



ONTARIO CLEAN WATER AGENCY
AGENCE ONTARIENNE DES EAUX

QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM POLICY

OCWA's Policy is to:

- Maintain and continually improve upon a comprehensive quality and environmental management system (QEMS) to support the delivery of safe, reliable and cost-effective clean water services that protect public health and the environment.
- Establish clear objectives against which OCWA's environmental performance can be measured and assessed with the goal of continual improvement.
- Understand and comply with applicable legislation and regulations and audit the facilities we operate to ensure compliance.
- Utilize a risk-based approach to quality management that accounts for the complexity and specific challenges of providing operation and maintenance services.
- Promote client and consumer confidence through service excellence and effective communications.
- Collaborate with its clients to prevent pollution and contribute to a more sustainable future by promoting the use of operational efficiencies and improved technology.
- Train staff on their responsibilities under the QEMS and how meeting these responsibilities assist with the protection of public health and the environment.
- Report on facility performance to its employees, clients and stakeholders.

Originally issued as Environmental Policy on June 8, 1995

Last revised, approved by OCWA's Board of Directors on March 31, 2011

(This policy is annually reviewed)

