


### 3. Commitment and Endorsement of Essex Environmental Service's QMS and Operational Plan

This Operational Plan supports the overall goal of Essex Environmental Services and The Town of Essex to develop, implement and continuously improve its Quality Management System for the Essex Water Distribution System.

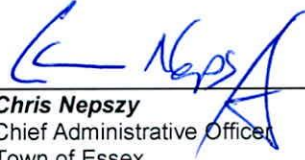
Top management of both Essex Environmental Services and The Town of Essex has approved the QMS for the drinking water system as documented in this Operational Plan.

#### Operating Authority Approval

  
\_\_\_\_\_  
**Andy Graf**  
Manager, Environmental Services  
Essex Environmental Services  
Town of Essex

Aug. 30/19  
\_\_\_\_\_  
Date

#### Owner Endorsement and Approval

  
\_\_\_\_\_  
**Chris Nepszy**  
Chief Administrative Officer  
Town of Essex

Aug 30/2019  
\_\_\_\_\_  
Date



## 2. Quality Management System (QMS) Policy

Essex Environmental Services, its Management and entire staff are committed to the principles and objectives set out in our Quality Management System (QMS) Policy. The Town of Essex is committed to providing safe drinking water to its drinking water system customers.

This commitment shall be fulfilled by Essex Environmental Service's adherence to the following:

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- Operate and maintain the drinking water supply system in accordance with all applicable legislation and regulation
  - Ensure that all staff are well trained, competent to undertake the duties assigned them and certified appropriately
  - Provide its customers with safe drinking water
  - Maintain and continuously improve its Quality Management System
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Our water system operational employees will be trained in the implementation of the QMS Policy. The QMS Policy will be given to Municipal Council and made available to the public on the municipal website and upon request.

*This Policy was approved by Essex  
Municipal Council on Monday, February 2, 2009*

*\*\*This Quality Management Policy was reviewed and approved August 30, 2019  
By Chris Nepszy, CAO Town of Essex, and Andy Graf, Manager,  
Environmental Services*