



ONTARIO CLEAN WATER AGENCY
AGENCE ONTARIENNE DES EAUX

QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) POLICY

OCWA's Policy is to:

- Deliver safe water and wastewater services that protect public health, the environment, and the sustainability of communities.
- Comply with applicable legislation and regulations.
- Promote client, consumer and stakeholder confidence through service excellence, effective communications and reporting.
- Train staff on their QEMS responsibilities.
- Maintain and continually improve the QEMS.

Originally issued as Environmental Policy on June 8, 1995

Last revised, approved by OCWA's Board of Directors on April 4, 2024

(This policy is annually reviewed)

(A complete review/revision history is accessible to all staff on OCWA's intranet and is available to external stakeholders upon request by contacting: ccompliance@ocwa.com).

