

# Announcement

May 31, 2009

## Quality Event Reporting Announcement

Calgary, Alberta – Trace Associates Inc. (Trace) is pleased to announce that we've successfully added a quality event reporting procedure to our quality management system (QMS).

### Quality Event Reporting

To ensure effective communication and tracking within a company's QMS, management must understand what the company is doing right and what the company needs to improve on. At Trace, collecting this data is accomplished by reporting "quality events". Trace classified quality events into three categories: 1) high five; 2) quality near miss; and 3) quality incident; which are explained further below:

#### High Five

A high five is when a Trace employee does a great job, or goes above and beyond the call of duty. For instance, an employee may offer ideas to improve the quality and/or accuracy of our reporting practices, streamline our field sampling processes, or offer suggestions to improve the workplace. For example, a client requires 15 reports on May 1 (Monday) and, as the project manager is so well-organized, the reports are completed (error-free) and delivered to the client on budget and one week prior to the deadline.

#### Near Miss

A near miss is similar to a close call in the safety world. An example of this is where a serious error or mishap has the potential to cause an incident but fails to do so because of chance, or because it is intercepted. For example, the branch manager identifies that a client deadline is one week away (Monday, May 1) and no reports are completed. The branch manager works with the project manager to develop an action plan to meet the client deadline within the project budget (this involved the project team working overtime and on the weekend).

#### Incident

A quality incident is when a serious error, or other adverse event which has actually occurred, is identified by a Trace employee, client, supplier, etc. An adverse event can also be referred to as an accident, unanticipated event or mishap. A quality incident relates to Trace's business management, and not to health and safety management. Business management includes internal business operations (e.g. accounting, filing, human resources) and project related work, such as presenting poor conclusions and recommendations within a soil remediation report. For example, a quality incident would include a situation where a client requires reports on May 1 (Monday); however the project manager does not meet the deadline. The client or Trace branch manager identifies that the reports are late.

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## **President's Remarks**

President, Darrell Haight states: "At Trace, quality is vital to our continued success and when we wanted a procedure to report quality events, we looked to our world-class health and safety program for inspiration. Aligning the quality event procedure with our safety event procedure keeps things simple and facilitates easier reporting by our team. After only a few weeks of implementation, our clients have been very impressed with this initiative and we strive to continue to be a leader in our industry."

## **About Trace Associates Inc.**

Founded in 2006, Trace is an employee-owned environmental consulting firm serving western and northern Canada. Trace's team of energetic professionals is capable of managing and efficiently completing all types of projects. We take pride in our enthusiasm, focus on safety, and client responsiveness.

Trace values its employees and provides a rewarding, collaborative, and secure working environment. At Trace, team members benefit from the opportunity to work on projects with renowned clients, take ownership in the company, and grow and develop their careers and skill sets within the firm.

Trace provides sustainable environmental consulting services to real estate, development, energy and industrial clients during all stages of the project life cycle (planning, construction, operation, decommissioning and redevelopment).

## **For further information, contact:**

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