

## **SCHEDULE "10"**

### **DISPUTE RESOLUTION PROTOCOL**

1. The Contractor and the Ministry Representative will meet to discuss and attempt to resolve the dispute.
2. If there is no resolution within 5 calendar days of this meeting, the Contractor will set out its position and proposed resolution in writing, stating the applicable Articles of this Agreement involved, and forward this written proposal to the local Regional Director.
3. The local Regional Director, on behalf of the Ministry, must provide a written response within 14 calendar days of receipt of the Contractor's Proposal, not including statutory holidays.
  - (a) This response must either:
    - (i) indicate agreement with the Contractor's position and proposed resolution;
    - (ii) propose an alternative to the Contractor's proposed resolution, with written reasons for the alternative; or
    - (iii) reject the Contractor's proposed resolution with written reasons for the rejection.
  - (b) If the Ministry fails to provide a written response within the time period set out in this section, the Contractor may invoke section 18.4 of this Agreement and refer the matter to arbitration.
  - (c) If either paragraphs (ii) or (iii) of subsection 3(a) occur, the Contractor may either accept the Ministry's response or invoke section 18.4 and refer the matter to arbitration.
4. Time limits referenced in this Schedule may be extended by mutual written agreement, provided that such extensions of time do not exceed an additional 14 calendar days in total.