



SAFETY, HEALTH, ENVIRONMENTAL AND QUALITY MANAGEMENT POLICY

WSSA's scope of business includes the management, operation, maintenance, construction, refurbishment and upgrade of all water and waste water treatment, distribution, collection and storage infrastructure. WSSA also offers support services in the form of comprehensive Blue and Green Drop programmes as well as No Drop and Water Conservation and Demand Management (WCDM) services.

WSSA is fully committed, through its **Vision and Mission**, to providing the best service by satisfying customer's requirements and expectations through its activities. Its mission further commits to protecting the environment. Implicit in this mission is the commitment to ensuring the health and safety of its employees, customers, suppliers, sub-contractors and other stakeholders and the community at large.

To help achieve this mission WSSA maintains an internal integrated Management System. Its Management philosophy is based on building commitment around the three pillars of sustainability. At the base of its SHEQ structure is management commitment and staff involvement along with systems and processes, without which the SHEQ programme will not succeed.

WSSA recognises that:

- It is bound to deliver a world-class quality service;
- Its activities could impact on the environment;
- Its activities may in some situations have the potential to affect the health and safety of its employees, customers, suppliers, sub-contractors, downstream neighbours and the general community.

Subscribe to five basic principles:

- ✓ Creating a **culture** of SHEQ awareness and commitment;
- ✓ **Take a customer centered approach** by understating its role in the service offered in relation to all of its stakeholders
- ✓ **Sustainable development** by finding the optimal balance between environmental impact and economic growth;
- ✓ **Prevention is better than cure** by avoiding problems at the outset;
- ✓ Focus on **Continual improvement**

Accordingly, management is **committed** to:

- Implementing, maintaining and continually improving on an internal Management System covering the requirements of the ISO 9001 Quality, ISO 14001 Environmental, BS OHSAS 18001/ISO 45001 Health & Safety international standards;
- Compliance with applicable legislative and other requirements and acceptable business practices as a minimum performance requirement;
- Managing risks associated with operational activities, ensuring that aspects and hazards are identified, risks assessed, classified, documented, understood and managed;
- Delivering drinking water continuously at an equal or better standard as specified by the South African National Standard for Drinking Water and to treating wastewater to the required Department of Water and Sanitations discharge permit standards and requirements.
- Accepting its responsibility to provide leadership in sustainable SHEQ practices and to minimise environmental impact by controlling waste, reducing pollution, using energy efficiently, applying appropriate emergency management controls and acting as good neighbours.

To **achieve** its SHEQ goals, WSSA will:

- Communicate its SHEQ goals, Policy and achievements to its staff, customers, suppliers and sub-contractors, communities and other stakeholders.
- Meet its annual objectives and targets in a programme of continual improvement
- Provide adequate resources for an effective Management System
- Maintain the SHEQ Policy and annually review it as part of the Management Review process

Charles Zwane
Chief Executive Officer

Dumi Luthuli
Managing Director

Sylvia Tshivhunge
Director Municipal Services