

## 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"> <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 July 1 to December 31, 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. 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.</li> <li>2. Provide additional information on the main areas contributing to potential water contamination and its impact to the system.</li> <li>3. Current dashboard does not indicate identified issues or notable observations from the mainline valve inspections.</li> <li>4. Business has evolved since the beginning of the pandemic and good practices should continue after the pandemic.</li> <li>5. There is an informal partnership between municipalities in the Region to provide mutual aid but it is not official.</li> </ol>
Action Items	<ol style="list-style-type: none"> <li>1. Present additional information on the type of pipes and capital re-investment.</li> <li>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.</li> <li>3. Provide an update on how many valves were found to be in the incorrect position during inspection and required follow-up action.</li> <li>4. Consider how operational practices and services will change after the pandemic and provide an update.</li> <li>5. Partner with municipalities and establish a formal Waterworks assistance memorandum of understanding (MOU).</li> </ol>
Other QMS Issues Identified	<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. Capital water projects are considered essential and are on schedule for completion.</li> <li>• 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.