**Raleigh Water Resource Recovery Division**

**2020 Environmental Management System Performance Report**

**Regulatory Compliance:**

* 100% regulatory compliance by NRRRF, LCRRF, & SCRRF
* All of the City’s biosolids contractors achieved 100% compliance with City contract requirements
  + Contractor activities include hauling, spreading, and composting. Routine observations are performed by City staff to ensure contractor adherence to applicable regulations.
* All biosolids produced and distributed met all EPA 40 CFR 503 compliance requirements
* NRRRF, SCRRF, and LCRRF received Platinum awards from the National Associations of Clean Water Agencies (NACWA) for 100% regulatory NPDES compliance
* Received continuation of ISO 14001 EMS certification

**FY 2021 Objectives and Initiatives**

* Provide staff remote access to relevant electronic documents
* Educate public stakeholders about actions being taken to reduce transient odor impacts
* Reduce energy intensity
* Reduce waste
* Monitor, measure, and maintain risk aversion plans and strategies (SPCC, SPPP, dam EAP, and CSCR)
* Identify rate of potential needed expansion and/or inflow & infiltration assessment at LCRRF
* Monitor contaminants of emerging concern
* Maintain 100% regulatory compliance/certifications for all Resource Recovery Division facilities
* All above objectives and initiatives are on target or have been completed

**Internal and Interim Audits**

Internal audits help identify strengths and weaknesses of the environmental management program and allow for opportunities to improve the system. Seven internal audits were conducted in 2020 on Documented Information; Compliance Obligations; Corrective Action; Environmental Objectives; Pretreatment; LCRRF High Flow Events; and SCRRF High Flow Events to verify that these processes were functioning effectively and as intended. Findings identified during these audits were addressed through the corrective action process.

The ISO 14001:2015 EMS requires the environmental management system be re-verified every three years with annual surveillance audits conducted in the years between re-verification audits. The third-party surveillance audit was conducted in mid-February 2021. There were no nonconformances identified and two opportunities for improvement as a result of the audit.

If you would like more information on the Environmental Management System or the audit, please contact Emily Fentress at 919-996-3680 or [emily.fentress@raleighnc.gov](mailto:emily.fentress@raleighnc.gov).