

	Ballantrae/Musselman's Lake and Stouffville Water Distribution Systems	Procedure No.: QMS-SYS-12
	Operational Plan Quality Management System Procedure	Page 1 of 3
	Procedure Title: Communications	Revision No.: 2
	Approved By: Top Management	Approval Date: February 23, 2018

1.0 Purpose

To document a procedure for communication that describes how relevant aspects of the Quality Management System are communicated between Top Management and:

- a) the Owner;
- b) the Operating Authority personnel;
- c) Suppliers; and
- d) the Public.

This procedure does not include communication procedures used in Emergency situations.

2.0 Scope

Communication between Top Management and:

- a) the Owner;
- b) the Operating Authority personnel;
- c) Suppliers; and
- d) the Public.

3.0 Responsibility

Top Management
QMS Representative

4.0 Procedure**4.1 Communication of QMS Policy**

The QMS Policy is made available to Operating Authority personnel, the public and the Owner:

- on the Town`s website,
- posted in the Town`s Municipal Office and Operations Centre
- is available to the public upon request, and
- to all suppliers of Essential Supplies and Services

4.2 Communication Methodologies**4.2.1 Communication to and from Owner (Council)**

Communication to Council from Top Management is through the use of staff reports, information memos or presentations to Council following established corporate communication protocols. Communication during emergency situations may be made directly between Top Management and the Mayor.

A current copy of the Operational Plan is provided to Council for endorsement at the beginning of each term of Council or after a major revision to the Operational Plan.

Council can communicate directly to Top Management during Council Meetings. The CAO, and Director of Public Works (or their designate) are present at all Council and Committee meetings. The CAO may communicate directly with the Mayor and the members of Council separately from Committee meetings. Formal direction to staff is normally received from Council through the adoption of recommendations received from the Committee or through a separate Resolution of Council.

4.2.2 Communication to and from Operating Authority Personnel

Top Management communicates to and from the Operating Authority personnel (which includes the QMS Representative) through the following tiered approach:

- Top Management to the QMS Representative through various management meetings;
- QMS Representative is then responsible for relaying applicable information to staff, often in regular held staff meetings, internal memorandums or emails.

The QMS Representative monitors changes made to legislation or regulations via the Environmental Bill of Rights and notifications from MOECC and communicates any changes to staff.

Other forms of communication between Top Management and Operating Authority personnel include:

- Staff Administrative Meetings
- written documentation, which is circulated to staff,
- emails,
- verbal discussions,
- training sessions,
- circulation of applicable procedures and other QMS documentation, and
- posting of material on bulletin boards.

It should be noted that the Operating Authority management staff have an open door policy that encourages direct communication between management and personnel.

4.2.3 Communication to and from Suppliers

Communication to Suppliers is done through the Manager of Operations, Supervisors and Procurement Coordinator through the issuance of tenders, contracts and/or purchase orders to suppliers. The QMS Policy and copies of specific standard operating procedures are provided to Suppliers of Essential Suppliers and Services along with the purchase orders, contracts or tender documents.

Communication from Suppliers to Top Management (via Town staff) can be through written correspondence, email, phone calls, and the purchasing process.

Operating Authority personnel contact suppliers directly if problems occur with the supplier. For ongoing issues, the Town's Purchasing Coordinator will be contacted to deal with ongoing supplier related problems.

4.2.4 Communication to and from York Region

Communication to and from York Region for water supply and system operations is done through the Director of Public Works, Manager of Operations, Supervisors, and Operations Technologists. Staff meet regularly through various committees and formal meetings. Supervisors and licensed water operators communicate via telephone and email for daily operational requirements. The inter-municipal communication protocol is outlined in QMS-SOP-12-01 – Inter-Municipal Communication Protocol.

4.2.5 Communication to and from the Public

All non-emergency communication (related to water issues) to the public is achieved through:

- newspaper notification and/or media advisories;
- social media;
- hand delivered letters;
- posting on the Town's website (e.g. annual reports, Policy);
- Reports to Committee/Council;
- Public Meetings.

The public can communicate water related issues/queries through:

- calling the Town's main telephone;
- emails through website;
- letters; and
- faxes.

5.0 References

QMS-SOP-12-01 – Inter-Municipal Communication Protocol

6.0 Appendices

None

7.0 Forms

None

Document Change History

Revision Number	Date	Change	Revision Made By:
2	February 23, 2018	Document Review Changes	Peter W