

2. Quality Management System Policy

Dufferin Water Co. Ltd is committed to managing the treatment and supply of clean, safe drinking water to all of its customers and commits to consistently meeting all applicable legislative and regulatory requirements, and customer needs.

To achieve these goals Dufferin Water Co. Ltd commits to:

- Manage water quality from source to customer
- Perform regular monitoring and testing of water to meet or exceed current regulatory requirements
- Ensure all operations staff receive consistent and relevant training that meets or exceeds regulatory training requirements
- To provide direction to the owner to invest capital monies to provide upgrades and retrofits to treatment and distribution systems
- Continue establishment and upgrade of current policies and practices
- Participate in meetings and pilot projects to remain on the leading technical edge of drinking water supply practices and policies
- Provide Annual Reports as per the Ministry of the Environment requirements that are available for inspection by customers at the municipal office

Dufferin Water Co. Ltd will establish and maintain a Drinking Water Quality Management System (QMS) that will be regularly reviewed, improved and upgraded by management and employees involved in the supply of drinking water. The highlights of this Operational Plan for this Quality Management System will be readily available at the municipal office in hard copy.

The Drinking Water Quality Management System will be implemented by Dufferin Water Co. Ltd to effectively minimize and manage any potential risks to drinking water quality and safety.

A copy of this policy will be displayed at the municipal office, the pumphouse and online to facilitate communication of this policy to the owner, the operating authority personnel, and the public.