



Quality Management System Q(E)MS Policy

The Corporation of the Township of Malahide its Mayor, Council and staff along with its Operating Authority are committed to:

- providing safe drinking water to residents
- continual improvement of both the Q(E)MS and the water works
- acting in accordance with relevant legislation and current regulations

As the Operating Authority, the Ontario Clean Water Agency, its Board of Directors, Officers and entire staff are committed to the principles and objectives set out in this QEMS policy.

OCWA's QEMS Policy is committed to:

- Maintain and continuously improve upon a comprehensive quality and environmental management system (QEMS) to support the delivery of safe, reliable and cost-effective clean water services that protect public health and the environment.
- Establish clear objectives against which OCWA's environmental performance can be measured and assessed with the goal of continuous improvement.
- Understand and meet all applicable regulatory requirements and audit the facilities we operate to ensure compliance.
- Utilize a risk-based approach to quality management that accounts for the complexity and specific challenges of providing operation and maintenance services.
- Promote client and consumer confidence through service excellence and effective communications.
- Collaborate with its clients to prevent pollution and contribute to a more sustainable future by promoting the use of operational efficiencies and improved technology.
- Train staff on their responsibilities under the QEMS and how meeting these responsibilities assist with the protection of public health and the environment.
- Report on facility performance to its employees, clients and stakeholders.

Our Board of Directors, Officers and entire staff will act to ensure the implementation of this Policy and will monitor progress of the Quality & Environmental Management System (QEMS).

Commitment & Endorsement of The Corporation of the Township of Malahide and OCWA'S Q(E)MS & Operational Plan

This Operational Plan supports the overall goal of The Corporation of the Township of Malahide and OCWA to provide safe, cost-effective drinking water through sustained cooperation. The Township of Malahide along with OCWA will be responsible for developing, implementing, maintaining and continually improving its Q(E)MS with respect to the operation and maintenance of the Malahide Water System and will do so in a manner that ensures compliance with applicable legislation. Through the endorsement of this Q(E)MS, OCWA commits to cooperating in any reasonable request of The Corporation of the Township of Malahide to facilitate this goal.

Through the endorsement of this Operational Plan, The Corporation of the Township of Malahide commits to cooperating in any reasonable request of OCWA to facilitate this goal

This Operational Plan is endorsed and supported by the Corporation of the Township of Malahide's Mayor, Councilors, and CAO and by OCWA's Top Management.

The Corporation of the Township of Malahide and the Top Management of OCWA have approved the Q(E)MS for the drinking water system as documented in this Operational Plan.

Operating Authority Approval

"Dale LeBritton" Feb. 27, 09
Dale LeBritton Date
Operations Manager

"Bev Mollard" Feb. 27, 09
Bev Mollard Date
Regional Manager, Operations

Owner Endorsement & Approval

" John Wilson" Mar. 6, 09
John R. Wilson Date
Mayor

"Randy Millard" Mar. 6, 09
Randall Millard Date
CAO/Clerk