

## Green Line LRT Program Quality Policy

The Green Line LRT Program is mandated to deliver a new LRT transit system and related infrastructure on time, within budget and to defined standards for quality and long-term durability. The purpose of this Quality Policy is to confirm our commitments:

- The Green Line team is committed to building a culture of right first-time work and continuous improvement
- The planning, design, procurement, construction, and commissioning of the Green Line LRT will implement the Green Line Program Quality Management System based on the requirements of ISO 9001 and the City Corporate Project Management Framework
- Green Line projects will assure design, manufacture and installation is completed in accordance with defined technical requirements, regulatory requirements, and standards to achieve the long-term durability, extended service life and reliability of the assets
- The Green Line team promotes the development and implementation of the quality management system with an environment that supports collaboration, efficient processes, and commitment to quality work by all project participants
- The Green Line team will proactively identify and manage quality risks with appropriate mitigation
- The Green Line team will set realistic, measurable quality objectives and update them as needed to assure delivery of performance and progress.

It is through these commitments that the Green Line Program will meet the expectations of our stakeholders/interested parties and achieve our vision:

*“A city shaping transit service that improves mobility in north and southeast Calgary, connecting people and places, and enhancing the quality of life in the city.”*

The Green Line Board and program team fully support and endorse this Quality Policy and recognize that all project participants have the ability to influence quality and achieve project success by delivering on our quality commitments.



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Darshpreet Bhatti  
CEO Green Line

ISC: Unrestricted