



Environmental Services Department MEMORANDUM

TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: C. MARCHANT, MANAGER OF WATER OPERATIONS

**NOTED: J.F. THOMPSON, P.ENG., CMM, PMP
DIRECTOR OF ENVIRONMENTAL SERVICES**

**RICHARD FORWARD, MBA, M.SC., P.ENG.
GENERAL MANAGER OF INFRASTRUCTURE AND GROWTH MANAGEMENT**

M. PROWSE, CHIEF ADMINISTRATIVE OFFICE

**RE: WATER OPERATIONS BRANCH - DRINKING WATER QUALITY MANAGEMENT
SYSTEM POLICY UPDATE**

DATE: DECEMBER 11, 2017

The purpose of this Memorandum is to advise members of Council of the recent update to the Water Operations Drinking Water Quality Management System (QMS) Policy.

As per Council Resolution 08-A-514, (dated: December 8th, 2008) the Owner of the Drinking Water System accepted the QMS and all of its 21 Elements pledging ongoing commitment to and endorsement of the Operational Plan. Adherence to the Drinking Water Quality Management Standard (DWQMS) requires that the Operating Authority, defined as the Water Operations Branch within the QMS, display due diligence to each and every Element. Element 2 of the QMS is the QMS Policy.

Under the authority of the Ministry of the Environment and Climate Change (MOECC) DWQMS, "The Operating Authority shall establish and maintain a Quality Management System that is consistent with the Quality Management System Policy". The QMS Policy was established in 2008 and adopted by Council as per the above noted Council Resolution 08-A-514. A recent review of the QMS Policy by Top Management, comprised of the Manager of Water Operations, Supervisor of Compliance and Technical Support, Supervisor of Groundwater Supply, Supervisor of Surface Water Supply, Supervisor of Water Customer Services, and Supervisor of Water Distribution Services, concluded with the following updates to the Policy:

- The addition of the terms "reliable and sustainable"; and
- The addition of the statement "safeguard the environment".

Any questions or inquiries regarding this Memorandum can be directed to Ms. Diane Moreau, Supervisor of Compliance and Technical Support, Water Operations Branch at extension 6158.