



Pollution – Means the presence or introduction of contaminants into the environment that causes adverse effects.

STANDARDS

ARROW Utilities commits to:

1. **Governance:** Provide the framework to support Board level policies, including but not limited the Board Environmental Sustainability Policy.
2. **Pollution Prevention:** Continuously strive to meet and/or exceed treatment and operational criteria as outlined in ARROW's Environmental Protection and Enhancement Act Approval to operate and other applicable environmental legislation. Support the advancement of the Wet Weather Management Strategies with each member municipality to reduce sanitary sewer overflows.
3. **Maintaining an Environmental Management System:** Maintaining the requirements and objectives set out within the ISO/IEC 14001 Standard, to enhance the attributed Environmental Protection.
4. **Minimize Adverse Environmental Impacts:** Establish, review and report on environmental objectives and set guidelines to support the reduction of adverse environmental impacts.
5. **Considering Environmental Aspects:** Consider direct and cascading environmental aspects whenever process changes are contemplated. Evaluate and fulfil environmental compliance obligations.
6. **Effective Communication:** Ensure training and proactive awareness practices are in place to support a comprehensive understanding of the Environmental Management System, ARROW's environmental practices, and the environmental commitments.
7. **Continuous Improvement:** Evaluate the effectiveness of and continually improve the Environmental Management System to enhance environmental performance. Ensure that best practices are being incorporated into Operations and continually assess both the effectiveness and environmental performance of adopted practices.
8. **Competence:** Ensure that staff are adequately trained in Operational Controls such as but not limited to: Standard Operating Procedures, Emergency Response procedures and the linkage of their work to the Environmental Management System.
9. **Establish Partnership:** To support this Administrative Policy through collaboration, use of shared knowledge and resources, thoughtful partnerships with key stakeholders



should be contemplated that effectively support the Environment.

10. **Community Stewardship:** Ensure Standard Operating Procedures provide the framework to act promptly to correct any incidents or conditions that could adversely impact the environment. Incorporate proactive, transparent communication plans with communities to keep communities informed and engaged in the management of environmental incidents or impacts. Provide on-going opportunities for community education and engagement for programs and campaigns.
11. **Reducing Environmental Footprint:** Consider opportunities for continuous infrastructure sustainability, environmental footprint reduction and climate resiliency within projects, programs, and day to day operations.

REFERENCE DOCUMENTS

Board Environmental Sustainability Policy