



## NSF International Strategic Registrations Audit Report

### **Veolia Water Canada Inc.**

100 Cove Rd. P.O. Box 185  
Goderich, Ontario N7A 3Z2 CAN

**C0291596**

### **Audit Type**

DWQMS System Audit

### **Auditor**

Rose Johnson

### **Standard**

Ontario's Drinking Water Quality Management Standard  
(Exp Date: 24-OCT-2019)

### **Recommendation**

Ontario's Drinking Water Quality Management Standard : DWQMS System Audit Complete No Change to Certificate



## Executive Summary

Ontario's Drinking Water Quality Management Standard

This was an off-site system audit for Veolia Water Canada / Corporation of the Township of North Huron Drinking Water Quality Management System (DWQMS).

There continues to be clear evidence of commitment to the DWQMS. Numerous system strengths were observed during the audit, including processes for continual improvement / corrective action.

There were no major nonconformances identified during the audit; there were two minor nonconformances identified; please respond to the two minor nonconformances with root causes and corrective action plans using NSF Online.

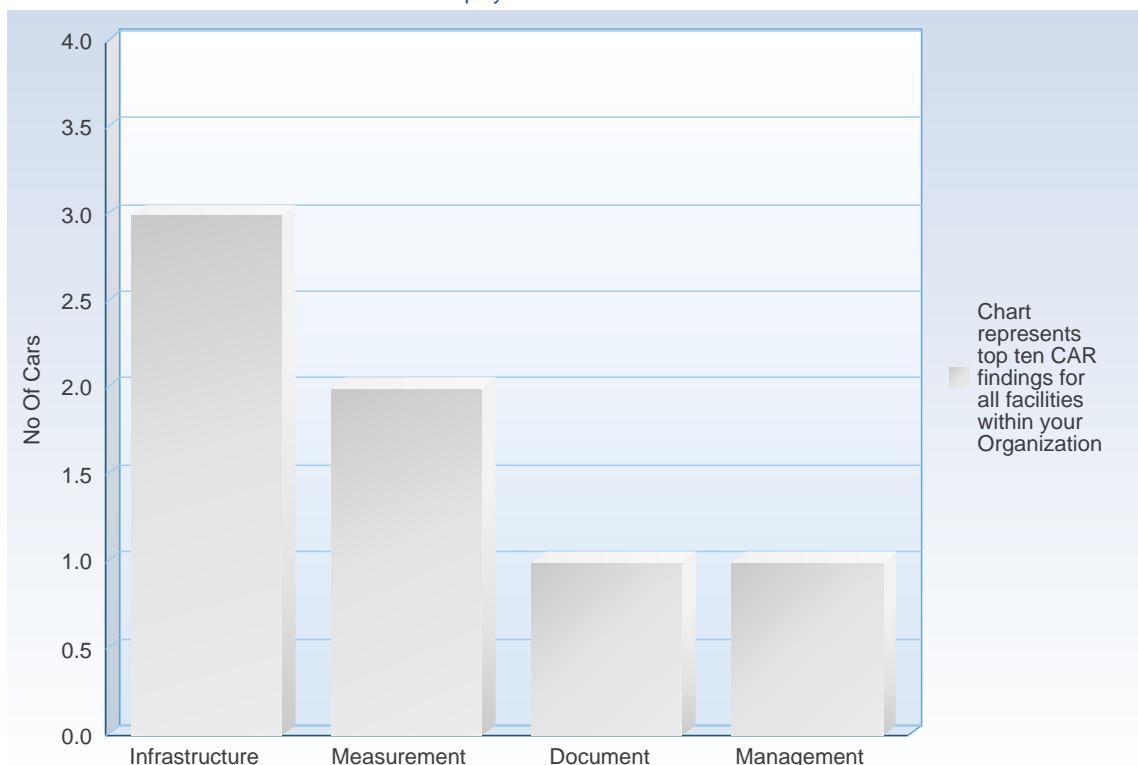
Follow-up was performed to verify effectiveness of corrective action taken to address the two minor nonconformities identified during the previous year's audit. Corrective action was found to be overall effectively implemented.

Two Opportunities for Improvement (OFIs) were identified during the audit and are included in this report. OFIs do not require a formal response, but are offered for consideration by management.

The next audit is tentatively scheduled for August 27, 2018 (off-site system audit).

Thank you for your support and cooperation during the audit, and for choosing NSF-ISR for your DWQMS audit services.

Top 10 Non Compliant Standard Clauses  
CAR Chart Displays Current and Previous Years Data



Veolia Water Canada Inc.

## Standard Clause Description

Infrastructure Maintenance, Rehabilitation & Renewal  
Measurement & Recording Equipment, Calibration & Maintenance



<b>Document &amp; Records Control Management Review</b>
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<b>Opportunities</b>	
Ontario's Drinking Water Quality Management Standard	See below.

<b>Corrective Action Request Summary By Type</b>	
<b>Car Type</b>	<b>Car Count</b>
MINOR	2

<b>Corrective Action Request Summary By Standard Clause</b>	
<b>Standard Clause</b>	<b>Car Count</b>
Document & Records Control	1
Infrastructure Maintenance, Rehabilitation & Renewal	1

<b>Corrective Action Requests</b>			
<b>CAR No</b>	J1031706-1	<b>Type</b>	MINOR
<b>Standard &amp; Clause</b>	DWQMS, Infrastructure Maintenance, Rehabilitation & Renewal	<b>Discussed with</b>	Kyllie McDonagh
<b>Auditor Name</b>	Rose Johnson		
<b>Statement of Requirement</b>	<p>15. Infrastructure Maintenance, Rehabilitation and Renewal PLAN – The Operational Plan shall document a summary of the Operating Authority's infrastructure maintenance, rehabilitation and renewal programs for the subject system.</p> <p>DO – The Operating Authority shall:</p> <ul style="list-style-type: none"> <li>a) keep the summary current,</li> <li>b) communicate the programs to the Owner, and</li> <li>c) monitor the effectiveness of the maintenance program.</li> </ul>		
<b>Statement of Nonconformity</b>	Processes related to maintaining a current summary of infrastructure maintenance, rehabilitation and renewal programs are not fully effective.		
<b>Objective Evidence</b>	<p>1. There is no evidence available to demonstrate that a current list of relevant infrastructure maintenance items is maintained. The document 'Veolia Water Capital Item Suggestions for 2017' was prepared approximately one year ago and is not current. E.g. structural degradation of the Wingham Standpipe (discussed at July 2017 management review) is not referenced;</p> <p>2. There is no evidence to demonstrate that the effectiveness of the maintenance program is monitored.</p>		
<b>Location of Finding</b>	DWQMS Records		

<b>CAR No</b>	J1031706-2	<b>Type</b>	MINOR
<b>Standard &amp; Clause</b>	DWQMS, Document & Records Control	<b>Discussed with</b>	Kyllie McDonagh
<b>Auditor Name</b>	Rose Johnson		



<b>Statement of Requirement</b>	<p>5. Document and Records Control  PLAN - The Operational Plan shall document a procedure for document and records control that describes how...</p> <p>b) records required by the Quality Management System are:  i. kept legible and readily identifiable  ii. retrievable  iii. stored, protected, retained and disposed of.</p> <p>DO - The Operating Authority shall implement and conform to the procedure for document and records control and shall ensure that the Quality Management System documentation for the subject system includes:</p> <p>a) The Operational Plan and its associated policies and procedures,  b) Documents and records determined by the Operating Authority as being needed to ensure the effective planning, operation and control of its operations, and  c) The results of internal and external audits and management reviews.</p> <p>Also, OP-E-15-1 Maintenance Schedule, Rev. 4, April 13, 2017  'Emergency Diesels - run under load for test - recorded on work orders...'</p>
<b>Statement of Nonconformity</b>	Record control process is not fully effective.
<b>Objective Evidence</b>	<p>1. There are no records available to demonstrate that the required annual maintenance inspections were performed for the Wingham / well 3 portable generator, as well as the Blyth well 5 generator.</p> <p>2. There is no evidence available to demonstrate that the monthly run tests for the Blyth well 5 generator are recorded on work orders, as stated in the Maintenance Schedule</p>
<b>Location of Finding</b>	Records - general

### **Corrective Action Information and Instructions**

See NSF-ISR Policies for Accredited Registration Services for corrective action information and instructions. (Available in the "Standards and Policies" section of [NSFOnline](http://www.nsf-isr.org))

Also, submit all corrective actions through [NSFOnline](http://www.nsf-isr.org). For instructions on how to use [NSFOnline](http://www.nsf-isr.org), please click "Help" in the upper right-hand corner. If you require any assistance in accessing your [NSFOnline](http://www.nsf-isr.org) account, please contact your Registration Specialist (Anastasia Hryciw de Reijke email: [ahryciwdereijke@nsf-isr.org](mailto:ahryciwdereijke@nsf-isr.org)).

### **Site Information**

The audit was based on a sampling of the company's management system.

### **Industry Codes**

NACE:E 41

### **Scope of Registration**

**Ontario's Drinking Water Quality Management Standard** : Wingham Drinking Water Systems, 090-OA2, Full Scope Entire



## Opportunities for Improvements

### Ontario's Drinking Water Quality Management Standard

Opportunity	Observations / Auditor Notes
Opportunities for Improvements (DWQMS)-01	<b>Location of OFI</b> Calibration documentation; <b>Discussed With</b> Kyllie McDonagh; <b>Description</b> Calibration processes were found to be effectively implemented. Consideration could be given to maintaining a master list of instruments requiring calibration / verification.;
Opportunities for Improvements (DWQMS)-02	<b>Location of OFI</b> Internal Audit Report; <b>Discussed With</b> Kyllie McDonagh; <b>Description</b> The internal audit process was found to be effectively implemented. Consideration could be given to ensuring that the audit report accurately reflects audit findings, e.g. finding relating to element 2 (policy) is not referenced in the final report.;

## General Information

<b>Operating Authority: Legal Name &amp; Address</b>	<b>Veolia Water Canada Inc., 100 Cove Road, PO Box 185, Goderich, Ontario N7A 3Z2</b>
<b>Language Preference: Correspondence</b>	<b>English</b>
<b>Language Preference: Audit</b>	<b>English</b>
<b>Owner: Legal Name and Address</b>	<b>The Corporation of the Township of North Huron, 274 Josephine Street, PO Box 90, Wingham, Ontario N0G 2W0</b>
<b>Owner Language Preference: Correspondence</b>	<b>English</b>
<b>Owner Language Preference: Audit</b>	<b>English</b>
<b>Applicant Representative Information; Include Name, Title, Phone, Fax, Email &amp; Website</b>	<b>John Graham, Project Manager, 519-524-6583 Xt. 310, john.graham@veolia.com; www.veolianothamerica.c om/en</b>
<b>Accreditation Option</b>	<b>Full Scope - Entire DWQMS</b>
<b>Date of Previous Systems Audit:</b>	<b>July 11, 2016</b>
<b>Date of Previous On-Site Verification Audit:</b>	<b>August 10-11, 2016</b>

## Processes



## Summary of Findings

Requirement	Finding
1. Quality Management System	C
2. Quality Management System Policy	C
3. Commitment and Endorsement	C
4. Quality Management System Representative	C
5. Document and Record Control	Mn
6. Drinking-Water System	C
7. Risk Assessment	C
8. Risk Assessment Outcomes	C
9. Organizational Structure, Roles, Responsibilities, and Authorities	C
10. Competencies	C
11. Personnel Coverage	C
12. Communications	C
13. Essential Supplies and Services	C
14. Review and Provision of Infrastructure	C
15. Infrastructure Maintenance, Rehabilitation & Renewal	Mn
16. Sampling, Testing & Monitoring	C
17. Measurement & Recording Equipment, Calibration & Maintenance	OFI
18. Emergency Management	C
19. Internal Audits	OFI
20. Management Review	C
21. Continual Improvement	C
<b>Mj</b>	Major Non-Conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor conformities; or (c) a minor non-conformity identified in a corrective action request has not been remedied.
<b>Mn</b>	Minor Non-Conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.
<b>OFI</b>	Opportunity for Improvement. Conforms to requirement, but there is opportunity for improvement.
<b>C</b>	Conforms to requirement.
	Not Applicable to this audit
<b>*</b>	Additional Comment added by auditor in the body of the report.



## Audit Summary Matrix



## Verification of CARs For Ontario's Drinking Water Quality Management Standard

**Have you verified the effectiveness of all previous CARs? (List all new CAR's that you initiated in this report because you did not verify effective implementation of a previous CAR)**

Yes.

### **Discuss your evaluation in detail.**

Reviewed corrective action implementation relating to the 2 minor NCRs raised during the previous audit:

J1031708-1 - Calibration

Verified that the Calibration Readings form is consistently being use for active instruments. Lot numbers are properly recorded. No further issues.

J1031708-2 - Generator testing

Verified that required monthly run tests were performed for Wingham wells 3 & 4, and that generators are operational. (See new finding under records).