

Report on Quality Management System to Council Management Review Outcome

Meeting Date: April 30, 2021

Attendees: Andy Taylor, Eddy Wu, Vince Feng, Shumin Gao, Prathapan Kumar, Daphne Ross, Peter Solymos and Irene Weiss

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none">• Presentation provided to Top Management covered all required items identified in the Operational Plan and Drinking Water Quality Management Standard.• Top Management reviewed information from July 1 to December 31, 2020.• QMS performance was reviewed to confirm that the system continues to be suitable, adequate and effective.
Deficiencies Identified	<ul style="list-style-type: none">• No deficiencies were identified at this meeting.
Decisions Made	<ol style="list-style-type: none">1. Although Markham has a low number of watermain breaks per 100km compared to other municipalities, a comparison needs to be undertaken on the watermain capital expenditure.2. Provide additional information on the main areas contributing to potential water contamination and its impact to the system.3. Current dashboard does not indicate identified issues or notable observations from the mainline valve inspections.4. Business has evolved since the beginning of the pandemic and good practices should continue after the pandemic.5. There is an informal partnership between municipalities in the Region to provide mutual aid but it is not official.
Action Items	<ol style="list-style-type: none">1. Present additional information on the type of pipes and capital re-investment.2. In addition to watermain breaks, provide an update on the main areas of concern potentially affecting water quality and its impact to the system.3. Provide an update on how many valves were found to be in the incorrect position during inspection and required follow-up action.4. Consider how operational practices and services will change after the pandemic and provide an update.5. Partner with municipalities and establish a formal Waterworks assistance memorandum of understanding (MOU).
Other QMS Issues Identified	<ul style="list-style-type: none">• During the COVID-19 pandemic, Environmental Services was able to maintain key services and operational activities to meet drinking water requirements. Capital water projects are considered essential and are on schedule for completion.• Waterworks will continue to monitor for any change that may affect the QMS as a result of the pandemic.

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