Report to: General Committee Meeting Date: December 6, 2022

SUBJECT: Quality Management System - Management Review
PREPARED BY: Danny Chan, Manager, Business Administration - ext. 2446
Vincent Feng, Supervisor, Continuous Improvement – ext. 2737

RECOMMENDATION:

1) That the report titled "Quality Management System – Management Review" be received; and

2) That Council, as the Owner of the City's drinking water system, acknowledge and support the outcome and action items identified from the Management Review; and further,

3) That Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:
Not applicable.

PURPOSE:
To provide information outlining the results of the Management Review process. This report updates Council on the status of the drinking water Quality Management System (QMS). This report is required by the Ministry of the Environment, Conservation and Parks (MECP) Drinking Water Quality Management Standard (DWQMS).

BACKGROUND:
As per Element 20 of the DWQMS, under the Safe Drinking Water Act (SDWA), 2002, Top Management of the Operating Authority is required to report the results of the Management Review to the Owner on an annual basis. Top Management is defined as the highest level of management within the Operating Authority that makes decisions and recommendations regarding the QMS, and is comprised of the Chief Administrative Officer, the Commissioner of Community Services and the Director of Environmental Services.

OPTIONS/ DISCUSSION:
An annual management review is required by the DWQMS. Top Management uses this management review as an opportunity to assess the QMS. The review focuses on a set of specific components identified in the DWQMS. This review process helps identify opportunities for continuous improvement of the QMS. Top Management met on October

13, 2022 to review system performance for the time period of January 1 to June 30, 2022, and to confirm the adequacy, suitability and effectiveness of the QMS. The Director of Environmental Services attended the meeting as the Acting Commissioner of Community Services as well due to the current vacancy of the Commissioner position.

Outcome and action items identified during the review are indicated in the Report on Quality Management System to Council Management Review Outcome (October 13, 2022), Attachment "A". Top Management accepted the recommendation from staff for Environmental Services to coordinate the "Responsibilities Under the Statuary Standard of Care – Safe Drinking Water Act" training for all Council members and ELT in early 2023. The half-day training would be coordinated with City Clerk's and the Walkerton Clean Water Centre. The session is designed to provide valuable information for decision makers with their roles and responsibilities pertaining to drinking water and their duties under the Safe Drinking Water Act (2002).

FINANCIAL CONSIDERATIONS
Not applicable.

HUMAN RESOURCES CONSIDERATIONS
Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:
Safe, Sustainable & Complete Community – The QMS allows for the continual improvement of municipal service levels provided to City residents and businesses with regards to safe drinking water.

BUSINESS UNITS CONSULTED AND AFFECTED:
Not applicable.

The undersigned represent the Top Management of the City of Markham's Drinking Water System and by signing below; the Top Management of the Operating Authority has reviewed and approved the outcome of the Management Review meeting held on October 13, 2022.

RECOMMENDED BY:

Eddy Wu, P. Eng.
Acting Commissioner, Community Services &
Director, Environmental Services

Andy Taylor
Chief Administrative Officer

ATTACHMENTS:

Attachment "A" – Report on Quality Management System to Council Management Review Outcome (October 13, 2022)