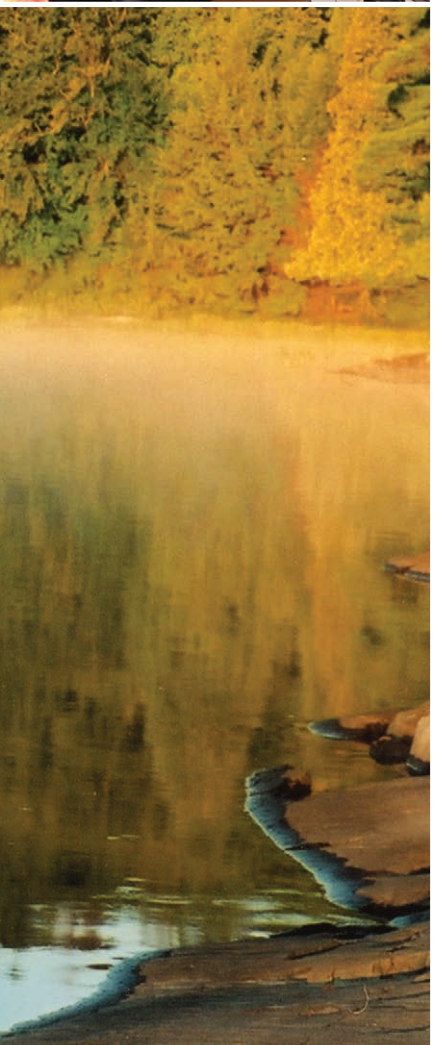




# Compliance Support Services



Is your Municipality challenged with meeting compliance deadlines and tracking legislative requirements? OCWA's compliance support specialists can assist in putting processes in place to ensure your operations consistently meet the environmental legislation. At OCWA, we understand that each municipality is unique. OCWA will work with you to assess your compliance needs... and find a solution.

## Quality Management System (QMS) Approach

A QMS approach ensures processes are systematic, consistent and integrated, an ideal combination when compliance is at stake. An OCWA representative will work with you to incorporate processes within your existing management structure, including within the QMS framework developed for your drinking water system's operation. These processes put in place will demonstrate due diligence and promote continuous improvement. As new compliance requirements are identified, they can easily be incorporated into the established framework.

OCWA can develop the framework and also help implement the following tasks, as necessary:

- Develop comprehensive inventories of applicable legislation
- Develop check-lists of regulatory and reporting requirements included in all approvals and permits
- Develop SOPs to perform compliance-related activities
- Improve existing work order system to trigger compliance activities
- Develop an internal compliance audit protocol
- Train staff



**Trust.** It flows from experience & commitment.



## Providing Expertise

OCWA provides a comprehensive range of services, providing expertise to municipal and private sector clients province-wide. Our team of compliance support specialists brings a repertoire of practical operational experience, as well as a systematic approach, ensuring smooth implementation and good value for your organization. For experience and innovation — think OCWA.

For further information on OCWA's  
Compliance Support Services:

[sales@ocwa.com](mailto:sales@ocwa.com)

GTA: 416-775-0576

Toll free: 1-855-358-1488



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