PUG SERVICES CORP. TH24-01

INTERNAL AUDIT REPORT # TH24-01

AUDITOR Patricia Skopelianos

AUDIT DATE March 6, 2024

<u>PURPOSE</u>

The purpose of the internal audit is to obtain objective evidence of the Municipality of Trent Hills compliance to the Drinking Water Quality Management Standard (DWQMS) Revision 2, as documented in the Operational Plan.

SCOPE

Elements 1-21

REFERENCE DOCUMENTS

Drinking Water Quality Management Standard – Version 2.0 Trent Hill Operational Plan – Rev 16 May, 2023 Standard Operating Procedures (SOP) as described Previous Audits Reviewed – TH23-01

STAFF AUDITED

Lynn Phillips, Chief Administrative Officer (CAO) Scott White, General Manager of Infrastructure Renewal & Public Works Admin. Scott Campbell, QMS Representative Jody Trottman, Operator

SUMMARY

The internal audit conducted on site at the Campbellford Water treatment Plant on March 6, 2024. This involved the QMS Representative providing the Operational Plan and associated SOP's. The Operational Plan and associated SOP were well documented and in accordance with the Standard. Additionally procedures were updated to reflect changing processes. The understanding of the procedures was extensive throughout the operational staff. The DWQMS is well implemented and used as a normal part of the business process. The overall compliance is suitable, and the implementation has been effective.

Element 1 **Quality Management System** .Compliant Reference Documents: Operational Plan Section 1.0 Element 2 **Quality Management System Policy** Compliant Operational Plan Section 2.0 Reference Documents: **Commitment and Endorsement** .Compliant Element 3 Reference Documents: Operational Plan Section 3.0 Municipal Resolution #512 QMS Representative Element 4 .Compliant Reference Documents: Operational Plan Section 4.0 The Water Distribution/Treatment Plant Head Operator has been assigned the role of the QMS Representative as outlined in the Operational Plan. Element 5 **Document & Record Control** Compliant Reference Documents: Operational Plan Section 5.0 SOP-09 Documents and Records Control Rev 11 Drinking Water System .Compliant Element 6 Operational Plan Section 6.0 Reference Documents: Element 7 **Risk Assessment Procedure** Compliant Reference Documents: Operational Plan Section 7.0 SOP-01 Risk Assessment Rev 6 Potential Hazardous Events for Municipal Residential DWS Risk Assessment Matrix – November 1.2023 Compliant Element 8 **Risk Assessment Outcomes** Reference Documents: Operational Plan Section 8.0 SOP-01 Risk Assessment Rev 6 SOP-15 CCP - Secondary Disinfection Rev 11 SOP-16 CCP - Filter Water Turbidity Rev 8

SOP-17 CCP - Coagulant Rev 9

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Element 9 Organizational Structure, Roles, Responsibilities Compliant & Authorities

Reference Documents: Operational Plan Section 9.0

SOP-02 Personnel Coverage Rev 11

Element 10 Competencies

.Compliant

Reference Documents Operational Plan Section 10.0

Element 11 Personnel Coverage

Compliant

Reference Documents: Operational Plan Section 11.0

SOP-02 Personnel Coverage Rev 12

Element 12 Communication

Reference Documents: Operational Plan Section 12.0

SOP-08 Communication Rev 4

Opportunity for Improvement

Operational Plan that is communicated to Public on website is not the latest revision

currently Rev 15.

Element 13 Essential Supply & Services

Reference Documents: Operational Plan Section 13.0

SOP-03 Essential Supplier and Services Rev 17

SOP-13 Chemical Delivery Rev 5

Opportunity for Improvement

The SOP that describes the process for chemical delivery does not have the new

chemical ENV24P10.

Element 14 Review and Provision of Infrastructure

.Compliant

Reference Documents: Operational Plan Section 14.0

SOP-12 DWQMS Infrastructure Rev 13

Element 15 Infrastructure Maintenance, Rehabilitation and Compliant

Renewal

Reference Documents: Operational Plan Section 14.0

SOP-12 DWQMS Infrastructure Rev 13

Element 16 Sampling, Testing and Monitoring

.Compliant

Reference Documents: Operational Plan Section 16.0

SOP-04 Sampling & Monitoring Rev 12

Element 17 Measurement & Recording Equipment Calibration

.Compliant

Maintenance

Reference Documents: Operational Plan Section 17.0

SOP-04 Sampling & Monitoring Rev 12

SOP-05 Response to Adverse Drinking Water Result Rev 12

Element 18 Emergency Management

Reference Documents: Operational Plan Section 18.0

SOP-18 Emergency Preparedness & Responses Rev 19

2023 SCADA Cybersecurity

Opportunity for Improvement

The SOP that describes the contact for emergency services does don't include the new chemical ENV24P10.

Element 19 Internal Audit

Compliant

Reference Documents: Operational Plan Section 19.0

SOP-07 Internal Audit Rev 5

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Element 20 Management Review

.Compliant

Reference Documents: Operational Plan Section 20.0

SOP-06 Management Review Rev 4 Meeting Minutes February 8, 2023

Element 21 Continual Improvement

Compliant

Reference Documents: Operational Plan Section 21.0

SOP-10 Continual Improvement Rev 6

CLOSING SUMMARY

Corrective Action Issued 0
Opportunities for Improvements 3
Comments 0