applies to their appliance requirements. CARE will support Canoe's promotion of the contract by providing clear member-facing materials, including the product catalogue, pricing schedule, service guide, ordering instructions, warranty process, delivery and installation options, escalation contacts, reporting options and project planning support. CARE can also provide content for Canoe communications, attend information sessions, support Q&A with members and help develop simple use cases that show how members can use the contract. CARE's experience with Ontario public-sector and publicly funded clients, including the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario clients, has shown that adoption improves when procurement teams and operations teams both understand the service model. For that reason, CARE would work with Canoe to communicate not only the pricing, but also the practical operational value: fewer separate vendors, clearer service scope, better documentation, warranty support, removal

		and recycling options, and a more controlled process for occupied-unit appliance replacement. The objective is to make the Canoe contract visible, easy to understand and easy to use for members with real appliance needs.
67	Describe your commitment to attending and/or sponsoring Canoe member engagement events (e.g., reverse trade shows, conventions, golf tournaments, educational offerings, retreats etc.)	CARE is committed to participating in relevant Canoe member engagement events in Ontario, including information sessions, webinars, reverse trade shows, conferences, regional meetings and educational events focused on housing, procurement, facilities, municipal operations and public-sector residential services. CARE is prepared to actively support Canoe member engagement where the audience is relevant to CARE's residential appliance and turnkey service offering. CARE will prioritize events that connect directly with Ontario members responsible for housing operations, procurement, facilities management, capital replacement planning, social services, senior housing, supportive housing, Indigenous housing, municipal residential assets and institutional appliance needs. CARE can support Canoe events through practical participation, including attendance at member engagement sessions, reverse trade shows, procurement forums, housing-related conferences, regional meetings, webinars and educational sessions. CARE can provide member-facing materials such as product catalogues, service guides, ordering instructions, warranty process summaries, delivery and installation information, recycling process summaries and contact sheets. Where the event format allows, CARE can also provide short educational presentations on topics that are useful to members, such as appliance standardization, occupied-unit replacement planning, reducing failed deliveries, managing appliance removals and recycling, selecting accessible appliances, planning bulk replacements, and separating standard installation from regulated trade work. These topics are based on CARE's practical experience supporting Ontario housing providers and publicly funded programs. CARE's participation would be led by the Canoe account contact and supported by senior CARE personnel where appropriate. For larger or strategically important events, CARE may also involve operations, logistics, program management or leadership representatives who can speak directly to service delivery, pricing, implementation and issue resolution. CARE is open to sponsorship opportunities where they are relevant, commercially reasonable and likely to increase member awareness or contract use. Sponsorship could include booth participation, session support, educational materials, member information sessions or other Canoe-approved opportunities. CARE would assess sponsorship based on event audience, expected member value, budget, timing and alignment with the Ontario appliance program. CARE's commitment is to be visible, responsive and useful at member engagement events. The goal is not only to promote CARE, but to help members understand how the Canoe contract can simplify appliance procurement, improve service coordination and reduce administrative burden for day-to-day replacements and larger planned projects.
68	Provide details on industry and association partnerships your company has fostered over time which will be beneficial to promoting the Canoe contract in Canada.	CARE has developed relationships across Ontario's housing, utility, municipal, Indigenous, supplier diversity, manufacturer, recycling, installation and community service sectors that are relevant to promoting and supporting the Canoe contract with public sector and not for profit members. CARE's strongest partnership network is in Ontario, where CARE has worked with public sector, community housing, utility funded, Indigenous, municipal, school board, not for profit and community based organizations since 2017. These relationships are relevant to Canoe because they connect directly to the types of members most likely to need residential appliance supply, delivery, installation, removal and recycling services. CARE's experience includes work connected to the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability

		program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario public sector or publicly funded clients. Through this work, CARE has developed practical relationships with housing operations teams, procurement teams, property managers, site contacts, community coordinators, delivery partners, installers, recycling partners, manufacturers and service providers. CARE is also certified as a Diverse Supplier through the Inclusive Workplace and Supply Council of Canada. This certification is relevant to Canoe Members that consider supplier diversity, inclusive procurement and social value as part of their purchasing objectives. CARE's manufacturer and supplier relationships also support promotion and contract use. CARE works with established appliance manufacturers and supplier channels, including GE/Mabe, Whirlpool Corporation, Electrolux/Frigidaire, Samsung, LG, Danby, Stirling Marathon, Broan and Cyclone through approved supplier channels where applicable. These relationships help CARE support product availability, model recommendations, substitutions, pricing discussions and category planning for members. CARE's community based experience is also important. Through publicly funded programs, CARE has worked in occupied homes, seniors housing, supportive housing, rural communities, northern communities, Indigenous communities and income eligible household programs. This gives CARE a practical understanding of how to communicate with members whose appliance needs are connected to housing operations, resident support, energy affordability, accessibility or urgent replacement requirements. If awarded, CARE will use these relationships and sector experience to support Canoe contract awareness in Ontario. CARE will not present these organizations as endorsing the Canoe contract unless they have expressly agreed to do so. Instead, CARE will use its existing sector knowledge, public housing experience, manufacturer relationships and community program background to identify relevant member groups, support targeted outreach, participate in Canoe engagement activities and help members understand how the contract can be used.
69	Please specifically describe any self-audit process or program that you plan to employ to verify compliance with a possible Contract with Canoe including validating that Canoe Members obtain the proper pricing, as well as ensuring your reports accurately include all sales under the Canoe contract.	CARE will implement a Canoe contract self-audit process covering pricing verification, member and contract tagging, purchase order and invoice reconciliation, sales reporting accuracy, administrative fee calculation, exception tracking and corrective action. CARE will use a structured self-audit process to verify that Canoe Members receive the correct contract pricing and that all reportable sales under the Canoe contract are properly captured, invoiced and reported. This process will build on the reporting, documentation and audit controls CARE already uses in public-sector and publicly funded program delivery, including order tracking, inventory visibility, installation documentation, issue management, reporting review and closeout controls through CAREIT 2.0. CARE's Canoe self-audit process will include the following controls: Pricing verification CARE will review Canoe quotations and orders against the approved Canoe pricing catalogue to confirm that the correct appliance pricing, service pricing, discounts, freight charges, installation charges, removal charges, recycling charges and approved project-specific pricing have been applied. Member and contract validation CARE will verify that Canoe-related transactions include the required member information, Canoe Member number where available, Canoe contract reference, purchase order number, delivery or service location and approved scope of work. This ensures eligible sales are properly identified at the order stage rather than

		corrected after the fact. Order, invoice and delivery reconciliation CARE will reconcile order records against purchase orders, invoices, delivery records, installation notes, removal records, recycling documentation and completion records where applicable. This reduces the risk of missed items, incorrect quantities, incorrect pricing, incomplete backup or reporting errors. Sales reporting review CARE will compare Canoe reportable sales against internal order and invoice records to confirm that monthly sales reports are complete and accurate. This review will include member name, order date, invoice date, product category, quantity, unit price, service charges, freight where applicable, taxes where required and total reportable sales. Administrative fee verification CARE will review administrative fee calculations against the agreed Canoe formula and the applicable reportable sales data before submission or remittance. Exception tracking and corrective action Any pricing, reporting, invoicing or contract classification issue identified during the review will be logged, reviewed and corrected where required. CARE will also identify the cause of the issue, such as incorrect order tagging, missing member information, pricing setup error, manual entry error or reporting field mismatch, and use that finding to improve staff training, system controls or reporting procedures. Management review CARE's finance, reporting and program management teams will participate in the compliance review process. Canoe contract activity will be reviewed internally on a recurring basis, with formal self-audit checks completed at least quarterly and more frequently during the early launch period if order volume or reporting complexity requires it. CARE's objective is to maintain clean contract administration from the beginning of the Canoe relationship. The self-audit process will help ensure members receive the correct pricing, Canoe receives accurate sales reporting, administrative fees are calculated properly, and any issues are corrected quickly and transparently.
70	Canoe requires monthly sales report. Describe the process you will implement if awarded, in order to meet this requirement.	CARE will prepare monthly Canoe sales reports from CAREIT 2.0, invoice records, purchase orders and delivery records, with finance and program management review before submission in Canoe's required format and channel. If awarded, CARE will implement a monthly reporting process specifically for the Canoe contract. The process will be designed to ensure that reportable Canoe sales are captured accurately, reviewed internally and submitted in the format and timeline required by Canoe. CARE will identify Canoe-related transactions at the order stage by capturing the applicable member information, Canoe Member number where available, Canoe contract reference, purchase order number, billing information, delivery or service location, product category, service category and transaction details. This will allow Canoe sales to be separated from non-Canoe sales within CARE's internal reporting process. Monthly reports will be prepared using CAREIT 2.0, invoice records, purchase orders, delivery records and completion documentation where applicable. The report will include the data fields required by Canoe, which may include member name, member number, address, province, contract number, purchase order number, invoice number, transaction date, invoice or accounting date, delivery date, product or service description, quantity, unit price, shipping or freight charges, applicable taxes, total sales and spend category. Before submission, CARE will complete an internal review to confirm that the monthly report reconciles to CARE's invoice and order records. This review will check for missing Canoe transactions, incorrect contract tagging, pricing inconsistencies, incomplete member information, duplicate records, incorrect invoice amounts and administrative fee calculation issues. CARE will assign a finance and reporting lead responsible for preparing the monthly report, with program management review before submission. If Canoe requires reporting through LBMX, XLS format, a specific template, a specific deadline, zero-sales reporting or segmentation by association or member

		type, CARE will follow those requirements as set out in the final agreement. Where there is no Canoe activity in a reporting period, CARE will submit a zero-sales report if required by Canoe. Where corrections are needed after submission, CARE will identify the issue, correct the applicable record and include the correction in the appropriate reporting process. CARE has experience meeting recurring reporting requirements for public-sector, utility-funded and publicly funded programs. CARE will apply the same discipline to the Canoe contract so that Canoe receives accurate, complete and timely monthly sales information.
71	Please include the name, title and email of the person who will be responsible to provide monthly reporting to Canoe.	CARE's designated Canoe reporting contact and internal reporting support team will provide monthly reporting through the process confirmed during onboarding. CARE's designated reporting contact will oversee Canoe monthly reporting, with support from CARE's internal reporting and administration team. This provides Canoe with a clear reporting pathway while limiting unnecessary publication of internal staff details.
72	Do you allow public entities to order from multiple contracts and GPOs?	Yes CARE recognizes that public entities may purchase through multiple procurement vehicles, including direct contracts, project-specific purchase orders, municipal agreements, cooperative purchasing programs, GPOs and other approved public-sector purchasing channels. CARE can support members that choose to order through the Canoe contract while also maintaining other procurement arrangements. CARE's responsibility is to ensure that purchases made under the Canoe contract are clearly identified, priced, invoiced and reported as Canoe contract purchases, while purchases made under other agreements are tracked separately. This approach allows members to use the procurement path that applies to each purchase while maintaining clean contract administration and accurate reporting to Canoe.
73	If so, describe the measures you have in place to record and manage data accurately for public entities who purchase from multiple accounts/contracts ensuring accurate reporting of usage to Canoe?	CARE will manage Canoe activity separately through member setup, contract identification, quote labelling, purchase order review, invoice controls, CAREIT 2.0 tracking, monthly reconciliation and self-audit checks. CARE will use account, contract and reporting controls to distinguish Canoe purchases from purchases made under other contracts or procurement channels. At the member onboarding stage, CARE will confirm the member's Canoe status, member number where available, authorized ordering contacts, billing requirements, purchase order requirements and whether the member also purchases from CARE under other agreements. This allows CARE to establish the correct account and reporting treatment before orders are placed. At the quotation and order stage, CARE staff will confirm whether the member is purchasing under the Canoe contract. Canoe-related quotations and orders will be identified with the applicable Canoe contract reference, member information, purchase order number, pricing structure, service scope and province. This will also separate Ontario full turnkey purchases from GE/Mabe-supported supply and delivery purchases in QC, AB, BC, MB, SK, NS, NB and PE. Before monthly reporting is submitted, CARE will reconcile Canoe reportable sales against internal order records, invoices, purchase orders and delivery documentation where applicable. This review will help confirm that Canoe transactions are captured accurately and that non-Canoe transactions are not incorrectly included.
Sales and Distribution Network		
74	Describe how you manage government sales. Include details on the sales and training structure and how you specifically address sales and	CARE manages government and public sector sales through direct, senior led account management supported by operations, customer service, finance, reporting, logistics and field delivery teams. CARE manages public sector sales through direct relationships, not a retail or dealer based sales model. CARE's approach is account managed, practical and

	marketing with public sector clients.	service focused because public sector appliance requirements usually involve more than selecting a product and issuing a purchase order. For each public sector account, CARE assigns clear internal ownership for pricing, product selection, quotation support, order intake, scheduling, delivery coordination, warranty support, issue escalation, reporting and account review. This allows public sector clients to work through one coordinated process instead of managing separate contacts for product supply, delivery, installation, removal, recycling, invoicing and service recovery. CARE's government sales approach has been shaped by its work with Ontario public sector and publicly funded clients, including the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario clients. These environments require CARE to understand procurement timelines, purchase order requirements, budget approvals, documentation, resident or site coordination, reporting, auditability and issue resolution. CARE trains member facing staff to understand the needs of public sector and not for profit buyers. Training includes public procurement expectations, Canoe member eligibility, approved contract pricing, quotation requirements, purchase order handling, invoicing requirements, reporting expectations, warranty process, escalation steps, site access requirements and the importance of accurate documentation. For the Canoe contract, CARE will establish a Canoe specific contact pathway so members know exactly who to contact for pricing, product recommendations, account setup, ordering, delivery questions, project planning, warranty coordination, reporting and escalation. CARE will also provide internal Canoe training before launch so staff understand the contract, member access process, pricing structure, service options, reporting requirements and Canoe's expectations. CARE's sales and marketing approach to public sector clients is based on showing practical value. For Canoe Members, CARE will focus on compliant purchasing, clear pricing, durable appliance options, standardization opportunities, occupied unit delivery experience, removal and recycling support, warranty coordination, reporting and reduced administrative burden.
75	Describe your distribution and service network used to deliver and support your offering across Canada.	For this proposal, CARE's full distribution and service network is Ontario focused. CARE supports Ontario members through its Greater Toronto Area warehouse, regional delivery and staging coordination, trained field crews, approved partners where required, manufacturer support and recycling channels. CARE's proposal is focused on Ontario, where CARE has established appliance supply, delivery, installation, removal, recycling, warehousing, inventory staging and public sector service experience. CARE's Ontario operations are supported by its Greater Toronto Area head office and warehouse, along with regional delivery, staging and service coordination experience across the province. CARE has supported work in Ontario postal regions K, L, M, N and P, including major urban centres, mid sized municipalities, rural communities, northern communities, community housing portfolios, school board facilities, municipal properties, Indigenous communities and occupied residential environments. CARE has practical delivery and service experience in regions including the Greater Toronto Area, Durham, Peel, Halton, Hamilton, Niagara, Barrie, London, Windsor, Kitchener Waterloo, Guelph, Ottawa, Kingston, Sudbury, Sault Ste. Marie, Thunder Bay, Timmins, North Bay, Kenora and surrounding areas. CARE's

		delivery and service model uses a combination of CARE managed coordination, trained field crews, warehouse support, regional staging, approved logistics partners, recycling partners, licensed trades where required and manufacturer authorized service networks. CARE remains the single point of accountability to the Canoe Member for coordination, communication, documentation, escalation and service recovery. For routine Ontario service areas, CARE can support standard delivery and turnkey service models. For remote, northern, rural, low density or hard to access locations, CARE uses project specific planning based on route density, distance, access conditions, delivery scope, installation requirements, removal and recycling requirements, and whether multiple orders can be consolidated. This allows CARE to provide practical coverage across Ontario without hiding the cost and service differences between urban and remote delivery conditions. CARE will not represent full turnkey service in any region unless the operational resources, pricing, product availability and service requirements are confirmed. This protects Canoe Members by ensuring service commitments are realistic, priced correctly and properly supported.
76	Describe in details the process and procedure of your customer service program, if applicable. Include your response time capabilities and commitments, as well as any incentives that help your providers meet your service goals or promises.	CARE will support Canoe Members through a dedicated customer service pathway, including CARE's customer service line at 1-833-227-3275, voicemail, text message capability, email support, and a Canoe-specific email address such as canoe@carecdm.ca for Canoe- related orders, quotes, service requests and escalations. CARE will acknowledge all member inquiries within one business day. CARE's customer service model is built around direct access, clear ownership and practical follow-through. Canoe Members will not be left trying to determine who is responsible for a quote, order, delivery, warranty issue, invoice question or service concern. CARE will establish a Canoe- specific customer service pathway so member inquiries are received, assigned, tracked and resolved through a controlled process. Canoe Members will be able to contact CARE through multiple channels: CARE Customer Service Line: 1-833-227-3275 Voicemail: available when the line is busy or outside regular coverage Text message: available for quick follow-up, delivery coordination and basic service communication Email: through CARE's regular email channels Canoe-specific email: CARE can establish a dedicated address such as canoe@carecdm.ca for Canoe orders, quotes, service requests and account support CARE will acknowledge every Canoe Member inquiry within one business day. The acknowledgement will confirm that the request has been received and will either provide the requested information or identify the next step, responsible contact and expected follow-up path. Urgent appliance concerns will be prioritized based on resident impact, appliance type, available inventory, delivery location, site access and service capacity. CARE's customer service process will follow a clear workflow: Inquiry intake CARE receives the request by phone, voicemail, text or email and identifies whether it relates to pricing, product selection, order status, delivery scheduling, installation, removal, recycling, warranty, invoicing, reporting or escalation. Assignment of ownership The request is assigned to the correct internal function, such as account support, customer service, operations, logistics, finance, reporting, warranty coordination or program management. Order and account review CARE reviews the applicable member account, quote, purchase order, delivery address, product details, site notes, service scope and any prior issue history. Member response CARE responds to the member with the status, required information, next step or escalation path. Where the matter requires additional review, CARE will advise the member that the issue is being worked on and who owns the follow-up. Tracking and closeout CARE tracks the request through its internal process, including service notes, order updates, escalation details and completion status. CARE IT 2.0 supports order tracking, scheduling visibility, documentation,

	issue management and reporting. For Canoe Members, CARE will provide support for quote requests, product recommendations, model availability, approved alternates, appliance sizing, delivery planning, site readiness, purchase order questions, order status, warranty coordination, invoice questions, delivery issues and service recovery. CARE's public-sector experience has shown that appliance service issues can quickly become operational problems for members. A failed refrigerator, loss of cooking capability, urgent unit turnover, wrong size appliance, missed access window, resident concern or warranty issue needs fast ownership. CARE's process is designed to identify the issue, assign responsibility and communicate next steps clearly. Where approved delivery partners, licensed trades, recycling partners or manufacturer service providers are involved, CARE will remain the main point of accountability to the Canoe Member. CARE will communicate the service expectations, documentation requirements and escalation process to any partner supporting Canoe-related work. CARE will support service quality through clear account ownership, issue tracking, escalation review, documentation controls, repeat-issue monitoring and internal follow-up. CARE's focus is not commission-based selling. It is accountable service delivery, practical problem solving and reliable communication. CARE's customer service approach is supported by its experience with Ontario public-sector and publicly funded clients, including the an Ontario utility-funded energy affordability program, an Ontario utility-funded weatherization program, an Ontario utility/conservation-funded affordability program, an Ontario Indigenous community conservation program, an Ontario municipal/community housing provider, an Ontario regional municipality/public-sector housing stakeholder, an Ontario municipal/community housing provider, an Ontario not-for-profit/co-operative housing provider, an Ontario public school board/institutional member, an Ontario public school board/institutional member and other Ontario clients. These programs and customers require responsive communication, accurate documentation, resident sensitivity, service recovery and coordination between office teams and field teams. For Canoe Members, CARE's commitment is straightforward: provide clear contact points, acknowledge inquiries within one business day, assign ownership, track issues, communicate next steps and follow through until the matter is closed or properly escalated.
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Environmental Social and Governance ESG

#	Question	Response
77	Describe your corporate ESG initiatives.	Practical ESG through responsible appliance replacement, recycling, diversity and safe operations.- CARE's ESG practices are directly tied to its business model. CARE supports responsible appliance replacement through efficient delivery planning, reduced avoidable trips, appliance removal, refrigerant recovery where applicable, responsible recycling, documentation, supplier diversity, employee training, workplace safety and community partnerships. CARE is an IWSCC Certified Diverse Supplier and has embedded inclusion, accessibility and respect into its workforce, procurement and service delivery practices. CARE also uses digital workflows, route planning, responsible recycling procedures and ODP-certified personnel to reduce waste and support environmental compliance. CARE's ESG approach is practical: reduce avoidable waste, handle regulated materials properly, support accessible service, use local and regional resources where practical, maintain safe work practices and report transparently. For Canoe Members, this means appliance replacement can be managed in a way that supports both operational needs and environmental responsibility.

Pricing

#	Question	Response
88	Describe the various pricing models you offer and under what specific circumstances would they apply.	CARE offers MSRP less discount appliance line card pricing, category discount pricing, Ontario turnkey service pricing, GE/Mabe supported provincial delivery pricing, project based pricing, special order pricing and remote or non standard delivery pricing. The pricing model applied will depend on the product type, order volume, province, service scope, site conditions and member requirements. CARE's pricing approach is designed to give Canoe Members clear pricing before they place an order, while still allowing flexibility for real appliance replacement work where site conditions, service requirements and location can vary. CARE will use the following pricing models: 1. Appliance line card pricing: For standard catalogue appliances, CARE will provide model level pricing that identifies the manufacturer, brand, model number, product description, MSRP, Canoe discount and Canoe net price. This will be the primary pricing model for commonly ordered refrigerators, ranges, dishwashers, laundry products, compact appliances, accessible appliances and related accessories. GE/Mabe models will also be included as part of CARE's broader provincial supply and delivery supplement for Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, where coverage applies. This model gives Canoe Members a clear product price and allows Canoe to evaluate the discount offered against MSRP. 2. Category discount pricing: Where the questionnaire asks for discount ranges by category, CARE will identify the applicable discount range off MSRP for each Canoe category. This helps members understand the general pricing structure, while the detailed line card provides model specific pricing. Category discount pricing is useful where there are multiple models within the same product family, different finishes, changing model availability, manufacturer substitutions or model transitions. 3. Ontario turnkey service pricing: In Ontario, CARE can provide full turnkey service pricing where the scope is defined. This may include delivery, delivery to unit, installation where included in scope, removal, haul away, recycling, packaging removal, documentation, warranty coordination and project support. Turnkey service pricing may be shown separately from the appliance price or bundled where the service scope is standard and clearly defined. CARE will identify what is included in each service level before the member approves the order. 4. GE/Mabe supported provincial delivery pricing: For Quebec, Alberta, British Columbia, Manitoba, Saskatchewan, Nova Scotia, New Brunswick and Prince Edward Island, CARE can provide GE/Mabe supported appliance supply and delivery where postal code freight coverage applies. For planning purposes, CARE's member facing delivery pricing for these provinces is generally expected to range from \$50 to \$70 per piece, depending on province, postal code zone, quantity, delivery conditions and approved scope. This pricing applies to standard appliance supply and delivery. Installation, removal, recycling, regulated trade work, stair carry, special access, storage, after hours service and other non standard requirements will be reviewed and quoted separately before order acceptance. 5. Volume and project based pricing: For larger orders, planned building deployments, portfolio replacement programs or recurring purchase volumes, CARE may provide project specific pricing based on quantity, product standardization, delivery schedule, site density, staging requirements and service scope. This model is useful for housing providers, municipalities, school boards and other members that know their

		appliance needs in advance and want to plan by building, region, phase or budget cycle.6. Special order and non stock pricingFor non stock items, special order models, uncommon finishes, accessible configurations, specific dimensions, discontinued replacements or manufacturer specific requests, CARE will provide a quote before order placement.The quote will identify product price, freight where applicable, expected lead time, warranty information, return limitations, minimum order requirements and any service costs. This protects members from ordering a product that may not fit, may not be returnable or may require additional work.7. Remote or non standard delivery pricingRemote, northern, rural, low density, hard to access, after hours, special access or regulated trade requirements may require project specific pricing.Where standard pricing does not apply, CARE will provide the Canoe Member with a clear quotation before order acceptance. The quotation will identify whether the price includes freight, delivery, placement, installation, removal, haul away, recycling, packaging removal, stair carry, special equipment, after hours work or regulated trade work.CARE's objective is simple: Canoe Members should be able to see the appliance price, applicable discount, delivery cost, installation cost where applicable, removal and recycling cost where applicable, and any project specific cost before issuing a purchase order.
89	Describe how Canoe members receive manufacturer or other rebates.	Where manufacturer rebates, promotional pricing, volume incentives, clearance pricing, project pricing or other approved price supports are available, CARE will identify the benefit in the quote, invoice or pricing documentation and apply it through the appropriate approved mechanism. CARE will make applicable manufacturer rebates, promotional discounts, volume incentives, project pricing and other price supports available to Canoe Members where the manufacturer, supplier or program terms allow them to apply to the specific product, member, order quantity, timing and service location.For GE/Mabe models, CARE will identify manufacturer supported pricing opportunities where they are available and approved. The same approach will apply to other manufacturers and supplier channels where applicable.Depending on the rebate or pricing program, the benefit may be provided in one of the following ways:Reduced upfront pricingWhere the manufacturer provides CARE with reduced project pricing, promotional pricing or volume based pricing before the order is placed, CARE may reflect that benefit directly in the Canoe net price or project quotation.Line item discountWhere the rebate or incentive is tied to a specific model, product category, order size or promotion period, CARE may show the benefit as a separate discount on the quote or invoice.Credit processWhere the manufacturer or supplier rebate is confirmed after shipment, invoice, claim approval or a volume threshold, CARE may process the benefit as a credit where applicable and permitted by the rebate terms.Manufacturer directed rebate processWhere a manufacturer requires the end customer or member to submit a rebate directly, CARE can help identify the applicable product information, model number, serial number, purchase documentation or claim instructions. In those cases, the rebate remains subject to the manufacturer's own process and approval.CARE will not represent a rebate as available unless it is supported by manufacturer, supplier or program terms. Rebates and promotional pricing may vary by model, brand, product category, order quantity, timing, inventory status, region and manufacturer approval.CARE's role will be to identify available opportunities, confirm eligibility before order release where possible, and make sure the member understands how the benefit will be applied. For larger planned purchases or recurring appliance programs, CARE can also work with manufacturers to seek project pricing, volume support or approved alternates that may improve overall value for Canoe Members.The goal is to ensure Canoe Members receive any applicable pricing benefit in a clear, documented and auditable way.

90	Describe your recycling program and how this affects pricing to Canoe members.	CARE provides appliance removal and responsible recycling services as part of its Ontario turnkey offering. Recycling may be included in the applicable turnkey service rate or itemized separately depending on appliance type, service scope, location, quantity, handling requirements and member needs. CARE's recycling program is built from its direct experience removing and decommissioning appliances through Ontario public-sector, community housing, utility-funded, Indigenous and not-for-profit programs. CARE has managed appliance removal and recycling in occupied homes, multi-residential buildings, senior housing, scattered-site homes, rural communities, northern communities and larger planned replacement projects. Where recycling is included in the member-approved scope, CARE's process can include removal from the unit or site, haul-away, appliance tracking, controlled handling, documentation, refrigerant recovery where applicable, recycling or disposal through approved channels, and closeout reporting. For refrigerators, freezers and other appliances containing refrigerant, CARE uses ODP-certified refrigerant recovery processes where applicable and supports documentation of the recovery and recycling process. CARE's recycling model helps Canoe Members avoid unmanaged disposal, reduce administrative burden and keep removal, haul-away and recycling tied to the same order record as the new appliance. This is particularly important for housing providers and public-sector members that need proof of completion, responsible disposal practices and a clear record of what was removed from each site. The impact on pricing depends on the member's service level. For standard turnkey appliance replacements, removal and recycling can be built into the applicable service rate where that scope is selected. For members that only require supply or delivery, removal and recycling can be quoted as a separate line item. For larger projects, CARE may price recycling as part of a bundled project rate where quantities, locations and handling requirements are known in advance. Where conditions are non-standard, CARE will identify additional costs before order acceptance. This may include pest-affected or contaminated appliances, remote or northern locations, difficult access, stair carry, special equipment, unusual handling, after-hours work, site restrictions, regulated requirements or recycling needs that fall outside the standard service scope. Where material recovery or operational efficiencies help offset recycling costs, CARE will reflect those efficiencies in its pricing approach where practical. CARE's objective is to provide Canoe Members with a clear total cost for appliance replacement, including removal and recycling where selected, rather than leaving disposal as an unmanaged afterthought.
91	What value-added services, including manufacturer sales and promotions, do you offer at no additional cost under the Canoe contract?	CARE's no-cost value-added support includes member onboarding, product selection guidance, appliance sizing review, quotation support, standardization advice, manufacturer promotion communication, warranty coordination support, escalation access, reporting support and project planning guidance. CARE's value-added services are intended to help Canoe Members use the contract properly, select suitable appliances and reduce administrative effort before, during and after ordering. At no additional advisory cost, CARE can provide the following support: - Member onboarding and account setup - CARE will help Canoe Members understand the approved product catalogue, MSRP and discount line card, ordering process, delivery options, service scope, warranty process, customer service contacts and escalation pathway. - Product selection support - CARE can help members select appropriate appliances based on model availability, dimensions, finish, capacity, ENERGY STAR status where applicable, warranty coverage, serviceability, site conditions and intended use. This is especially useful for public housing, senior housing, supportive housing, older buildings and occupied-unit replacement work. - Appliance sizing and fit review - CARE can help members review appliance dimensions, cabinet openings,

		clearances, door swing, ventilation, utility requirements and installation considerations before an order is placed. This helps reduce failed deliveries, incompatible products, avoidable returns and delays. Standardization recommendations CARE can help members develop preferred appliance lists, approved alternates and standard replacement models by appliance type. Standardization can improve pricing, shorten ordering time, reduce substitution issues, simplify maintenance and improve inventory planning. Manufacturer promotions and pricing opportunities Where manufacturer promotions, project pricing, volume incentives, clearance opportunities or approved alternates are available, CARE will identify those opportunities for Canoe Members where applicable. This includes GE/Mabe-supported pricing opportunities for QC, AB, BC, MB, SK, NS, NB and PE where available, as well as manufacturer-supported opportunities from CARE's other approved appliance sources. Warranty coordination support CARE can help members identify model and serial information, warranty documentation, manufacturer warranty channels, authorized service processes and claim requirements. This reduces the administrative burden on members when warranty issues arise. Site-readiness and delivery guidance CARE can provide practical guidance on access, elevators, loading areas, unit readiness, old appliance removal, resident coordination, delivery windows, venting or utility considerations and documentation needed before delivery. Escalation and issue resolution access CARE will provide clear escalation contacts so members know where to go for order questions, delivery issues, product concerns, warranty coordination, invoice questions or project support. Reporting and documentation support CARE can provide standard order, delivery, installation, removal, recycling and project status documentation where included in scope. This supports internal approval, asset tracking, capital planning and audit requirements. Project planning guidance For larger deployments, CARE can assist with order sequencing, approved models, alternates, inventory planning, delivery waves, site access, communication requirements and closeout reporting. CARE's value-added approach reflects how CARE works with public-sector and publicly funded clients. These environments require more than selling an appliance. They require practical support around fit, timing, access, documentation, warranty, removal, recycling and issue resolution. Additional field work, regulated trade work, non-standard site visits, extended storage, after-hours service, special equipment, complex reporting, pest-related handling or project-specific requirements will be identified and priced separately before order acceptance.
92	The pricing offered is: Option 1 - The same as the Proponent typically offers to an individual public entity such as municipality, city, university, or schoolboard OR Option 2 - The same as the Proponent typically offers to Group Purchasing Organizations, or provincial entities OR Option 3 - Better than the Proponent typically offers to Group Purchasing Organizations, or provincial entities.	Yes - Option 3 (Include Pricing methodology for the one you selected "yes") CARE selects Option 3 because its Canoe pricing is designed specifically for a cooperative purchasing model and is intended to provide members with better value than a typical one-off public-sector appliance purchase. CARE's pricing methodology is based on the following structure: Model-by-model appliance pricing CARE will provide a pricing catalogue that identifies manufacturer, brand, model number, product description, MSRP and Canoe discount for standard catalogue appliances. Where required, CARE can also show the calculated Canoe net price for member reference. Category discount structure CARE will identify discount ranges by appliance category. CARE's current proposed discount ranges are: Canoe category Proposed discount range Category 1: Core Kitchen Suite 15 percent to 25 percent off MSRP Category 2: Compact and Space- Saving Kitchens 15 percent to 25 percent off MSRP Category 3: In-Suite Residential Laundry 15 percent to 25 percent off MSRP Category 4: Accessible and Universal Design Appliances 20 percent to 30 percent off MSRP Category 5: Related Accessories 20 percent to 30 percent off MSRP where MSRP applies Category 6: Turnkey Solutions Fixed service pricing and project-specific

		quotation, depending on scope Manufacturer-supported pricing CARE will use its manufacturer and supplier relationships to provide competitive pricing on appropriate appliance models for public-sector, community housing, nonprofit housing, senior housing, school board, municipal and institutional members. GE/Mabe models are included as part of CARE's provincial supply and delivery supplement for QC, AB, BC, MB, SK, NS, NB and PE where postal-code freight coverage applies. Ontario turnkey service pricing In Ontario, CARE can provide defined service pricing for delivery, delivery to unit, installation where included in scope, removal, haul-away, recycling, packaging removal, warranty coordination, documentation and project support. CARE will identify what is included in each service level before the member approves the order. GE/Mabe-supported provincial delivery pricing For QC, AB, BC, MB, SK, NS, NB and PE, CARE can support GE/Mabe appliance supply and delivery where postal-code coverage applies. Member-facing standard delivery pricing for these provinces is generally expected to range from \$50 to \$70 per piece, depending on province, postal-code zone, order size, delivery conditions and approved scope. Volume and standardization efficiencies Where members standardize preferred models, use approved alternates or coordinate larger project orders, CARE may be able to improve pricing, inventory planning, delivery coordination and product availability. This is especially relevant for housing portfolios, school boards, municipalities and other members with recurring appliance replacement needs. Transparent treatment of non-standard services Remote, northern, rural, low-density, hard-to-access, after-hours, special-access or regulated-trade requirements will be priced through a project-specific quotation before order acceptance. CARE will identify whether the quoted amount includes freight, delivery, placement, installation, removal, haul-away, recycling, packaging removal, stair carry, special equipment, after-hours work or regulated trade work. CARE's Option 3 pricing is intended to give Canoe Members a clear and competitive purchasing structure: appliance MSRP, Canoe discount, applicable delivery cost, service pricing where required, and any project-specific costs confirmed before the member issues a purchase order.
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Proactive Disclosure of Artificial Intelligence (AI) in Drafting Response

#	Question	Response
94	Did you use any Artificial Intelligence (AI) tools or systems in the preparation of your RFP response?	Yes
95	If yes please specify which AI tools were used and describe their roles in the drafting process.	CARE used OpenAI ChatGPT in a limited support role during the preparation of the RFP response. The tool was used to assist with drafting support, language refinement, organization of responses, formatting of response content, and identifying areas where CARE should confirm information before final submission. It helped CARE present existing company information, in a clearer and more organized format. ChatGPT was not used to create or verify CARE's credentials, references, past performance, business capacity, pricing commitments, legal commitments, manufacturer relationships, certifications or service capabilities. Those items were based on CARE's actual records, internal knowledge, manufacturer information, supplier documentation and management review. Final content was reviewed and approved by CARE before submission.
96	How did the AI tools or systems influence the content presented in your RFP response? Please	The AI tool helped improve the clarity, structure and presentation of CARE's response. Examples include organizing draft answers into the requested response format and refining language describing CARE's service model. It did

	provide specific examples of contributions made by AI to your proposal.	not determine CARE's pricing, create business claims, fabricate experience, generate references or replace CARE's internal review. All final content was reviewed and approved by CARE before submission.
97	Do you agree and acknowledge that: All information, profiles, and references provided in your submission are accurate, truthful, and representative of your actual business capacity and experience?	Yes
98	Do you agree and acknowledge that: You have not used artificial intelligence (AI) or any other automated tool to generate, exaggerate, or fabricate credentials, past performance, or organizational capabilities?	Yes
99	Do you agree and acknowledge that: Any material misrepresentation of your capacity, profile, or experience constitutes grounds for the immediate disqualification of your submission and the termination of any resulting contract.	Yes

PART D - Terms and Conditions of the Solicitation Process

#	Question	Response
By selecting Yes, you acknowledge and confirm that: You have read, understood, and agree to be bound by all the requirements, terms, and conditions set out in Part D; You do not have any conflict of interest, or any potential conflict of interest, regarding this procurement process; and You hold the legal authority to bind the Proponent to this submission and any resulting contract. Attachments (Documentation): <u>PART_D_Terms_and_conditions_of_the_solicitation_process.pdf</u>		
100	I acknowledge and confirm.	Yes

Schedule “B1”

PRICING

Schedule “C”

MARKETING AND PROMOTION OF AGREEMENT

Once the Agreement is awarded, the Supplier will meet with Canoe to discuss an effective launch strategy, and shall provide:

- Supplier’s contact information;
- Customer engagement strategy;
- Access to knowledge sharing materials (e.g., webinars);
- Escalation process;
- Marketing materials, and,
- Other relevant materials.

To support Members, Canoe and the Supplier will work together to encourage the use of the Agreement resulting from this RFP.

The Supplier will actively promote the Agreement to Members by:

- Educating and creating awareness within their internal account, customer service, operations, approved partner and distribution networks about group purchasing, Canoe Procurement Group and the use of Canoe contract by Members;
- Conducting sales and marketing activities directly to onboard Members;
- Providing excellent and responsive Members support;
- Identifying Members savings; and
- Identifying improvement opportunities (e.g., planning priorities, multi-year projects).

Canoe will promote the use of the Agreement with Members by:

- Using online communication tools to inform and educate;
- Holding information sessions and webinars, as required;
- Attending, when appropriate, Members and Supplier events;
- Facilitating Member engagement, where appropriate;
- Providing effective business relationship management;
- Managing and monitoring Supplier performance;
- Facilitating issue resolution; and
- Marketing Supplier promotions.

Schedule "D"

SAMPLE SALES REPORT



Supplier Name: sample name

LBMX Supplier #: example AB101111

Canoe Contract Number: CAN-202x-xxx-xxx

Month: November 15 - December 31

Year: 2026

CANOE SUPPLIER ADMIN FEE TEMPLATE

Monthly Submission of Data Required

Member Number	Member Name	Province	Branch (if applicable)	Date of Purchase	Transaction Date	Accounting Date	PO #	Invoice #	Item Description	Category (Parts / Labour / Service)	Item cost	Miscellaneous	Freight	Subtotal	PST	GST/HST	Total Invoice	Amount eligible for Admin Fee	Admin Fee Rate	Admin Fee to Canoe
AB1234	AB County	AB		2024-11-18	2024-11-18	2024-11-18						-	-	-	-	-	-	-		-
AB5678	AB City	AB		2024-12-12	2024-12-12	2024-12-12						-	-	-	-	-	-	-		-
BC4321	BC Town	BC		2024-12-17	2024-12-17	2024-12-17						-	-	-	-	-	-	-		-
LAS2222	Ontario muni	ON		2024-12-12	2024-12-12	2024-12-12						-	-	-	-	-	-	-		-
TOTALS											-	-	-	-	-	-	-	-	#DIV/0!	-