

	QMS Operational Plan	Revision date:	July 30, 2026	
	Element 11	Revision:	14	
	Personnel Coverage	Approved:	QMS Rep	
		Page:	1 of 3	

1.0 Purpose/Objectives/Plan

To document a procedure to ensure sufficient personnel meeting the identified competencies are available for duties that directly affect drinking water quality

2.0 Procedure

2.1 Coverage – Regular Hours of Operation

The water supply and distribution systems are staffed 7 days a week, Regular hours are 0700 hrs to 1530 hrs Monday to Friday, and a minimum 4 hour shift on Saturday, Sunday and Statutory Holidays the start time can be determined by the operator on shift.

2.2 Non Regular Hours

All after hours calls are directed to the on-call Operator cell phone.

2.3 Alarm Response

The drinking water systems are monitored by equipment that initiates the auto-dialer, the auto-dialer calls the on-call cell phone with the On Call Operator responding.

2.4 On Call Designation

Only licensed Operators are employed to provide continuous primary response. The On Call rotation cycles every 4 weeks and begins every Thursday at 0700 hrs for a 7 day period. The on-call operator shall be available to respond within 60 minutes to initiate the necessary action to investigate and address the alarm condition, with direction as required by the ORO. A request to modify the schedule can be made to the Project Manager where alternates may be substituted. The on-call schedule is scheduled on Veolia Google NH Calendar.

2.5 Shift Changes are tracked by being added as an event on the NH calendar.

2.6 Overall Responsible Operator

The Overall Responsible Operator is chosen by Top Management. Please reference “Element 11: OP-E11-1 ORO Designation” where it is listed who is currently the ORO Designate. The Project Manager will designate a backup ORO in their place with the appropriate level of licensing, if the Project Manager is unable to designate a back-up, The Owner along with Veolia Top Management will appoint an ORO for Emergence situations (refer to Element 18: OP-E18-1 Emergency Phone List) for Owner and Top Management Contact Information)

2.7 Operators in Charge

	QMS Operational Plan	Revision date:	July 30, 2026	
	Element 11	Revision:	14	
	Personnel Coverage	Approved:	QMS Rep	
		Page:	2 of 3	

The Operator visiting the facility is, by default, the Operator in Charge. In the case where an OIT is employed, they will NOT be considered the OIC at any point; rather they will report directly to the ORO or an assigned OIC. Refer to “CPW010 ORO Designate”

2.8 Emergency Personnel Relief- Refer to O’Reg 128/04 to find guidance on how to go about finding qualified operators or relief during emergency situations such as large scale health hazards.

3.0 Associated Forms, Procedures or Records

Element 2: OP-E2-1 Policy Statement

Element 11: OP-E11-1 ORO Designation

Element 18: OP-E18-1 Emergency Phone List

CPW010 ORO Designate

O.Reg. 128

	QMS Operational Plan	Revision date:	July 30, 2026	
	Element 11	Revision:	14	
	Personnel Coverage	Approved:	QMS Rep	
		Page:	3 of 3	

Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
14	July 30, 2026	Changed on call rotation from 3 weeks to 4 weeks. Changed all "appendix" to reflect new names of documents. Changed "3.0 Appendices" to "3.0 Associated Documents" Added revision history.	Chloë Godfrey