1.0 Purpose

To document a procedure that describes how:

a) Documents required by the QMS are:
   I. kept current, legible, readily identifiable
   II. Retrievable
   III. Stored, protected, and retained for the required period; and how they will ultimately be destroyed.

b) Records required by the QMS are:
   I. kept current, legible, readily identifiable
   II. Retrievable
   III. Stored, protected, and retained for the required period; and how they will ultimately be destroyed.

2.0 Procedure/Do

2.1 The Operational Plan associated documents and records will be stored in a protected environment in accordance with the North Huron Municipal file system. The Township of North Huron Wingham and Blyth Drinking water supply systems Operational Plan shall be continually improved based on staff suggestions, Top Management suggestions, Owner recommendations, DWQMS updates and the QMS Reps suggestions. The plan will also reflect any recommendations from the Management Review, Internal and External Audits. The reviewed date will be found at the top of each element, along with the revision number. The document will only be changed after being approved by the QMS Rep.

2.2 Only the Project Manager or designate and QMS Rep will have the authority to update the Operational Plan and assign a revision number. The revised plan shall be sent to the Township of North Huron to have the revised Operational plan updated on the Townships website.

2.3 A revision number shall be assigned to each individual DWQMS element and recorded on the header of the revised document and identified with the date of revision. Revisions shall be documented and summarized through the document change form, continual improvement form and any CAR's that result from an audit. The Operational Plan Change Endorsement form will be signed once all revisions have been reviewed and approved at the Management review.

2.4 One copy of the Operational plan will be kept on the North Huron shared google drive where it will be continually improved, as well as a copy stored on the North Huron Server. There will also be an electronic copy posted to the Township of North Huron's Website which will be updated as changes are made to the plan. The QMS Rep will be responsible for sending the plan to the Township of North Huron to have the necessary revisions made to the online plan.

2.5 Site specific reference materials shall be available electronically at the site to which they pertain and copies shall be stored on The Township of North Huron's server. These documents and or Records include:

- Facility Certificates,
- Drinking Water Works Permit
- Permits to Take Water,
- Engineering drawings.
- Operational License Certificates
- Training Record Summary

2.6 Records that demonstrate compliance with applicable legislation shall be stored in chronological order in site respective binders and folders, separated with monthly tabs at the Veolia Water office to include the following:

- Flowmeter calibration
- Annual Performance
- MECP Inspection
- Adverse Water Quality Reports
- Laboratory Chains of Custody
- Laboratory Analysis Certificates
- Completed facility monthly records

Current and previous years will be stored as stated above, and then will be moved to the Municipal records building to be stored until destroyed. All of the above documents and records will be digitally copied and stored in electronic format on the North Huron Server and North Huron google shared drive.

2.7 All Documents/ records will be stored for a period of 5 years with the exception of DWQMS records that were subject to an accreditation body auditor and Laboratory Analysis Certificates which will be retained for 15 years.

2.8 All digital records will be stored on the Municipal Server where they are routinely backed up. Hard copies of digital records shall be archived according to the Municipal filing system.

2.9 All documents will be reviewed as needed or as requested by the operating authority through the Document Change Form (see element 5: G12-7). The completed form will be reviewed by the QMS Rep or Project Manager and will either be left as found, or updated and replaced with the old copy destroyed if deemed obsolete. The Document change form will then be filed to record the Changes made to the documents.

2.10 Element 5: Document and Records Master List will be updated to ensure the Operating Authority is using the most up to date version of a document. This list will be updated if there are any changes made to any document. The QMS Rep will be responsible for performing an annual document verification of all water sites; on-site inspections will ensure operators have access to all required documents and information this includes but is not limited to, SOP's, Contingency plans, documents and forms. This verification will also ensure operators are accessing current documents as well as following all procedures associated with the document and records control element. On-site checks will be documented using Document OP-E5-2 Annual document verification site checks.

2.11 Internal and External Audits and management reviews will be kept for 5 years, the previous 3 years internal audits will be kept on site and readily available to encourage continual improvement as well to show compliance with External Audits who Audit for the 3 year period. External Audits will be kept on site. Both Internal and External will be saved electronically to the System Server for the minimum 5 years.

2.12 Documents and records will be kept legible by ensuring indelible ink is used, where space is given there will not be blank spots left, in place of a blank spot Operating Authority can write N/A etc. There will be no "ditto" marks; it must be written in full. Signature must be easily identifiable. If there has been a mistake made there will be no correction made without an explanation of what happened, and the signature of who made the correction and corresponding date. To make a correction the error is to have a single strike through the error so that it is still legible, no white out will be used as it is important to see the original entry. Everything should be written in a way that is clear for others to understand the meaning, Jargon and Slang words will not be used.

2.13 Documents and forms that pertain to the DWQMS that the Operating Authority require regular access to and Data Entry sheets will be made current and available using the app Google-Drive. Operators will be given limited access, so they can view/print or perform data entry determined by the permissions settings on each document, this way we can ensure current documents/records are not being edited or altered without following the proper protocol. These documents/records will be updated as needed by the QMS rep.

4.0 **References**

QMS Overview
Element 2: OP-E2-1 Policy Statement
OP-E9 Organizational Structure, Roles, Responsibilities and Authorities

5.0 Associated Documents

Element 5: G12-7 Document Change form
Element 5: Document and Record Master List
Element 5: OP-E5-2 Annual Document Verification site checks

Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
9	July 31, 2026	Change 2.3 to state revision date instead of review date. Change 2.4 to remove stating that a hard copy of the operational plan is store in the office. Added that there is a copy on the google drive. Changed 2.6 to include google drive. Changed all “appendix” to reflect new names of documents. Changed “5.0 Appendices" to “5.0 Associated Documents” Added revision history.	Chloë Godfrey