

	QMS Operational Plan	Revision date:	July 30, 2026	
	Element 12	Revision:	11	
	Communications	Approved:	QMS Rep	
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1.0 Purpose

To document a procedure for communications that describes how the relevant aspects of the quality management system are communicated between top management and:

- a) The owner
- b) Operating authority personnel
- c) Suppliers that have been identified as essential under plan (a) of element 13 of the DWQMS 2.0, and
- d) The public

2.0 Procedure

- 2.1 As documents directly related to the QMS are developed or revised by the QMS Representative or Project Manager, the QMS Rep will ensure the operating authority understands the changes or developments and where to find all applicable documentation.
- 2.2 As documents directly related to the QMS are developed or revised by the QMS Representative or Project Manager that directly impact essential services or supplies, they will be distributed either by hardcopy, fax or electronically to affected Essential Suppliers.
- 2.3 Billing inserts will be utilized to inform the public on QMS matters on an “as needed” basis. Relevant portions of the QMS will be posted on the website at www.northhuron.ca. Sensitive portions of the Operational Plan that could potentially jeopardize the security or safety of the drinking water supply may not be posted.
- 2.4 The Project Manager or QMS Rep will communicate with the system owners on the frequency laid out in the contract between The Township of North Huron and Veolia water Canada. Communication from the Owner may be through emails, letters or motions of Council. There will be an annual DWQMS presentation; annual capital cost review as well as monthly reports to the Owner.
- 2.5 New policies/procedures or substantial changes to existing policies/procedures are communicated to personnel through information meetings or scheduled time in their regular work week to review the QMS, or electronically through e-mail.
- 2.6 The QMS Policy Statement is posted at www.northhuron.ca, the Township Office and all North Huron Water operation sites including the Office.

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- 2.7** Current copies of the Operational Plan and associated policies/procedures are located on the Shared Google Drive for operators' and administration staff. There is also a copy stored on the computer at the Veolia Wingham office (Shed at 435 Minnie St) in a folder linked to the North Huron Township Server. There is also a copy on the Township of North Huron's website to be available to the Owner.
- 2.8** Essential suppliers and service providers are listed in "Element 13: OP-E13-2". An information package will be sent to these suppliers by the QMS Rep electronically with the QMS Policy Statement and details of the Operational Plan which are relevant to the relationship between the supplier and the Operating Authority. Letter distribution frequency can be viewed in "Element 13: OP-E13-3".
- 2.9** The Annual Reports will be posted at www.northhuron.ca. The public will be notified through billing inserts where the Annual Reports are available. The inserts will also include the link for the Town's website where further information pertaining to the QMS will be provided.
- 2.10** Consumer water complaints may be reported verbally to The Operating Authority, the receptionist at the Township office or the Veolia Wingham office and the www.northhuron.ca website. Once a complaint is made the appropriate form will be filled out, after the operating authority has resolved the issue and completed the appropriate form the complaint form will be filed in a customer complaint folder where it will be reviewed during the management review process. Customer complaint form can be found in "Element 5: G11-1 Complain/Concern Form", and helps ensure communication with the public
- 2.11** Information pertaining to the QMS will be posted on the Township website at www.northhuron.ca
- 2.12** OP-E18 identifies communication procedures during emergencies
- 2.13** Schedule C Directors Directions for operational plan can be found in "Element 5" with Current Subject system description and contact information

3.0 Associated Documents

Element 5: G11-1 Complaint/Concern Form

Ontario Schedule C Director's Directions for operational plan

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Element 13: OP-E13-1 Letter to suppliers

Element 13: OP-E13-2 Table ES & Table P

Element 13: OP-E13-3 Essential Suppliers and Services Distribution Frequency

Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
11	July 30, 2026	2.7 - No longer a hard copy at 435 Minnie St - changed to just be on the google drive, as well as copy stored on computer at 435 Minnie (on township server) 2.8 - added new document (OP-E13-3 ES Letter Frequency) Changed all "appendix" to reflect new names of documents. Changed "3.0 Appendices" to "3.0 Associated Documents" Added revision history.	Chloë Godfrey