

SCHEDULE "6"

Quality Management System

The Quality Management System ("QMS") will include the necessary processes and procedures to ensure performance of the Services. The processes and procedures will address and set out, but are not limited to, how the Contractor will satisfy the following Service Delivery Requirements:

- Maintenance Specifications;
- Work Identification and Planning;
- Stakeholder Communication;
- Environmental Compliance;
- Site Safety;
- Emergency Response.

Maintenance Specifications

The QMS will include processes and procedures to ensure compliance with the Maintenance Specifications.

Work Identification and Planning

The QMS will include a Work Identification Program which includes the processes to identify, prioritize, plan, schedule, manage, record and monitor completion of the Services.

Stakeholder Communication

The QMS will include processes to ensure that the Contractor:

- responds in a timely and appropriate manner to public complaints and requests;
- consults with local stakeholders including local industries (forestry, mining, oil and gas), the RCMP, local police authorities, local and regional governments, key commuters, transit authorities and school buses in order to take their needs into consideration when planning the delivery of Services;
- ensures optimum and proactive delivery of Services to local stakeholders whenever possible;
- prepares and releases traffic advisories approved by the Province, when Highway closures and/or lane closures occur or when weather conditions are unsafe or have the potential to become unsafe for Highway users;

- publishes names and telephone numbers of key Contractor personnel for local Highway users, police, emergency response services and other appropriate agencies; and
- provides a 24hour / 7 days per week toll free telephone service to receive and respond to reports of and requests for local and adjoining Service Area road conditions, potential or existing Highway hazards or other comments or concerns for Highway users, regulatory agencies, police and the Province.

Environmental Compliance

The QMS will include processes to ensure compliance with all environmental laws and regulations including obtaining all necessary permits, licences and authorities necessary in connection with the Services. This includes, but is not limited to, developing a Salt Management Plan and using best practices as described in the Transportation Association of Canada's (TAC) Salt Management Guide as required by Environment Canada under the Codes of Practice for the Environmental Management of Road Salts.

Site Safety

The QMS will include processes to ensure compliance with the responsibilities of a 'Prime Contractor' as defined in the *Workers Compensation Act*, R.S.B.C. 1996 c.492; and as such, will comply with that Act and related regulations.

Emergency Response

The QMS will include processes to ensure the Contractor's staff contact information is available to the Ministry, local governments and emergency service providers and that notification will take place that may be required to respond to any and all emergencies, including but not limited to:

- earthquakes
- floods
- avalanches
- rock/landslides
- extended winter storms
- toxic spills.

The QMS will include processes to ensure that the Contractor:

- trains its employees in procedures related to response/recovery and other types of emergency training as required by the Province;
- cooperates with the Province and other agencies when responding to emergencies; and
- completes all necessary paperwork and provides all necessary documentation and records (inclusive of taking photographs at emergency sites), as may be required by the Province or other agencies.