









**Appendix I: Management Review Summary – 2020 Operational Performance, Drinking Water Quality Management System and Wastewater Integrated Management System**

The key elements of water and wastewater management systems include organizational commitment, risk management and emergency response, documentation controls and concept of continual improvement. The 2020 Management Review confirms continued sustainability, adequacy and effectiveness of water and wastewater service delivery and conformance to the Ontario Drinking Water Quality Management Standard the International Organization for Standardization (ISO) 9001:2015 (Quality) and 14001:2015 (Environmental).

2020 Management Review Highlights		
	Drinking Water Quality Management System DWQMS	Wastewater Integrated Management System WWIMS
<b>Management Review – Annual Requirement</b> 	<ul style="list-style-type: none"> <li>completed in May 2021</li> <li>responsibilities, timelines, resource needs and potential impacts documented and communicated</li> <li>management system performance and effectiveness</li> <li>opportunities for continual improvement evaluated for implementation</li> </ul>	
<b>Quality Assurance and Environmental Management</b> 	<ul style="list-style-type: none"> <li>best management practices in service delivery</li> <li>quality work principles with systematic approach towards safe, clean drinking water and pollution prevention</li> <li>emergency preparedness and risk management</li> <li>effective interaction and communication that promotes stakeholder confidence</li> </ul>	
	<ul style="list-style-type: none"> <li>risk assessment to multi-barrier approach for drinking water safety</li> </ul>	<ul style="list-style-type: none"> <li>integration of environmental and quality awareness</li> </ul>
<b>Conformance and Compliance</b> 	<ul style="list-style-type: none"> <li>compliance and conformance obligations met; deviations addressed                             <ul style="list-style-type: none"> <li>Ministry inspection scores range 94.5%-100%</li> <li>internal and external audits: continuity of accreditation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>compliance obligations maintained</li> <li>reporting process to Environment and Climate Change Canada established for discharges to water bodies</li> <li>one self-declared non-compliance due to delay in administrative reporting</li> <li>gap analysis &amp; internal audit completed</li> </ul>
<b>Customer and Stakeholder Feedback</b> 	<ul style="list-style-type: none"> <li>1,365 customer enquiries - indicator of effective performance</li> <li>most enquiries related to low water pressure and discoloured water</li> </ul>	<ul style="list-style-type: none"> <li>1,273 customer enquiries for the wastewater collection system                             <ul style="list-style-type: none"> <li>sewer backup, sanitary odour</li> <li>damage</li> </ul> </li> <li>process for response to customer complaints improved with workflows</li> </ul>
	<ul style="list-style-type: none"> <li>high level of service delivery</li> <li>communication with essential supply and service vendors to maintain service continuity during COVID-19 pandemic</li> </ul>	

	<b>Drinking Water Quality Management System DWQMS</b>	<b>Wastewater Integrated Management System WWIMS</b>
<b>Resources Needed to Maintain and Optimize the Management Systems</b> 	<ul style="list-style-type: none"> <li>• third-party services to lead internal audit and gap analysis to build more robust independence and assurance of objectivity into the audit function</li> <li>• support the transition to new Information &amp; Technology tools                             <ul style="list-style-type: none"> <li>○ software application for quality process and document management to automate planning and delivery of the program and reduce risk</li> <li>○ power applications and software to equip staff with self-serve access to building program metrics, electronic logbooks, smart forms and performance trending for better planning and response, while maintaining control of program logistics</li> <li>○ interactive training content building service/tool for an online virtual-learning course delivery to internal and external stakeholders</li> <li>○ remote and one-step access to procedural documentation to all staff</li> </ul> </li> <li>• reinforce strong and practical governance of water and wastewater records</li> </ul>	
	<ul style="list-style-type: none"> <li>• not applicable</li> </ul>	<ul style="list-style-type: none"> <li>• ISO 9001/14001 certification oversight</li> <li>• scope expansion to include system design, construction, and rehabilitation</li> <li>• continued support of program administration</li> </ul>
<b>Changes that have an impact on the Management Systems</b> 	<ul style="list-style-type: none"> <li>• new or amended legislated requirements</li> <li>• implementation of methods/tools to optimize continual improvement program</li> <li>• changes to organizational structure and business model</li> <li>• collective agreement and operator certification and training framework</li> <li>• COVID-19 pandemic, recovery measures and remote-working logistics</li> <li>• implementation of new technology/software applications                             <ul style="list-style-type: none"> <li>○ quality process and document software application</li> <li>○ migration of records from EIM to a web-based SharePoint platform</li> <li>○ enterprise asset management program and digital data collection</li> <li>○ security of process controls</li> <li>○ interactive virtual training delivery methods</li> </ul> </li> <li>• internal and external audit findings and risk assessment outcomes</li> <li>• system/infrastructure changes (growth)</li> <li>• implementation of emergency response and management strategy with focus on preparedness and recovery for service continuity</li> </ul>	
	<ul style="list-style-type: none"> <li>• internal criteria for essential service in the commissioning of water assets</li> </ul>	<ul style="list-style-type: none"> <li>• integration of engineering design, construction, and rehabilitation into program scope</li> </ul>