

**Township of Southgate
Administration Office**

185667 Grey Road 9, RR 1
Dundalk, ON N0C 1B0



Phone: 519-923-2110
Toll Free: 1-888-560-6607
Fax: 519-923-9262
Web: www.southgate.ca

Staff Report PW2021-044

Title of Report: PW2021-044 DWQMS External Audit
Department: Public Works
Branch: Water & Wastewater
Council Date: September 15, 2021

Recommendation:

Be it resolved that Council receive Staff Report PW2021-044 for information.

Background:

As per the Ontario Drinking Water Quality Management Standard the Township's Drinking Water Quality Management System (DWQMS) requires an external third-party offsite audit review for two years then an on-site audit the third year. On August 26, 2021, NSF International Strategic Registrations (ISR) auditor James Pang conducted an off-site external audit for the Dundalk Drinking Water Quality Management System. Quality Management System Representative Cory Henry, Public Works Administrative Assistant Lisa Wilson and Public Works Manager Jim Ellis were available throughout the day's audit to provide responses to the Auditor.

Staff Comments:

The auditor recommended 6 Opportunity for Improvement (OFI) for the quality management system. (Attachment #1)

There are 4 OFI's that were identified in the 2020 audit and the QMS Representative had outlined in 2020 that they were to be implemented by December 31, 2021, to that note, the 4 are repeated in the 2021 External Audit. The 6 OFI's recommended are for:

Element 3 – Commitment and Endorsement – The Owner represented as the Township of Southgate is vague, although it reflects the Township it may be improved with a statement that the Mayor or CAO is the Owner Representative. (Repeated)

Element 5 – Document and Record Control – The Operational Plan consideration of updating revision dates as like the Standard Operating Procedures, (SOP's) and Document Record Control, (DCR's).

Element 6 – Drinking Water System – The auditor suggested that the detailed schematics may be confusing to the average person, and an OFI to also incorporate additional simplified drawings to show the treatment process. (Repeated)

Element 18 – Emergency Management – The Spill Contingency Plan has a list of contacts to notify in the event of a spill. Better clarification as how it is currently written with appropriate people to be contacted, the Ministry, and Spills Action Centre, will be more specific. (Repeated)

Element 20 – Management Review - reflecting on the repeated OFI's from 2020, and action dates for December 31, 2021, consideration to have prompter response timelines, and the Management Review checklist having No Decision, for No Decision Required could be reworded to reflect more accurate meaning.

Element 21, Continual Improvement – The Corrective Action Preventative Action (CAPA) procedure for last year's CAPA's were submitted by the QMS rep and all 13 of them were also carried out by him. The OFI would suggest a better balance of people involved to spread the actions around the team for a more thorough review and improvement of the system. (Repeated)

Staff will be discussing and implementing these OFI's at the Team Risk Assessment Meeting. The 2021 surveillance audit was successful as the auditor commented to the DWQMS Version 2 and there were no non-conformities or corrective action request issued.

Financial Implications:

There is no financial impact or long-term implications with this staff report. The DWQMS audits are included in the Water Operational Budget.

Communications & Community Action Plan Impact:

Goal 5 - Upgrading our "Hard Services"

Action 5: The residents and businesses of Southgate recognize our linear services - roads, bridges, water, and sewer work, for example - to be a fundamental purpose of municipal government. This infrastructure needs to be serviceable and sustainable so that our businesses and communities can thrive and grow.

Concluding Comments:

Staff recommends that Council receive Staff Report PW2021-044 for information.

Respectfully Submitted,

Dept. Head: *Original Signed By*
Jim Ellis, Public Works Manager

CAO Approval: *Original Signed By*
Dave Milliner, CAO

Attachments:

Attachment #1 – DWQMS External Audit