

Schedule “C” Quality Assurance Programme

1.0 OBJECTIVE

- 1.1 The objective of the Quality Programme is to establish inspection and testing parameters for Brun-Way’s contractors.

2.0 QUALITY PROGRAMME

- 2.1 All contractors are obliged to maintain a Quality Assurance Programme. The application of the Programme described herein fulfils the minimum requirements of such obligation. The Contractor, its suppliers and/or its sub-contractors shall comply with this Programme, strictly adhere to all the terms and conditions of the Agreement including the Schedules forming and integral part thereto.

3.0 TORQUE WRENCH CERTIFICATES

- 3.1 Where applicable, the Contractor shall ensure that all equipment is calibrated at a recognized laboratory. A copy of the valid calibration certificate shall be available to Brun-Way upon request. Calibration certification shall be valid for a period of two (2) years. A sticker indicating the expiration date of the calibration period shall be placed on all equipment where calibration is required.

4.0 DEFICIENCIES AND NON-CONFORMANCE

- 4.1 In the event that Brun-Way discovers Service deficiencies not previously reported by the Contractor, the applicable Brun-Way Designee shall issue a “Corrective Action Request” (otherwise known as CAR) or “Non Conformance” to the Contractor.
- 4.2 The Corrective Action Request shall detail the extent of the problem, the disposition of the non-conformance, the action(s) required to remedy such deficiency or non-conformance and prevent same from recurring and the prescribed amount of time for the execution of such remedial action(s).
- 4.3 In addition to such Corrective Action Request, the Contractor shall issue within five (5) days after the Corrective Action Request date, a directive, in writing, to improve the performance level. Continued deficiencies or non-conformities shall constitute a material breach of this Agreement.
- 4.4 Following the issuance of a Corrective Action Request, Brun-Way shall monitor the Contractor’s work until such time as Brun-Way is satisfied with the Contractor’s proven ability to perform the Services and conform to all Terms and Conditions of this Agreement.
- 4.5 The BRUN-WAY Designee shall perform quality surveillance of the Contractor’s performance for compliance to contractual obligations.

- 4.6 Services quality documentation, acceptance or rejection of Services and any additional surveillance shall be in accordance with this and all applicable Articles of the Agreement.
- 4.7 Whenever a deficiency or non-conformance is discovered, the Contractor shall provide to Brun-Way records of corrective action, documenting that:
- Other Services, which could be affected, are verified as in compliance.
 - Serious and/or repetitive deficiencies are fully investigated to determine root causes;
 - Corrective action is implemented to remove the root causes thus preventing recurrence of such deficiency or non-conformance; and
 - Continued effectiveness of the corrective action taken is established.
- 4.8 The Contractor shall provide Brun-Way or its Representative with access to the applicable premises or working areas for the purpose of quality surveillance or audits.
- 4.9 In the event that non-conformity still exists after all the above-mentioned actions in Articles 4.1 and 4.7 have been taken, Brun-Way shall issue a Formal Notice Of Non-Compliance to the Contractor and Brun-Way may elect, in addition to any other remedies available to it hereunder to apply holdbacks and/or penalties as outlined in Article 10 of Schedule A – Specific Conditions.:
- 4.10 Nothing contained in this section shall prevent Brun-Way from exercising its rights under the Agreement.

5.0 QUALIFICATION

- 5.1 Brun-Way has developed a standard set of criteria and a process for the pre-qualification of its contractors. This process is designed to verify the competency and knowledge of its Contractors to do the Work.
- 5.2 All Contractors shall be pre-qualified against these criteria.
- 5.3 The Contractor shall provide the Brun-Way Designee with a list of the names of all its sub-contractors involved in each activity assigned to them under this Agreement within five (5) working days of request.
- 5.4 The Contractor must obtain the written approval of Brun-Way prior to any sub-contractor being authorized to perform services in or on any facility or property managed by Brun-Way. Brun-Way also maintains the right to veto any sub-contractor presented in 5.5 above, with or without cause or explanation.