InnServices Utilities Inc.

Quality Management System (QMS) Manual / Operational Plan
DWQMS-SP-100

Innisfil Lake Simcoe DWS
Innisfil Heights DWS
Churchill DWS
Stroud DWS

Operating Authority:
InnServices Utilities Inc.

Owned by:
InnServices Utilities Inc.

Revision: 12.0

May 19, 2023

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1. **Preface**

This Operational Plan describes the contents of the Drinking Water Quality Management System (QMS) for InnServices Utilities Inc. (IUI). The content of this Operational Plan is based upon the requirements of the Drinking Water Quality Management Standard: 2017 Version 2.0 (DWQMS).

The Standard requires that policies and procedures are in place to address 21 outlined elements. The elements are as follows:

- Element 1   Quality Management System
- Element 2   Quality Management System Policy
- Element 3   Commitment and Endorsement
- Element 4   QMS Representative
- Element 5   Document and Records Control
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- Element 18   Emergency Management
- Element 19   Internal Audits
- Element 20   Management Review
- Element 21   Continual Improvement

This document, the Operational Plan, provides a brief description of, and reference to the procedures that have been developed and implemented and are maintained to satisfy the requirements of each element, such that, InnServices Utilities Inc. may demonstrate conformance to and maintain accreditation to the Drinking Water Quality Management Standard: 2017 Version 2.0.

As per the Director's Directions Minimum Requirements for Operational Plans (May 2021), a completed copy of the Subject System Description Form in Schedule "C" that includes the name of the municipal residential drinking water systems is attached as Appendix A. An index of all documents that are part of the operational plan are listed in Appendix B.

2. **Ownership and Operation**

InnServices Utilities Inc. is the Owner and Operating Authority of the 4 drinking water systems, listed below, that provide drinking water to residents of the Town of Innisfil.

- Innisfil Lake Simcoe Drinking Water System (DWS#: 220007472)
- Stroud Drinking Water System (DWS#: 220006204)
- Churchill Drinking Water System (DWS#: 220005063)
- Innisfil Heights Drinking Water System (DWS#: 220005081)

The Town of Bradford West Gwillimbury (BWG) benefits from the Innisfil Lake Simcoe Drinking Water System as the Town of BWG purchases water sourced from the lake-based water system.

InnServices Utilities Inc. utilizes the services of its Water Operations Division to operate and maintain the 4 drinking water supply systems. Under the DWQMS, Water Operations is responsible for implementing and maintaining the QMS.

3. QMS Policy

A QMS Policy is in place and is maintained separately. Communication of the QMS Policy is described in the Communications Procedure (DWQMS-SP-1200). InnServices Utilities Inc. considers its publicly serviced residents, as well as, publicly serviced industrial, commercial, and institutional establishments, and the Town of BWG to be its end consumers.

The QMS Policy is posted in the main entrance of the Lakeshore Water Treatment Plant and a copy is posted on the Town of Innisfil/InnServices website for public viewing.

4. Commitment and Endorsement

This Operational Plan has been reviewed and approved by the Board of Directors of InnServices Utilities Inc., as indicated through the endorsement of the QMS Policy, which is signed by the Owner (represented by the Board Chair) and Operating Authority Top Management (represented by the CEO/President of IUI).

Top Management ensures the QMS is communicated according to procedure, by following the Communication Procedure (DWQMS-SP-1200). The Internal Audit Procedure (DWQMS-SP-1900) and the Management Review Procedure (DWQMS-SP-2000) describe how communication is monitored.

Top Management determines, obtains, and provides the resources needed to maintain and improve the QMS, as demonstrated through records created under the QMS, and through the Management Review process. The Review and Provision of Infrastructure Procedure (DWQMS-SP-1400) describes how a need for resources may be identified, documented, and followed through.

The Communication Procedure, Internal Audit Procedure, Management Review Procedure, and Review and Provision of Infrastructure Procedure are located within InnServices' Electronic Record and Document Management System (ERDMS).

5. Quality Management System Representative

The QMS Representative Procedure, DWQMS-SP-400, outlines the appointment and responsibilities of this position. The QMS Representative is appointed by Top Management of InnServices Utilities Inc. As the QMS Representative, this person has the both the responsibility and authority to:
- Administer the QMS by ensuring that processes and procedures needed for the QMS are established and maintained,
- Participates in Management Review,
- Ensure that current versions of documents required by the QMS are being always used,
- Ensure that all personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of InnServices' Drinking Water Systems,

- Promote the awareness of the QMS throughout the Operating Authority, and
- Report to Top Management on the performance of the QMS and any need for improvement.

Top Management appoints, authorizes, and maintains the dedication of a QMS Representative.

6. Document and Records Control

The Document & Record Control Procedure (DWQMS-SP-500) describes the activities required to ensure that all documents are kept current, and that documents and records are kept legible, readily identifiable, retrievable, stored, protected, retained, and disposed. Documents that are required by the DWQMS are within the scope of this procedure. These documents include (but are not limited to):

- Operational Plan and its associated policies and procedures
- Work Instructions (includes equipment manuals, training materials)
- Forms
- Templates
- Standards
- Operator Certificates
- Applicable Legislation
- Drinking Water System Process flowcharts

DWQMS Procedures and associated forms can be found on InnServices' Electronic Record & Document Management System (ERDMS), SiteDocs, and MOAR.

IUI operations water has converted to electronic logbook as of March 1, 2022

7. Drinking Water System

Drinking Water System descriptions (DWQMS-SP-600-01 to -04), include a description of the raw water supply, as well as discussions on common event driven fluctuations, threats to ongoing raw water quality, and operational challenges and Process Flow Charts for each of the four (4) drinking water systems.

8. Risk Assessment

A procedure for conducting risk assessment has been developed and implemented. The procedure identifies and ranks potential hazardous events and hazards to InnServices Utilities Inc.'s Drinking Water Systems. Control measures, where they exist, are defined. Procedures for critical control points (CCPs), including measures to monitor, to respond to limit exceedances, and to document exceedances are also defined.

Control measures may include but are not limited to:
- Monitoring (electronic & visual),
- Grab Sampling & testing,
- Reliability and redundancy of equipment,
- Specific procedures and/or instructions

The Risk Assessment Methodology Procedure (DWQMS-SP-700) can be found on InnServices' ERDMS.

9. Risk Assessment Outcomes

The results of the Risk Assessment are documented in the Risk Assessment Outcomes Spreadsheets, DWQMS-SP-800-01 and -02. A separate risk evaluation was conducted for the Innisfil Lake Simcoe and the Non-GUDI Well Systems. The spreadsheets identify:

- Water System Area
- Types of Hazards
- Descriptions of Hazards
- Possible Result of Hazard
- Ranking Calculations and Risk Rating
- An indication of whether the Hazard is a Critical Control Point
- Control Measures in place that reduce risk of Hazard
- Monitoring in place that reduces the Hazard
- Outcomes- strategies to reduce likelihood or impact of risk
- References to Emergency Response Procedures or CCP Procedures (which describe procedures to monitor, respond to deviation, report deviation, and record deviation)

The Risk Assessment Outcomes Spreadsheets, the Emergency Response Procedures (designated by a "WTR-ERP" prefix in the procedure code), and the CCP procedures (designated by a 'WTR-CCP" prefix) can be found on InnServices' ERDMS.

10. Organizational Structure, Roles, Responsibilities and Authorities

The organizational structure, roles, responsibilities and authorities for the Operating Authority, Top Management and Owner are described in the Organizational Structure, Roles & Responsibilities Procedure (DWQMS-SP-900). The procedure identifies the management review structure, and Top Management responsibilities. The Management Review Procedure (DWQMS-SP-2000) also describes the Management Review process and structure.

11. Competencies

The Competency and Training Procedure (DWQMS-SP-1000) describes how competencies are identified, maintained, and documented. It also describes activities to ensure personnel are aware of the relevance of their duties and how they affect safe drinking water.

12. Personnel Coverage

The Personnel Coverage Procedure (DWQMS-SP-1100) describes how we ensure sufficient personnel, meeting identified competencies, are available for duties that directly affect drinking water quality.

13. Communications

The Communication Procedure (DWQMS-SP-1200) describes how the QMS is communicated between Top Management and the Owner, Operating Authority personnel, suppliers, and the public.

14. Essential Supplies and Services

A list (DWQMS-SF-1300-02) of all supplies and services deemed essential to the delivery of safe drinking water is provided as described in the Essential Supplies and Services Procedure (DWQMS-SP-1300). The list includes the means to ensure the procurement of critical supplies and services. The procedure also describes the means to ensure quality of essential services and supplies.

15. Review and Provision of Infrastructure

Review of the adequacy of the infrastructure is described in the Review and Provision of Infrastructure Procedure (DWQMS-SP-1400).
The Review and Provision of Infrastructure Procedure describes how a need for infrastructure may be identified, and how provisions are made to ensure the need is addressed.

16. Infrastructure Maintenance, Rehabilitation and Renewal

A summary of the infrastructure maintenance, rehabilitation, and renewal programs is provided in the Infrastructure Maintenance and Rehabilitation Program Procedure (DWQMS-SP-1500). This procedure describes how the programs are communicated to the Owner.

17. Sampling and Monitoring

The Water Quality Monitoring Procedure (DWQMS-SP-1600) describes the sampling and monitoring in place to ensure ongoing compliance and effective process control. The procedure also describes how results are shared between the Operating Authority and the Owner.

18. Measurement and Recording Equipment Calibration and Maintenance

The calibration and maintenance of measurement and recording equipment is described in the Measurement & Recording Equipment Calibration Maintenance Procedure (DWQMS-SP-1700).

19. Emergency Management

Emergency preparedness is achieved by following requirements described in InnServices' Emergency and Contingency Plan. Within the Plan, the table of contents lists response procedures to the potential emergency situations or service interruptions applicable to InnServices Utilities Inc.'s operations. The response procedures describe planned responses for the identified potential emergencies.

InnServices takes part in the Town of Innisfil's Corporate Emergency Response Planning, which outlines the escalation protocol InnServices is to take, with respect to emergency situations.

The Emergency and Contingency Plan and the Emergency Management Procedure (DWQMS-SP-1800) are located on InnServices' ERDMS.

20. Internal Audits

The Internal Audit Procedure (DWQMS-SP-1900) describes how conformity of the QMS is evaluated on an annual basis, at a minimum. The procedure describes the audit criteria, frequency, scope, methodology and records related to internal auditing. It also describes how corrective actions are initiated as a result of an internal audit and provides references to the Continual Improvement procedure (DWQMS-SP-2100).

21. Management Review

The Management Review Procedure (DWQMS-SP-2000) describes the procedure for management review, including instructions related to all the required discussion topics. The procedure also describes how Top Management considers results, identifies deficiencies, and records and forwards results to the Owner and other key personnel.

22. Continual Improvement

InnServices Utilities Inc. attempts to continually improve the Quality Management System through the use of the QMS Policy, Internal Audits, Corrective Actions, Management Review, Preventive Action, Staff Suggestions, Best Management practices and the analysis of process data.

The Continual Improvement Procedure (DWQMS-SP-2100) describes how QMS related actions are documented, and identifies what steps are to be followed when implementing corrective and preventive actions.

Description of Revisions:

Revision #	Date	Description of Revision
1	November-21-12	Initial issue of Operational Plan.
2	July-15-13	Reviewed and revised to reflect Cookstown distribution tied into lakeshore system.
3	November-03-15	Reviewed to ensure consistent use of terms Owner and Operating Authority. Revised system names to reflect names on MOECC DWWP's and removed redundant listing of responsibilities, referral to be made to DWQMS-SP100.
1.0	July-11-16	Updated to reflect transition to InnServices
2.0	November-28-16	Updated to reflect name change to Innisfil Lake Simcoe DWS and the decommissioning of the well system known as Goldcrest.
3.0	June-8-2017	Updated to reflect SRCO as QMS Rep., reflected change from Emerg and Contingency Plan to new Emergency Response Plan. Put revision box back into procedure, rather than in a centralized spreadsheet.
4.0	July 30, 2019	Reviewed; update to reflect change from SRCO to MRSC
5.0	Aug-28-2019	Clarified QMS Policy endorsement by Owner & OA
6.0	Oct-8-2019	Revised to be in agreement with latest procedure revisions. Sections numbered as per Ext. Audit OFI

7.0	May 25, 2020	Risk Assessment Outcomes and Continual Improvement updated
8.0	July 2, 2020	Numbered Table of contents to agree with content, added footer with version number and date, added names of drinking water systems (to comply with 3.1.1 Directors Directions
9.0	April 13, 2021	Annual review. Update titles. Align procedure/form numbering.
10.0	April 22, 2022	Annual review. Insert Schedule 'C' and procedure index as required by recent revision to Director's Directions for Operational Plans.
11	Nov 2,2022	Updated section 6 to include Sitedocs, MOAR and electronic logbook
12	May 19, 2023	Annual Review. Appendix B updated with Review dates.

APPENDIX 'A'

Schedule "C"

Subject System Description Form

Municipal Residential Drinking Water System

Owner of Municipal Residential Drinking Water System:[1]	InnServices Utilities Inc.

Subject Systems				
Name of Drinking Water System[2]	Licence Number	Name of Operational Subsystems (if Applicable) [3]	Name of Operating Authority [4]	DWS Number(s) [5]
Innisfil Lake Simcoe DWS	120-103	Innisfil Lake Simcoe Water Treatment	InnServices Utilities Inc.	220007472
		Innisfil Lake Simcoe Water Distribution	InnServices Utilities Inc.	
Churchill Water Distribution & Supply	120-106		InnServices Utilities Inc.	220005063
Innisfil Heights Water Distribution & Supply	120-105		InnServices Utilities Inc.	220005081
Stroud Water Distribution & Supply	120-104		InnServices Utilities Inc.	220006204

Add attachments if there are additional Drinking Water Systems or Operational Subsystems

Contact Information for Questions Regarding the Operational Plan			
Name	Title	Phone No(s).	Email Address
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Alternate: Jackie Matthews	Compliance Manager	705-718-8304	jmatthews@innservices.co

Appendix B – DWQMS Procedure Index

Procedure #	Procedure Name	Revision #	Effective Date	Review Date
DWQMS-SP-100	Operational Plan	12	May 19, 2023	May 19, 2023
DWQMS-SP-200-300	Commitment & Endorsement	6.0	May 19, 2023	May 19, 2023
DWQMS-SP-400	Quality Management Representative	1.1	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-500	Document & Record Control	9.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-600-01	DWS Description – Innisfil Lake Simcoe	5.0	April 6, 2021	March 24, 2023
DWQMS-SP-600-02	DWS Description – Churchill	6.0	March 18, 2022	March 24, 2023
DWQMS-SP-600-03	DWS Description – Innisfil Heights	5.0	April 1, 2021	March 24, 2023
DWQMS-SP-600-04	DWS Description – Stroud	4.0	April 1, 2021	March 24, 2023
DWQMS-SP-700	Risk Assessment	8.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-800-01-02	Risk Assessment Outcomes	9.0	March 2, 2023	March 2, 2023
DWQMS-SP-900	Org. Structure Roles, Responsibilities & Authorities	9.1	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1000	Competencies	7.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1100	Personnel Coverage	10.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1200	Communications	6.1	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1300	Essential Supplies & Services	7.1	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1400	Review and Provision of Infrastructure	6.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1500	Infrastructure Maintenance & Rehabilitation Program	8.2	Feb. 10, 2023	Feb. 10,2023
DWQMS-SP-1600	Sampling, Testing & Monitoring	10.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1700	Measurement & Recording Equipment Calibration & Maintenance	6.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-1800	Emergency Management	7.2	April 14, 2023	April 14, 2023
DWQMS-SP-1900	Internal Audit	10.1	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-2000	Management Review	8.2	Feb. 10, 2023	Feb. 10, 2023
DWQMS-SP-2100	Continual Improvement	10.2	Feb. 10, 2023	Feb. 10, 2023