March 1, 2013

7506406 Canada Inc.
5310 Explorer Drive
Mississauga, ON
L4W 6H0

Attention: Mr. Robert Giguere, Accountable Executive

Subject: Program Validation/Inspection Report

Dear Sir:

A Transport Canada Program Validation/Inspection (PVI) on 7506406 Canada Inc. was carried out between January 9 and January 24, 2013. The purpose of the PVI was to verify that the organization had effectively implemented an Operational Control System and a Quality Assurance Program. The PVI was conducted in accordance with the Civil Aviation Staff Instruction SI-SUR-001, Issue 04 and the Ontario Region Civil Aviation, Supplementary Staff Instruction SSI-SUR-001-P Issue 03.

The PVI involved an off-site file review and familiarization of the Operational Control System and Quality Assurance Program as described in the approved company manuals. An on-site portion involving interviews with key personnel, sampling of records and the observance of work was also conducted.

The PVI team examined selected company functional area systems and procedures using PVI worksheets for Air Operators to determine the degree of conformance to the Canadian Aviation Regulations, approved company manuals and documents.

During the on-site inspection the PVI team identified several examples of non-conformance to the Company Operations Manual, and in some cases the Canadian Aviation Regulations.

There were also examples that indicated the Maintenance Control Manual was non-compliant to the Commercial Air Service Standards.

There were strong indicators that areas of the Operational Control System were not effective. The dates of some crew training records were not recorded and a range of crew training program requirements had not been met. On-site interviews revealed confusion both at the management level, and with the flight crews, over the application and management of the "flight time and flight duty time" program.
These non-conformances and system inconsistencies were brought to the attention of the 7506408 Canada Inc. management team through the use of "Confirmation Requests" and on-site meetings. Subsequent to learning of these issues, the 7506408 Canada Inc. management team initiated an internal review. The results of this internal review verified the PVI team findings.

As a result of the internal review, the 7506408 Canada Inc. management team met with the PVI team and stated their concurrence with the identified issues. The management team reacted proactively. The PVI Manager was informed that no further aircraft would be dispatched unless the onboard crew were fully compliant with the required ground and flight training programs.

Flight crew members who had not completed the entire flight and ground training program were removed from flight operations until all training requirements were met. Additionally, flight operations at some bases were temporarily suspended until all program requirements were complete.

The PVI manager was supplied with documentation by the operator to confirm compliance to all training program requirements as the flight crews were re-scheduled.

**Interpretation of the Findings:**

The following table provides an interpretation of the findings identified in this report and gives context to the nature of the findings that relate to these non-conformances:

<table>
<thead>
<tr>
<th>Finding Number</th>
<th>Area</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>FC-02-1</td>
<td>Air Operator Certificate and Operations Specifications</td>
<td>Major</td>
</tr>
<tr>
<td>FO-08-01</td>
<td>Crew Training Records</td>
<td>Critical</td>
</tr>
<tr>
<td>FO-07-01</td>
<td>Flight Crew Training Program</td>
<td>Critical</td>
</tr>
<tr>
<td>FO-07-02</td>
<td>Flight Crew Training Program</td>
<td>Critical</td>
</tr>
<tr>
<td>FO-10-01</td>
<td>Flight Documentation</td>
<td>Major</td>
</tr>
<tr>
<td>FO-03-01</td>
<td>Company Manuals</td>
<td>Moderate</td>
</tr>
<tr>
<td>FO-08-01</td>
<td>Operational Control System</td>
<td>Moderate</td>
</tr>
<tr>
<td>AOC-02-01</td>
<td>Maintenance Control Manual</td>
<td>Moderate</td>
</tr>
<tr>
<td>CS-01-01</td>
<td>Cabin Safety</td>
<td>Moderate</td>
</tr>
</tbody>
</table>

Areas where the company did not meet the requirements have been documented as findings. There were nine (9) findings identifying areas that require corrective action. They are enclosed with this report. The company is required to review these findings and prepare a Corrective Action Plan (CAP) that addresses each non-conformance separately, by April 10, 2013. Specific examples are provided with each finding to support each non-conformance found.
The examples are specific references to samples of company records, documentation and aeronautical products reviewed and/or to observations confirmed through the interview process. It is expected that a full review of each area will be conducted. The response also should indicate corrective actions for any additional examples that may have been identified.

It is expected that your organization will conduct an analysis of each non-conformance to determine the causal factors that have contributed to the breakdown of the system or process affected. The analysis must be a documented factual review of the non-conformance. It shall include a description of how the non-conformance occurred, the details of why it was allowed to develop, and a determination of what part of the system failed (process, procedures, culture/practices). A summary of the contributing causal factors and a conclusion identifying the significance of the non-conformance shall be included as well.

The CAP should be submitted to the CAP Review Lead's attention.

If you wish to submit the CAP electronically send an email to CASO-SACO@tc.gc.ca or, alternatively, a fax to 1-905-957-1111.

The CAP must be submitted with corresponding supporting documentation. The corrective action forms are designed to assist the company in responding to findings using a standardized approach. If there is insufficient space on the form, a 'separate sheet' annotated with the applicable finding number can be used. The CAP must include a reasonable timetable for corrective action. It is essential that the timetable has prioritized the corrective actions to address the most critical findings first.

Immediate or short-term corrective action is intended to correct a non-conformance situation quickly. Details of the corrective action to be taken by the company and how conformance can be established quickly must be included in the short-term corrective action section of the CAP form.

A long-term corrective action involves identifying the root cause and a plan for measures, or system changes that will be implemented to prevent a recurrence problem. It also includes development of a timetable for the implementation of the long-term corrective action - including proposed completion dates. This information must be included in the long-term corrective action section of the CAP form. Long-term corrective action implementation periods should not exceed 90 days. Proposed implementation periods in excess of 90 days will require a separate approval.

Your cooperation during the PVI was appreciated.

Should further information be required regarding this matter, please do not hesitate to contact the CAP Review Lead, Inspector Jeff McEvoy at (905)-405-3778.

Regards,

Wayne Martin
Convener Authority / Autorité de convocation
Civil Aviation / Aviation civile
Ontario Region / Region de l'Ontario

Encl. [11]
Transport
canada

FINDING FORM
FORMULAIRE DE CONSTATATION

Company Name — Nom de l'entreprise: 7508406 Canada Inc.
Base Location — Emplacement de la base: GY/Z

Date (yy-mm-dd) — Date (mm-jj-yyyy): 2013-01-24
File — Dossier: 5015-17559-17

Area of Inspection (Checklist) — Domaine d'inspection (date de vérifications): Number — Numéro: FO-02-1

Air Operator Certificate and Operations Specifications

Non-Conformance With — Non-conformité avec: Canadian Aviation Regulation 704.06 (1) (b)

☐ states which states in part qu'indique en partie

*The holder of an air operator certificate issued under Section 704.07 shall provide the operations manager... with the human resources necessary to ensure that the holder of the air operator certificate meets the requirements of these Regulations.*

Examples:

The following are examples of 7508406 Canada Inc. not ensuring the necessary human resources were provided to the Operations Manager.

1) The Operations Manager (OM) had been fulfilling the duties and responsibilities of the Interim Chief Pilot since July 2012. On-site findings and staff interviews indicated that this situation had resulted in a high workload being experienced by the Operations Manager/Interim Chief Pilot (CP). This situation had impacted on the ability of the organization to effectively manage and administer operational programs — reference to findings: FO-08-01, FO-07-01, FO-07-02, FO-10-01, FO-03-01, FO-09-01, AOC-02-01 and CS-01-01.

2) Chapter 1.3.10 of the Company Operations Manual (COM) identified the position of 'Pilot Manager' and specified the associated responsibilities. However, this position had been removed from the organizational structure. The on-site EVI team found no documentation or information describing how the responsibilities of this position had been delegated to other persons within the organization. On-site observations indicated that the removal of pilot managers had impacted the ability of the organization to effectively manage and administer operational programs — reference to findings: FO-08-01, FO-07-01, FO-07-02, FO-03-01, FO-09-01, AOC-02-01 and CS-01-01.

3) The company organizational chart (COM-1.1) indicated a high number of staff directly reporting to the Chief Pilot (CP). The direct staff reporting to the CP were: Pilot Managers, Training Pilots, Approved Check Pilots and Pilots. The CP held no direct responsibility for operational control, managing or monitoring flight operations (CCM 1.3.4). This situation had impacted on the ability of the organization to effectively manage and administer operational programs — reference to findings: FO-08-01, FO-07-02, FO-10-01, FO-03-01, FO-09-01, AOC-02-01 and CS-01-01.

Expectation:

The air operator has documented organizational diagrams and job descriptions illustrating a logical flow within organizational authorities, responsibilities and accountabilities.

Corrective Action Required
Méasure corrective exigible

Date (yy-mm-dd) — Date (mm-jj-yyyy): 2013-01-24

The Approved Corrective Action Plan
le plan de mesure corrective approuvé

Name of inspector — Nom de l'inspecteur: J. McEvoy

www.tc.sc.gc.ca

RDIMS: 85195343
**Finding Form**

**Company Name:** 7506406 Canada Inc.

**Base Location:** XYZ

**Date (y/m/d):** 2013-01-24

**File:** 5015-17559-17

**Number:** FO-08.01

**Non-Conformance With:** Non-conformité avec Canadian Aviation Regulation 704.117 (1)(c)

- ✔️ which states
- ☐ which states in part

"Every air operator shall, for each person who is required to receive training under this Subpart, establish and maintain a record of the dates on which the person, while in the air operator's employ, successfully completed any training, pilot proficiency check or examination required under this Subpart or obtained any qualification required under this Subpart."

**Examples:**

The following are examples of items that were missing from a sampling of the crew training records:


2. The following documentation was provided by the Director of Flight Operations and/or the Vice President of Aviation:
   a. a letter dated January 10, 2013, indicated 15 pilots had deficiencies in their training records;
   b. a letter dated January 14, 2013, indicated an additional 30 pilots had deficiencies in their training records; and
   c. an e-mail dated January 25, 2013 confirmed that eight (6) of a sampling of thirteen (13) POABD training records requested by the VIU Team could not be provided.

**Expectation:**

The Chief Pilot has established and maintained a ground and flight training program, as well as records for each person who is required to receive training.

**Corrective Action Required:**

<table>
<thead>
<tr>
<th>Measure corrective action taken</th>
<th>Date (y/m/d)</th>
<th>Time Name</th>
<th>The Approved Corrective Action Plan:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Inspector: J. McEvoy</td>
<td>2013-01-24</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Canada**

www.tc.gc.ca

RDIMS: 8159343
<table>
<thead>
<tr>
<th>Company Name — Nom de l'entreprise</th>
<th>Base Location — Emplacement de la base</th>
<th>Date (y/m/d)</th>
<th>File — Numéro</th>
</tr>
</thead>
<tbody>
<tr>
<td>7506406 Canada Inc.</td>
<td>CYXZ</td>
<td>2013-01-24</td>
<td>5015-76556-17</td>
</tr>
</tbody>
</table>

**Flight Crew Training Program**

F-07-01

**Non-Conformance Violation:** Comply with Canadian Aviation Regulation 704.106 (1) (d)

☑ which states: qui énonce au paragraphe

☑ which states in part: qui énonce au paragraphe

"Subject to subsection (d), no air operator shall permit a person to act as a flight crew member in an aircraft unless the person... has fulfilled the requirements of the air operator's ground training program and, except where undergoing line indoctrination training, the air operator's flight training program."

**Examples:**

The following are examples of flight crews which had not received required training: flight crews are identified by their proficiency numbers:

1) Aircraft Servicing Ground Handling: 213657, 2717368, 386237 and 350384
2) Emergency Procedures: 608592, 626812, 728443 and 349146
3) Aircraft Surface Contamination: 472237, 172886, 747986 and 414202
4) Aeromedical Resource Management: 720612, 753943, 826912 and 205690
5) Line Indoc: 753943, 316937 and
6) Controlled Flight Into Terrain Avoidance: 181193, 268848, 611250, 316997

7506406 Canada Inc. was unable to demonstrate that all required flight crew ground and flight training had been completed. An internal review completed by 7506406 Canada Inc. during the PVI indicated that of 77 flight crew all had, one or more training items, either not completed or not documented.

**Expectation:**

The Chief Pilot has established and maintained a ground and flight training program, as well as records for each person who is required to receive training.

<table>
<thead>
<tr>
<th>Corrective Action Required — Mesure corrective exigée</th>
<th>Date (y/m/d)</th>
<th>Time — Heure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Inspector — Nom de l'inspecteur — J. McEvoy</td>
<td>2013-01-24</td>
<td></td>
</tr>
</tbody>
</table>
FINDING FORM
FORMULAIRE DE CONSTATATION

Company Name — Nom de l'entreprise: 7506406 Canada Inc.
Base Location — Emplacement de la base: CYZI
Date of Inspection — Date de l'inspection: 2013-01-24
File — Dossier: 6016-17558-17

Area of Inspection (Checklist) — Domaine d'inspection (Liste de vérification):
Number — Numéro: FO-07-02

Flight Crew Training Program

Non-Conformance With — Non-conformité avec: Canadian Aviation Regulations 703.06 (c)

Examples:
7506406 Canada Inc. was conducting a "Level D" training program utilizing a Sikorsky SK76B type full flight simulator. The SK76B type helicopter has differences in performance, systems, cockpit layout and configuration compared to the air operators Sikorsky-SK76A model helicopters. After completion of the full-flight simulator SK76B training program flight crews assigned to SK76A aircraft had received no additional training on the "differences" between the SK76D (simulator) and the SK76A model.

- Interviews with flight crew, the 7506406 Canada Management Team and document reviews confirmed that none of the SK76A type endorsed flight crews had received "differences" training.

Expectation:
The Chief Pilot has established and maintained a ground and flight training program, as well as records for each person who is required to receive training.

Corrective Action Required — Mesures correctives exigées: Date (yy-mm-dd) Time — Heure: 2013-01-24

Name of Inspector — Nom de l'inspecteur: J. McEvoy

Canada
www.tolisc.gc.ca
RDIMS: 8169343

The Approved Corrective Action Plan
selon le plan de mesures correctives approuvé:

Page 1 of 1
**FINDING FORM**

**FORMULAIRE DE CONSTATATION**

<table>
<thead>
<tr>
<th>Company Name — Nom de l'entreprise:</th>
<th>7608498 Canada Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Location — Emplacement de la base</td>
<td>CYYZ</td>
</tr>
<tr>
<td>Date — Date (dd-mm-yyyy):</td>
<td>2013-01-24</td>
</tr>
<tr>
<td>File — Poste:</td>
<td>6C156-1756-17</td>
</tr>
<tr>
<td>Area of Inspection (Checklist) — Domaine d'inspection (liste de vérifications)</td>
<td></td>
</tr>
<tr>
<td>Number — Nombre:</td>
<td>FG-10-01</td>
</tr>
</tbody>
</table>

**Non-Conformance With — Non-conformité avec, Canadian Aviation Regulation 703.16(1) and 704.17(1)**

☑ which states: ☐ which states in part

"No air operator shall permit a person to commence a flight unless an operational flight plan that meets the Commercial Air Service Standards has been prepared in accordance with the procedures specified in the air operator's Company Operations Manual."

**Examples:**

The following Operational Flight Plans had incomplete or missing weight and balance (W&B) documentation. Additionally, there were no corresponding load sheets:

1. August 1, 2012, flight 391597 - Incomplete W&B calculations and no load sheets;
2. August 5, 2012, flight 391790 - Incomplete W&B calculations and no load sheets;
3. August 6, 2012, flight 391612 - Incomplete W&B calculations and no load sheets;

**Expectation:**

The Operations Manager exercises control of operations and operational standards of all aircraft operated and over the contents of the air operator's Company Operations Manual.

**Corrective Action Required — Mesure corrective exigée:**

☐ Date (yy-mm-dd) ☑ Time — Heure

☑ Or ☑ The Approved Corrective Action Plan: selon le plan de mesures correctives approuvé

<table>
<thead>
<tr>
<th>Name of Inspector — Nom de l'inspecteur</th>
<th>D. Thornton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date (yy-mm-dd)</td>
<td>2013-01-24</td>
</tr>
</tbody>
</table>
FINDING FORM
FORMULAIRE DE CONSTATATION

Company Name — Nom de l'entreprise: Transport Canada
Base Location — Emplacement de la base: 7605406 Canada Inc.
Date (We-fri—SUN): 2013-01-24
Area of Inspection (Checklist) — Domaine d'Inspection (liste de vérifications): CYYZ
Number — Numéro: 5615-17556-17

Non-Conformance With — Non-conformité avec: Canadian Aviation Regulation 704.121(1)
☑ which states qui énonce — ☐ which states in part qui énonce en partie

A company operations manual, which may be issued in separate parts corresponding to specific aspects of an operation, shall include the instructions and information necessary to enable personnel to perform their duties, safely and shall contain the information required by the Commercial Air Service Standards.

Examples:

The Company Operations Manual (COM) did not include the instructions and information necessary to enable personnel to perform their duties as applicable to the operation:

<table>
<thead>
<tr>
<th>Commercial Air Service Standard, 724.121 (in part)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>... a chart of the management organization...</td>
<td>The COM did not reflect a change in the organizational structure; the Pilot Manager position had been discontinued.</td>
</tr>
<tr>
<td>...description of operational control system including...flight following and communication requirements...</td>
<td>The COM did not reflect a change in the organizational structure; the ORNGE Communications Centre and the Aviation Control Centre had been amalgamated.</td>
</tr>
<tr>
<td>...operations in hazardous conditions such as icing...</td>
<td>The COM had no guidance to the flight crew if icing conditions were encountered during flight.</td>
</tr>
<tr>
<td>...weight and balance system...</td>
<td>The COM utilized the metric system - kilograms. The 5K76 type information utilizes the imperial measurement system - pounds.</td>
</tr>
<tr>
<td>...helicopter performance limitations...</td>
<td>There was no guidance on determining aircraft weights for one engine inoperative operations at night or when operating in instrument meteorological conditions.</td>
</tr>
<tr>
<td>...sufficient instruction on form completion...</td>
<td>The COM did not include guidance on the completion the S7S Operational Flight Plan, Line Information form, and the AW139 Sample Load Sheet.</td>
</tr>
</tbody>
</table>

Expectation: The Operations Manager exercises control of operations and operational standards of all aircraft operated and over the contents of the air operator's Company Operations Manual.

Corrective Action Required — Mesures correctives exigées: Date (We-fri—SUN)

Date: 2013-01-24

K. Walsh, CO, McEvoy
Company Name — Nom de l'entreprise: 7509406 Canada Inc.
Base Location — Emplacement de la base: CYZ
Date (Y/M/D) — Date (J/Fe — M/Ja — J) 2013-01-24
File — Dossier: 5015-17559-17

Area of Inspection (Checklist) — Domaine d'inspection (liste de vérifications): Operational Control System:
Number — Numéro: FO-05-01

Non-Conformance With — Non-conforme avec: Canadian Aviation Regulation 700.14 (1):
☐ which states qui énonce en partie
☐ which states in part qui énonce en partie

"Every air operator shall establish a system that monitors the flight time, flight duty time and rest periods of each of its flight crew members and shall include in its company operations manual the details of that system."

Examples:

1) 7509406 Canada Inc. had not provided the flight crews the appropriate documentation (flight time and duty day monthly report) at the Thunder Bay base. As a result the flight crews had not tracked flight time and flight duty time from January 1, 2013 to January 16, 2013.

2) The system for monitoring the flight time and flight duty time described in the Company Operations Manual (COM) was not the system being utilized at the Toronto Island base. The flight crews were using an electronic system—Aviation All In One—to track their flight duty times.

Expectation:
The Operations Manager ensures that crew scheduling complies with flight and duty time regulations, and that all crew members are kept informed of any changes to the regulations and standards.

Corrective Action Required — Mesure corrective exigée: Date (Y/M/D) — Date (J/Fe — M/Ja — J) 2013-01-24

Name of Inspector — Nom de l'inspecteur: J. McEvoy

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RCIMS 8159343
### Finding Form

**FINDING FORM**

**FORMULAIRE DE CONSTATATION**

<table>
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<tr>
<th>Company Name</th>
<th>Base Location</th>
<th>Date (y/m/d)</th>
<th>File</th>
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<tbody>
<tr>
<td>7606406 Canada Inc.</td>
<td>GYYZ</td>
<td>2013-01-24</td>
<td>1015-17559-17</td>
</tr>
</tbody>
</table>

**Area of Inspection (Checklist) — Domaine d'inspection (liste de vérifications):**

**Non-Conformance With — Non-conforme avec, Canadian Aviation Regulation 708.08 (1):**

1. Which states in part qui énonce
2. Which states qui énonce

"An air operator shall establish, maintain and authorize the use of a maintenance control manual (MCM) that contains information to ensure the efficiency of the maintenance control system, as set out in the Commercial Air Service Standards."

**Examples:**

The following were examples of areas where the company's Maintenance Control Manual (MCM) did not meet the regulatory requirements for content:

1. The MCM did not describe a record keeping system to track all occurrences of compliance,
2. The MCM did not detail a record keeping system to ensure that details of audit findings, corrective actions and follow-up were recorded, and
3. The MCM did not include quality assurance program follow-up procedures to ensure that necessary corrective actions instituted were effective.

**Expectation:**

A quality assurance program is established and maintained, and the program is under the management of an appropriate person.

<table>
<thead>
<tr>
<th>Corrective Action Required Measure corrective exigée</th>
<th>Date (y/m/d)</th>
<th>Time — Heure</th>
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<th>The Approved Corrective Action Plan. Plan des mesures correctives approuvées.</th>
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**Name of Inspector — Nom de l'Inspecteur**

S. Regnault

Date: 2013-01-24
FINDING FORM
FORMULAIRE DE CONSTATATION

Company Name: 7606406 Canada Inc.
Base Location: CYYZ

Date (y/m/d): 2013-01-24
File: 5015-17659-17

Area of Inspection (Checklist): Cabin Safety

Non-Conformance With: Canadian Aviation, Regulation 704.12 (b)

☐ which states in part
☐ qui énonce en partie

"An air operator shall ensure that all operations personnel are properly instructed about their duties and about the relationship of their duties to the operation as a whole."

Example:
7606406 Canada Inc. was not ensuring that all "Persons Assigned On Board Duties (PAOD)" were properly instructed about their duties.

- a company e-mail dated January 22, 2013 stated that 79 PAOD had not received training.

Expectation:
The Operations Manager supervises and organizes cabin safety training programs and flight safety.

Corrective Action:

Date (y/m/d): 2013-01-24

Name of Inspector: L. Witten
<table>
<thead>
<tr>
<th>Immediate or Short Term Corrective Action / Mesure corrective immédiate ou à court terme</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List the examples of non-conformity identified in the finding / Énumérez les exemples de la non-conformité identifiés dans la constatation.</td>
</tr>
<tr>
<td>2. Identify all additional examples the company has found / Identifier tous les exemples additionnels trouvés par l'entreprise.</td>
</tr>
<tr>
<td>3. Identify the actions to correct all examples / Identifier les actions pour corriger tous les exemples.</td>
</tr>
</tbody>
</table>

Completion Date (yyyy-mm-dd) / Date d'achèvement (dd-mm-yyyy)
**Corrective Action Form**

**Part 1 - Page 2**

### Long Term Corrective Action / Mesure corrective à long terme

1. **Synopsis of the non-conformity / Synthèse de la non-conformité**

   a) State the seriousness of the non-conformity / Énumérez la sévérité de la non-conformité.

2. **Cause(s) of Problem / Cause(s) du problème**

   a) Identify the analysis tool / Identifier l'outil d'analyse.

   b) Provide written details explaining how you arrived at the root cause using the process identified / Fournissez les détails écrits expliquant comment vous êtes arrivé à la cause profonde en utilisant le processus identifié.

   c) State the root cause resulting from the analysis / Énoncez la cause profonde en résultant de l'analyse.

3. **Actions to prevent recurrence / Stages d'actions**

   1) Address the elimination of the cause(s) / Adresser l'élimination de la cause(s).

   2) Identify who is responsible to implement the systemic corrective action(s) / Identifier qui est responsable de mettre en œuvre les actions correctives systémiques.

   3) State timelines for implementation, and target dates for follow-up actions to ensure effectiveness of the corrective actions / Énoncer les délais pour l'implémentation, ainsi que les dates limites pour les actions de suivi visant à garantir l'efficacité des actions correctives.

---

**Proposed Completion Date (YYYY-MM-DD) / Date d'achèvement projeté (AAAA-MM-JJ)**

**Company Representative / Représentant de l'entreprise**

**Date (YYYY-MM-DD) / Date (AAAA-MM-JJ)**