



DWQMS-2: Quality Management System Policy

Environmental and Infrastructure Services Division

Approval Date: March 1, 2009
Approval Authority: Director, Environmental Services
Effective Date: March 1, 2009
Revision Date/s: March 16, 2021

Policy Statement:

The Corporation of Norfolk County as Owner and the Environmental Services Department as the operating authority are committed to providing a safe, clean supply of drinking water to all customers serviced by our municipal drinking water systems while also meeting or surpassing applicable regulations and legislation.

Through this policy Norfolk County will strive to continually improve on how the drinking water systems are operated and managed. This policy confirms Norfolk County's commitment to the maintenance of a Quality Management System (QMS), which includes the following components: policies, procedures, risk assessment management, incident response measures, contingency plans, and staff competency.

Norfolk County Environmental Services Department will ensure that this policy is understood and communicated to Norfolk County staff and will be available to the public on the Norfolk County website. Norfolk County will also ensure that the QMS is maintained and continually improved by performing audits and scheduled reviews.