

## Report on Quality Management System to Council Management Review Outcome

Meeting Date: October 1, 2020

Attendees: Andy Taylor, Phoebe Fu, Andrea Tang, Eddy Wu, Shumin Gao, Prathapan Kumar, Irene Weiss, Vince Feng

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none"><li>• Presentation provided to Top Management covered all required items identified in the Operational Plan and Drinking Water Quality Management Standard.</li><li>• Top Management reviewed information from January 1 to June 30, 2020.</li><li>• QMS performance was reviewed to confirm that the system continues to be suitable, adequate and effective.</li></ul>
Deficiencies Identified	<ul style="list-style-type: none"><li>• No deficiencies were identified at this meeting.</li></ul>
Decisions Made	<ol style="list-style-type: none"><li>1. It is inconvenient for customers to mail in survey cards and this method may discourage customers from providing feedback. Another option should be explored for customers to conveniently provide feedback.</li></ol>
Action Items	<ol style="list-style-type: none"><li>1. Explore digital or other effective methods for collecting customer feedback.</li></ol>
Other QMS Issues Identified (including summary of corrective actions)	<ul style="list-style-type: none"><li>• During the COVID-19 pandemic, Environmental Services was able to maintain key services and operational activities to meet drinking water requirements. Waterworks prioritized workplace safety and key activities as part of its response to COVID-19. Waterworks will continue to monitor for any change that may affect the QMS as a result of the pandemic.</li></ul>

Management Review Meeting Minutes are available upon request from the QMS Coordinator.