**Raleigh Water Resource Recovery Division**

**2023 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 recertification of ISO 14001 EMS certification

**FY 2023 Objectives and Initiatives**

* Cultivate a competent, safety focused workforce that is representative of the community we serve
* Invest in employee knowledge, skills, and well-being to support our vision to deliver world-class service
* Plan and prepare for emergencies and recovery to ensure continuity of operations
* Employ continuous improvement practices to improve operations across the utility
* Promote efficient and safe management of materials and equipment used in Utility operations
* Institute environmental and social justice practices that minimize the Utility’s impact on the environment, energy consumption, and carbon footprint
* Protect and maintain existing assets and enhance operations necessary to ensure system reliability
* Meet or exceed regulatory compliance obligations across Utility operations

**Internal and Interim Audits**

Internal audits help identify strengths and weaknesses of the environmental management program and allow for opportunities to improve the system. Eight internal audits were conducted in 2022 on Class B Biosolids Use, Control of Contractors, Environmental Aspects & Impacts, LCRRF ATS Transfer, Operational Controls, Operations (Competence & Awareness), Risks & Opportunities, and SCRRF Daily Plant Checklist 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 recertification audit was conducted in late April 2023. There were three nonconformances and one opportunity for improvement resulting from 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).