

2025 Management Review - Ongoing Action Items

| Management Review Agenda Item # | Topic | Description | Who | When | Status |
|--|--|---|---|---------|---|
| 1. Incidents of non-compliance with applicable regulations | Port Dover Erosion Control Plan (front of WTP property) (2023) | Create an erosion control plan. To possibly include a retaining wall, for the front of the WTP property. | Director | Ongoing | The erosion control plan continues to be developed. Initial plan was to include the erosion concerns in Phase 1, but this was not added to due difficulties in adding a change in scope. The County has advised the MECP that it will be addressed & tendered when Phase 2 upgrades are complete. |
| 5. Findings from internal and external audits | Posting Policy (2023) | Review the policy and find a possible location at CAB for posting. | QMS Rep | Ongoing | Additional posting locations will be evaluated with proposed update Policy review at the 2025 Management Review. |
| | 2024 Internal Audit | Three (3) OFIs, one (1) ongoing. Update procedure WT-25 Well Inspection and Maintenance to clarify roles & responsibilities and reflect conditions from renewed MDWL/DWWP. | QMS Rep | Ongoing | To be completed by July 2025. |
| 6. Emergency preparedness and response based on mock emergencies | Next Mock Emergency | Ensure a full-scale scenario is conducted, when resources permit. | QMS Rep / Manager, Compliance | Ongoing | If resources permit, next planned Mock Emergency will be a full-scale scenario. (2024 debrief & lessons learned documented for the Simcoe Caterogory 2 watermain break .) |
| 7. Operational performance | Simcoe Reservoir cell isolation (2023) | Look into the possibility of a feasible way to upgrade the Cedar St. and NW reservoir with the ability to isolate between cells for inspection and maintenance purposes. | Director / Manager Water & Wastewater Water Operations | Ongoing | An ROV inspection of the reservoir to be completed and review of the as constructed drawings. Depending on findings a formal assessment by a consultant in 2024 may have to be added to the budget. |
| 13. Resources needed for QMS maintenance | Training | Relevant staff will make efforts to complete QMS related annual training to ensure the QMS is being managed efficiently. | Compliance Staff | Ongoing | Ongoing. |
| 17. Review Best Management Practices reviewed in the past year | Semi-annual meetings with HNHU (MOH) | Arrange semi-annual meeting with HNHU, first to take place in the summer months. | Manager, Compliance | Ongoing | During 2024 the HNHU & BCHU merged to form Grand Erie Public Health (GEPH), which impacted the health unit staff's availablity for meetings. This will be addressed in 2025. |

2025 Management Review - Completed Action Items

| Management Review Agenda Item # | Topic | Description | Who | When | Status |
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| 1. Incidents of non-compliance with applicable regulations | Management Review Meeting (2023) | Staff to consider moving the Management Review meeting to a new date to allow the MECP recommendations at budget time. | Manager, Water & Wastewater Compliance | Completed | Staff have ensured that items which could impact the budget are discussed via meetings and reports prior to the budget deadlines. |
| | MECP Inspection Recommendation - Port Dover DWS (2024) | Verify max daily flow noted in Port Dover DWS MECP inspection. | Manager, Compliance | Completed | Post-meeting verification of data confirmed that a SCADA communication error resulted in an incorrect value reported to the MECP. The max daily flow for the inspection was well below the capacity as permitted by the MDWL. The MECP was informed of the error and provided with the corrected data. |
| 3. Deviations from critical control point limits (CCP) and corresponding actions taken | Cyber security status of SCADA system | Verify status of previously allocated funding and update on what appropriate cyber security measures are to be in place. | Director, Environmental Services | Completed | Funding has been used. Response from IT: SCADA network is segregated from corporate network using VLANs and is contained within its own dedicated zone in the firewall. Access is controlled, remote access is restricted and managed, with multi-factor authentication enforced. An audit of the SCAD network has been conducted, backups of the server are maintained and protected. |
| 4. Effectiveness of the risk assessment process | Tracking Capital needs (2023) | Investigate creating a specific matrix that can be used to aid in the tracking of Capital needs (coordinate with Engineering). | Director / Manager, Water & Wastewater Compliance | Completed | Matrix has been created and is currently being utilized. |
| | Risk Assessment Outcomes & communication | Formalize method to communicate outcomes to staff, and continue using the risk assessment tool to track staff progress in addressing concerns related to cyber and physical security. | QMS Rep / Manager, Compliance | Completed | Annual review of outcomes and progress will be completed at the Management Review. (Documented via minutes.) |
| 5. Findings from internal and external audits | Internal Audit (2023) | Five (5) OFIs. | QMS Rep | Completed | OFI re: accessible workstations at plants ongoing, other OFI's addressed. |
| | Internal Audit (2024) | Three (3) OFIs; Two (2) completed. | QMS Rep | Completed | Facilities-Project Details Form updated, Compliance Tech procedure created. Review of Compliance Science software and notifications completed. |
| | External Audit (2023) | Four (4) OFI. | QMS Rep | Completed | OFI's addressed. |
| | External Audit (2024) | One (1) minor non-conformance, two (2) OFI's. | QMS Rep | Completed | CAR completed for non-conformance; new records management procedure created addressing the NC & OFI (update tracking spreadsheet). CAR form also updated as per OFI. |
| 7. Operational performance | Flushing maintenance | Investigate the purchase & installation of additional AFU's and anti-stagnation valves, to allevaite demands on Operators. | Manager, Operations | Completed | Operations staff are constantly tracking and adjusting the flushing schedule and practices to accommodate various concerns. |
| 8. Trends in quality of raw water supply and drinking-water | Historical data and trending | Provide trending of historical data for review and comparison at future Management Reviews. | QMS Rep | Completed | Included in 2025 Management Review. |
| | Extra Sampling in Port Rowan DWS (2023) | Staff to review the extra sampling completed in the Port Rowan DWS, at the end of the year. | EIS Staff | Completed | Results of additional sampling has been submitted to AECOM, staff to continue sampling so data can be used for trending and as a resource for future upgrades. Sampling continues, trending is valuable , completed. |
| 9. Previous management review meeting action items | Compliance Science | Investigate further capabilities of software, and provide GM with a review of software. | QMS Rep | Completed | QMS rep met with GM, EIS to review (March 2024). Working with Stormwater team to provide access and shared usage. Updating procedure for W/WWW use. |
| 10. Updates on action items identified between Management Review Meetings | Backflow Prevention Program (2023) | Backflow Prevention Program to be completed once resources are available. | Project Manager, Preventative Maintenance | Completed | Backflow Prevention Program to be completed once resources are available. Update May 2023 - A new position has been created and the Backflow Prevention program will be included in their duties. Update 2024 - Program has been implemented. |

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| 11. Changes to services, activities, regulations, etc. that could impact the QMS | PTTW - new permits and ongoing applications | Provide update on status of Port Dover PTTW. | Director, Environmental Services / Manager, Compliance | Completed | Norfolk received new PTTW documents for Port Dover & Port Rowan in 2024. |
| 14. Results of the infrastructure review | Scheduling | Ensure the the QMS Infrastructure Reviews and Risk Assessments are scheduled in a manner that allows outcomes to be considered in capital project planning and budgeting processes. | QMS Rep / Manager, Compliance | Completed | Outcomes are considered at ES Management Team meetings throughout the year. 2024 schedule included meetings in January, February, April, May, August, October. |
| 16. Comments & suggestions made by personnel | Meeting consistency & scheduling | Consider setting up reoccurring invites for meetings. | Manager, Water & Wastewater Operations | Completed | Manager, Operations facilitating meetings apprximately every two months with Operations staff. |
| | QMS Policy | Review & update policy to make more concise (also evaluate additional locations for posting). | QMS Rep / Manager, Compliance | Completed | Policy has been updated. |
| 17. Review Best Management Practices reviewed in the past year | Capital Planning Workshops | Investigate possiblity of capital planning workshop(s). | Director, Environmental Services / Manager, Compliance | Completed | Capital planning activites are discussed at the ES Management Team meetings, held throughout the year. 2024 schedule included meetings in January, February, April, May, August, October. |