

INTERNAL CORRECTIVE AND PREVENTIVE ACTION (iCAPA)

STRUCTURE GROUT PAD RENEWAL (SGPR) iCAPA

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INTERNAL REVIEW

Engineering & Maintenance

In response to the internal review report regarding Grout Pad Renewal, the Office of Engineering and Architecture, the Office of Maintenance of Way Engineering, the Office of Track and Structures, and the Office of Quality Assurance Internal Compliance & Oversight (QICO) have coordinated the development of four (4) iCAPAs. The iCAPAs have been developed to address required actions and the associated findings.

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment

Joseph Leader

Executive Vice President & Chief Operating Officer

Date

Laura Mason

Executive Vice President, Capital Delivery

Date

WMATA INTERNAL OVERSIGHT

Internal Corrective and Preventive Action (iCAPA) Commitment

Hakim Davis

Vice President, Quality Assurance, Internal Compliance & Oversight (QICO)

Date

Eric Christensen

Executive Vice President, Internal Compliance (INCP)

Date

12/18/20

Paul J. Wiedefeld

General Manager & Chief Executive Officer (GM/CEO)

Date

PURPOSE
AND
SCOPE

On September 24, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Grout Pad Renewal Internal Review report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated findings and required action for **QICO-SGPR-21-01**.

FINDINGS

FQ-SGPR-21-01: Developing a process to define roles and responsibilities between ENGA, MOWE, and TRST would establish consistent accountability and support of design, maintenance, and repair.

FQ-SGPR-21-05: Alignment of governing documentation and issuance of consistent standards and work instructions would minimize confusion and improve efficiency.

REQUIRED
ACTION**QICO-SGPR-21-01*****Maintenance of Way Engineering (MOWE)***[Risk: High](#)

Develop and submit roles and responsibilities of ENGA, MOWE, TRST and SAFE for grout pad reconstruction and controlled document material approval process.

Measure: Design Control Risk Category: Service Delivery (5, 4)

ACTION PLAN OVERVIEW

ENGA, MOWE and TRST will develop a process to include roles and responsibilities matrix and consistent work instructions that align with design specification.

Business Impact – Budget/Cost Estimate: Operating

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s). This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
1.	Roles and Responsibility	ENGA and MOWE will develop and submit a written process defining roles and responsibilities of ENGA, MOWE, and TRST for grout pad reconstruction. MOWE to submit a roles and responsibility matrix.	Tom Robinson (ENGA) Sariah TambreLeigh (MOWE)	10/13/20	03/16/21
2.	Materials Control	MOWE will develop and submit a documented process for grout pad reconstruction material requests and approval of such requests.	Sariah TambreLeigh (MOWE)	11/18/20	03/16/21
3.	Grout Pad Reconstruction Design Specifications	MOWE will update specifications of grout pad reconstruction to include testing requirements and interpreting results. MOWE to submit revised specifications.	Tom Robinson (ENGA) Ravi Amin (MOWE)	11/18/20	05/18/21
4.	Document List	MOWE and TRST will perform a comparison of work instructions and design specifications related to grout pad reconstruction activities to ensure alignment and consistency. MOWE and TRST will submit a list of inconsistencies among various work instructions and design specifications related to grout pad reconstruction.	Ravi Amin (MOWE) Joseph Fowler (TRST)	11/18/20	05/18/21
5.	Revision of Work Instructions	MOWE and TRST will revise and submit work instructions as indicated in Actionable Item #4 to eliminate inconsistencies.	Ravi Amin (MOWE) Joseph Fowler (TRST)	11/18/20	05/18/21
6.	QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	05/18/21	06/22/21

PERFORMANCE MEASURES

None

¹ In the event of personnel or departmental changes, responsibilities for actionable items shall transfer to the new leadership.

² Est Start – Estimated Start Date.

³ Est End – Estimated Completion Date.

⁴ Offices designated as supporting roles provide subject matter expertise to responsible parties during action development and are not directly responsible for delivery of actionable items listed above.

**RESPONSIBLE PARTIES**

ENGA Thomas Robinson

(Signature/Date)

MOWE Sariah TambreLeigh

(Signature/Date)

MOWE Ravi Amin

(Signature/Date)

TRST Joseph Fowler

(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

ENGA Nichalos Gardner

(Signature/Date)

RIME Michael Hass

(Signature/Date)

PURPOSE
AND
SCOPE

On September 24, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Grout Pad Renewal Internal Review report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated finding and required action for **QICO-SGPR-21-02**.

FINDING

FQ-SGPR-21-02: Adhering to the established construction materials inspection and testing requirements would satisfy compliance with concrete strength and other specifications.

REQUIRED
ACTION**QICO-SGPR-21-02***Office of Track and Structures (TRST)**Risk: High*

Enforce the implementation of the established construction inspection sampling and testing standards.

Measure: Inspection, Testing & Status Risk Category: Service Delivery (4, 5)

ACTION PLAN OVERVIEW

TRST will document and provide completed Quality Assurance/ Quality Control (QA/QC) checklist and engineering reviews for grout material testing.

TRST/MOWE will develop anchor stud pull-out testing process to include identifying and training technicians tasked to perform testing with the acquired material testing equipment.

Business Impact – Budget/Cost Estimate: Operating

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s).

This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
1.	Documented evidence of contract agreement	TRST will submit the contract agreement with independent laboratory for grout material testing.	Joseph Fowler (TRST)	01/12/21	06/15/21
2.	Documented evidence of sampling and completed QA/QC	TRST will submit documented evidence of sampling and testing of grout pad materials and provide completed Quality Assurance/ Quality Control (QA/QC) checklist in accordance with the work Instructions requirements.	Joseph Fowler (TRST)	01/12/21	06/15/21
3.	Documented evidence of engineering review of testing	MOWE and TRST to submit documented evidence of test results reviewed by engineering.	Ravi Amin (MOWE) Joseph Fowler (TRST))	01/12/21	06/15/21
4.	Grout Pad Reconstruction Work Instruction	MOWE will update and submit the existing work instruction that defines the minimum length of grout pad reconstruction that requires anchor stud pull-out testing.	Ravi Amin (MOWE) Joseph Fowler (TRST)	10/13/20	03/17/21
5.	Stud Pull-Out Testing Process	MOWE will develop and submit a written process for anchor stud pull-out testing.	Ravi Amin (MOWE) Joseph Fowler (TRST)	10/13/20	03/17/21
6.	Test Equipment	Specify and provide proof of acquired anchor stud pull-out test equipment.	Ravi Amin (MOWE) Joseph Fowler (TRST)	11/10/20	03/16/22
7.	Identify and train personnel	Identify and conduct training to personnel performing anchor pull-out testing and submit training records.	Ravi Amin (MOWE) Joseph Fowler (TRST)	11/10/20	03/16/22

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Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
8.	QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	03/16/22	04/15/22

PERFORMANCE MEASURES

TRST to provide six (6) months of completed Quality Assurance/ Quality Control (QA/QC) checklists with the test results per Actionable Item #2

TRST to provide six (6) months of engineering review of test results per Actionable Item #3

MOWE/TRST to provide 100% of completed anchor stud pull-out testing training records of active identified technicians as per Actionable Item #7

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RESPONSIBLE PARTIES

TRST Joseph Fowler

[Redacted Signature/Date]

(Signature/Date)

MOWE Ravi Amin

[Redacted Signature/Date]

(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

RIME Michael Hass

[Redacted Signature/Date]

(Signature/Date)

PURPOSE
AND
SCOPE

On September 24, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Grout Pad Renewal Internal Review report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated finding(s) and required action(s) for **QICO-SGPR-21-03**.

FINDING(S)

FQ-SGPR-21-03: Verifying equipment calibration before use would validate equipment performance, safety and avoid damage to the structure integrity.

REQUIRED
ACTION**QICO-SGPR-21-03****Office of Track and Structures (TRST)**[Risk: Elevated](#)**Required Action(s):**

Executing and completing quality control checklists to verify equipment calibration and material expiration dates before use.

Measure: Inspection, Measuring & Test Equipment *Risk Category: Service Delivery (4, 4)*

ACTION PLAN OVERVIEW

Must be completed by Action Owner:

TRST will ensure all equipment used for grout pad reconstruction are periodically calibrated and compliant by conducting and completing Quality Assurance/ Quality Control (QA/QC) checklists. In addition, TRST will submit tool inventory/list verifying completed equipment labeling.

Business Impact – Budget/Cost Estimate: Operating

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s). This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
1.	Enforce use of Calibrated Equipment	TRST will submit completed and signed QA/QC checklist to verify all equipment used for grout pad reconstruction that require periodic calibration are compliant.	Joseph Fowler (TRST)	01/12/21	06/15/21
2.	Equipment labeling	TRST will submit a memo verifying that all jackhammers used in grout pad reconstruction have been labeled and provide a sample photo of labeled equipment.	Joseph Fowler (TRST)	10/06/20	01/13/21
3.	QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	06/15/21	07/20/21

PERFORMANCE MEASURES

TRST to provide Six (6) months of completed and signed Quality Assurance/ Quality Control (QA/QC) checklists of equipment calibration per Actionable Item #1

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RESPONSIBLE PARTIES

TRST

Joseph Fowler

(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

RIME

Michael Hass

(Signature/Date)

PURPOSE
AND
SCOPE

On September 24, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Grout Pad Renewal Internal Review report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated finding(s) and required action(s) for **QICO-SGPR-21-04**.

FINDING(S)

FQ-SGPR-21-04: Following approved work instructions and complying with design specifications would promote quality, avoid rework and reduce waste.

REQUIRED
ACTION**QICO-SGPR-21-04***Office of Track and Structures (TRST)*[Risk: Elevated](#)**Required Action(s):**

Enforce adherence to approved work instructions and proper execution of work standards.

Measure: Process Control Risk Category: Service Delivery (4, 4)

ACTION PLAN OVERVIEW

Must be completed by Action Owner:

TRST will perform Quality Assurance/ Quality Control (QA/QC) to ensure compliance with work instructions and provide QICO with completed and signed checklist. In addition, TRST will communicate with surveying personnel and provide QICO with evidence of completed survey process.

TRST will update grout pad quality control checklist to include expiration dates of cementitious grout material and enforce performance and completion of Quality Assurance/ Quality Control (QA/QC).

Business Impact – Budget/Cost Estimate: Operating

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s).

This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
1.	Perform Quality Assurance/ Quality Control (QA/QC)	TRST will submit completed and signed QA/QC checklist performed by supervisors.	Joseph Fowler (TRST)	01/12/21	06/15/21
2.	Communication request for deck survey	TRST will submit proof of communication (Example email, memorandum, etc.) requesting survey personnel to perform the scanning and marking of the location of deck rebar grids before demolition of the existing grout pad and stud installation in order not to damage the invert structure. Markings will be documented with photographs.	Joseph Fowler (TRST)	01/12/21	06/15/21
3.	Quality Assurance/ Quality Control (QA/QC) expired materials	MOWE will submit a revised Grout Pad Production Quality Control Checklist that includes expiration dates of cementitious grout material.	Ravi Amin (MOWE)	01/12/21	06/15/21
4.	QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	06/15/21	07/20/21

PERFORMANCE MEASURES

Provide six (6) months of completed Quality Assurance/ Quality Control (QA/QC) checklists as per Actionable Item #1.

Provide six (6) months of communication of completed survey request with photos of marked deck surfaces as per Actionable Item #2.

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**RESPONSIBLE PARTIES**

TRST Joseph Fowler

(Signature/Date)

MOWE Ravi Amin

(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

RIME Michael Hass

(Signature/Date)

SWITCH MACHINE POWER SUPPLY REPLACEMENT (SMPS) iCAPA

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**INTERNAL REVIEW****CAPITAL PROGRAM – MANAGEMENT & EXECUTION**

In response to the internal review report regarding Switch Machine Power Supply replacement project, the Office of Signaling Systems Renewal Program (SSRP) and the Office of Quality Assurance Internal Compliance & Oversight (QICO) have coordinated the development of one (1) iCAPA. The iCAPA has been developed to address required actions and the associated findings.

EXECUTIVE LEADERSHIP COMMITMENT**Internal Corrective and Preventive Action (iCAPA) Commitment**

Laura Mason
Executive Vice President, Capital Delivery

Date

WMATA INTERNAL OVERSIGHT**Internal Corrective and Preventive Action (iCAPA) Commitment**

Hakim Davis
Vice President, Quality Assurance, Internal Compliance & Oversight (QICO)

Date

Eric Christensen
Executive Vice President, Internal Compliance (INCP)

Date

Paul J. Wiedefeld
General Manager & Chief Executive Officer (GM/CEO)

1/12/21

Date

PURPOSE
AND
SCOPE

On December 16, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Office of Signaling Systems Renewal Program (SSRP) Internal Review (IR) report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated findings and required action for **QICO-SSRP-21-01**.

FINDINGS

FQ-SSRP-21-01: Establishing governing documentation would provide a standard for work processes, promote efficiency and assist in maintaining compliance throughout the life of the project.

FQ-SSRP-21-02: Maintaining a training and certification matrix for employees and contractors promotes proper skills management and safety compliance.

FQ-SSRP-21-03: Tracking the contractor's drug and alcohol program would assist in monitoring compliance to contract requirements.

FQ-SSRP-21-04: Conducting safety and quality oversight on contractor performance serves as a verification tool for the fulfillment of performance requirements.

FQ-SSRP-21-05: Establishing a change management process promotes effective document control and improves project and departmental efficiency.

REQUIRED
ACTION**QICO-SSRP-21-01****Office of Signaling Systems Renewal Program (SSRP)**[Risk: Elevated](#)

Create a Project Specific Quality Management Plan, inclusive of governing processes that would facilitate the oversight of safety compliance and quality of work.

Measure: Safe Work Standards Risk Category: Safety 2,3

ACTION PLAN OVERVIEW

SSRP will develop and provide a Project Specific Quality Management Plan that details policies, procedures, roles and responsibilities in achieving quality objectives.

Business Impact – Budget/Cost Estimate: Capital

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s). This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1. Project Specific Quality Management Plan	SSRP will submit a Quality Management Plan that outlines contractor quality oversight. The QMP will be inclusive of SOPs, roles and responsibilities, nonconformance identification, mitigation and closure,	Tiffani Jenkins (SSRP)	01/11/21	03/31/21
2. Training Matrix and Records	SSRP will develop and submit a training matrix and training records of required training for all active SSRP personnel.	Tiffani Jenkins (SSRP)	01/11/21	03/31/21
3. Verification of Contractor's Drug and Alcohol Testing	SSRP will develop and submit controls/compliance checklist to ensure contractor scheduled submittals are in compliance with contract requirements	Tiffani Jenkins (SSRP)	01/11/21	03/31/21
4. Safety and Quality Oversight	SSRP will conduct and provide contractor equipment calibration verification and verify contractor Job Safety Briefing on both Roadway and non-Roadway.	Tiffani Jenkins (SSRP)	01/11/21	03/31/21
5. Change Management SOP	SSRP will submit a change management SOP that defines roles and activities to manage and control changes during the project life cycle	Tiffani Jenkins (SSRP)	01/11/21	04/30/21
6. QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	05/03/21	05/30/21

PERFORMANCE MEASURES

Provide three (3) months records of contractor equipment calibration verification and Job Safety Briefings for action item #4

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² Est Start – Estimated Start Date.

³ Est End – Estimated Completion Date.

⁴ Offices designated as supporting roles provide subject matter expertise to responsible parties during action development and are not directly responsible for delivery of actionable items listed above.



RESPONSIBLE PARTIES

SSRP

Tiffani Jenkins



(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

CAPD

Laura Mason



(Signature/Date)

OPERATIONS MANAGEMENT SERVICES (OPMS) iCAPA

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INTERNAL REVIEW

Internal Safety Review

In response to the Internal Safety Review report regarding the Office of Operations Management Services (OPMS), the Office of Quality Assurance Internal Compliance & Oversight (QICO) has coordinated the development of one (1) iCAPA. This iCAPA has been developed to address the associated findings and required action.

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment

Joseph Leader
Executive Vice President & Chief Operating Officer

Date

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment

Hakim Davis
Vice President, Quality Assurance, Internal Compliance & Oversight (QICO)

Date

Eric Christensen
Executive Vice President, Internal Compliance (INCP)

Date

Paul J. Wiedefeld
General Manager & Chief Executive Officer (GM/CEO)

Date



PURPOSE AND SCOPE

On November 5, 2020, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Office of Operations Management Services (OPMS) Internal Safety Review (ISR) report. This internal Corrective and Preventive Action (iCAPA) is developed to address associated findings and required action for **QICO-OPMS-21-01**.

FINDINGS

FS-OPMS-21-01: Creating and instituting documentation of all System Safety Program Plan (SSPP) required plans and documents promotes a strong safety culture.

FS-OPMS-21-02: Using designated share drive to store and access the latest controlled document reduces the risk of disseminating obsolete information.

FS-OPMS-21-03: Revising the Roadway Worker Protection (RWP) training course to include the Hazardous Concern Form as referenced in the RWP SOP (January 2020) promotes a culture of safety in the classroom and on the job.

FS-OPMS-21-04: Updating WAVS SOP to include both controlled documentation of completed random checks and appropriate controls for remote access to confidential information reduces risks to WMATA and WMATA personnel.

REQUIRED ACTION

QICO-OPMS-21-01

Office of Operations Management Services (OPMS)

[Risk: Low](#)



Develop, revise and implement documentation to advocate compliance with the SSPP and departmental SOPs.

Measure: Safe Work Standards Risk Category: Safety 2,3

ACTION PLAN OVERVIEW

OPMS will provide the updated employee emergency contact list and training matrix with revision control / date, in accordance with the SSPP to promote a strong safety culture.

To ensure clear articulation of process, the following three OPMS SOPs will be updated to resolve findings:

OPMS SOP: Explanation of added control for the dissemination of source training material.

RWP SOP: OPMS has not been utilizing Hazardous Form so the form along with its references will be removed. Updated current notification methods will be included in SOP.

WAVS SOP: Explanation of substituting physical access with electronic-only access to reinforce security of Person Identifiable Information (PII), eliminating the need for random physical checks.

Business Impact – Budget/Cost Estimate: Operating

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s).

This type of initiative does not need additional resources because current manpower will be used to improve the process.



Actionable Items		Description	Responsible Party ¹	Est Start ²	Est End ³
1.	Emergency Contact List	OPMS will submit their updated Emergency Contact list.	Linda Stoffregen (OPMS)	11/16/20	11/30/20
2.	Training Matrix	OPMS will update and submit the Training Matrix with revision control / date.	Linda Stoffregen (OPMS)	11/16/20	11/30/20
3.	Training Material	OPMS will provide and submit an updated OPMS SOP adding controls to the curriculum change log for removable media with training material in source format.	Linda Stoffregen (OPMS)	11/16/20	01/31/21
4.	RWP SOP	OPMS will submit an updated RWP SOP to remove the Hazardous Concern form	Linda Stoffregen (OPMS)	11/16/20	01/31/21
5.	WAVS SOP	OPMS will submit an updated WAVS SOP that highlights the electronic only access to the system and remove the random work place checks	Linda Stoffregen (OPMS)	11/16/20	01/31/21
6.	QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	02/01/21	02/28/21

PERFORMANCE MEASURES

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RESPONSIBLE PARTIES

OPMS

Linda Stoffregen

(Signature/Date)

SECOND-LEVEL RESPONSIBILITY

OBPP

Andrea Burnside

(Signature/Date)