

Emant'empompi

QUARTERLY NEWSLETTER

ISSUE #1 - 2020



SADCAS ACCREDITED METER
VERIFICATION LABORATORY

EWSC CSR INITIATIVES

EDITORIAL



16



08

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This edition comes right in the middle of the biggest challenge that the world has ever faced, where there's a lot of uncertainties and the world is gripped with fear and anxiety. The COVID-19 Pandemic is a health and economic challenge globally and it requires that we re-engineer our business operations to ensure survival and to foster business continuity.

Despite the uncertainties about the future and when COVID-19 will end, what we know for

certain is that this too shall pass. As an essential service provider, our focus is on ensuring business continuity particularly meeting the demand for water supply as water is critical in the fight against the spread of the Corona virus.

To support the country's efforts in fighting the pandemic, EWSC made a contribution to the Resource Mobilisation Committee.

On the 20th of February 2020, Eswatini Water Services Corporation celebrated a key milestone that has better positioned the Corporation as an industry thought leader in the area of quality. Read more about this achievement in the newsletter.

We hope you enjoy reading our First Issue of Emant'empompi Newsletter for the year 2020. Be Blessed and Stay Safe

MANAGING DIRECTOR'S MESSAGE



In the last quarter of the fiscal year we saw the outbreak of the Corona virus disease (COVID-19) which poses a serious economic risk to global economies. The WHO declared COVID-19 a pandemic due to its spread and severity. Like other affected countries, the Kingdom of Eswatini declared a state of emergency and introduced a partial lockdown to mitigate the health and socio-

economic effects of the virus.

In a bid to ensure that the virus is well managed

in the work place, without disrupting services offered by the Corporation, we have established a COVID-19 Emergency Response Team, whose responsibilities include developing a response plan to the COVID 19 pandemic, identifying key risk areas and installing necessary equipment and measures to minimize possible spread of the disease and or infections and advising on business continuity programmes and processes during the existence of this pandemic. We are grateful that this team has done a stellar job in ensuring

“One of our notable achievements you will find in this copy is the certification of our meter verification laboratory.”

that we are all kept informed and safe in the work place during this period.

As we execute our day to day duties we will continue to show Emaswati that we are an outstanding example of how we steward the gift of water as a natural resource, providing health and wellbeing to the nation. And in our true-blue spirit we will also be innovative and creative, coming up with ideas/suggestions on how we can best maximise business performance in this period, understanding that we live in the legacy space, what we do today impacts the lives of generations to come.

One of our notable achievements you will find in this copy is the certification of our meter verification laboratory. We were

humbled to be joined by the Minister for Commerce, Industry and Trade, Senator Manqoba Khumalo as we officially received certification for our meter verification laboratory from the Southern African Development Accreditation Services (SADCAS). This was a proud moment for us because as a customer centric organisation, we believe that investing in international quality systems is the corner stone for effective and reliable service delivery. Read about this and more in this edition of Emantempompi.

As we sail through this turbulent period, I urge all of us to keep safe and observe all the COVID 19 guidelines issued by our Emergency Response Team and our Government. God bless you all. ▲

**J Mashwama
Managing Director**



**EWSC
contributes
towards
COVID-19
relief**

EWSC is committed to working with the entire nation to mitigate the effects of the pandemic and is doing everything within her means to alleviate the scourge of the pandemic.

The Corporation has conducted a comprehensive assessment of what strategies are to be implemented internally and also externally within her limited financial resources. EWSC is a category A parastatal mandated by the Water Services Act of 1992 to provide water and waste water services in gazetted areas.

Water affordability is at the core of EWSC values and as such the Parliament of Eswatini approved a tariff structure that has a pro-poor approach, allowing those at the bottom of the pyramid access to the services provided by EWSC by having a lifeline tariff structure to meet the basic water needs of Emaswati. It is also worth noting that the Act directs EWSC to ensure that the

Corporation remains a going concern and can continue to provide services to the nation by applying prudent management policies for continuity of supply.

Further, working with the National Disaster Management Agency

“EWSC has also contributed a sum of E100 000. 00 to the Covid-19 National Resource Mobilisation Committee to help fight the spread of the Corona virus in the country.”

(NDMA), EWSC will be providing free handwashing water through stationary tanks situated strategically across the nation. This will happen for a period of six months.

EWSC has also contributed a sum of E100 000. 00 to the Covid-19 National Resource Mobilisation Committee to help fight the spread of the Corona virus in the country. The donation was

received by the Resource Mobilisation Committee and the Minister for Health Lizzie Nkosi at the Happy Valley Hotel. Internally the Managing Director established a COVID-19 Emergency Response Team, whose responsibilities include developing a response plan to the COVID 19 pandemic, identifying key risk areas and install necessary equipment and measures to minimize possible spread of the disease and or infections and advising on business continuity programmes and processes during the existence of this pandemic.

The Corporation is also working to reduce need for customers to visit service centres by facilitating online services. The Phumedelizini campaign is also being reinforced at this time. Through the #Phumedelezini Campaign, customers are encouraged to make use of the various online water payment solutions which include FNB, Standard Bank, Nedbank, E-mali (Eswatini Mobile) and Mobile Money (MTN) to avoid social contact ▲



E100 000 for Nyamane High School

Through its Corporate Social Responsibility program, Eswatini Water Services Corporation has pumped a sum of E 100 000.00 towards the fencing of Nyamane High School.

The school is located in the Shiselweni Region in the outskirts of Nhlanguano Town. The project of installing the fence began early March and was completed within the same month.

This project falls under Education and Training in the EWSC Corporate Social Investment (CSI) Policy.

The pillar allows for the Corporation to offer Scholarships for specific tertiary programmes, attachment of students for on-site learning, learning facilities construction and/or renovation, provision of desks, chairs and equipment and school libraries.

EWSC is committed to act and operate as a good corporate citizen.

The Corporation recognises the legal and ethical obligations it has towards the Country's development agenda, its stakeholders, and the communities in which it operates. ▲

PHUM'EDELEZINI

and Pay your bill online



WATER PAYMENT METHODS

- 
Mobile Money
- 
e-Mali
- 
Internet Banking Money App
- 
Mobile Banking Online Banking
- 
Cellphone Banking App

Avoid social contact, pay your water bill online. Be safe and stay safe. For more information contact our
Toll Free 800 5000 or WhatsApp 7806 5000
#COVID-19
#Phumedelezini



EWSC attends Baganu Ceremony #the5thinstallment



The Kingdom of Eswatini is the one of Africa`s last remaining monarchies that has a rich cultural tradition which has been preserved and passed on from one generation to the other.

The Baganu ceremony is one of the long standing traditions that is celebrated every year by throngs of woman regiments representing different segments of the society. Gracing the ceremony for the fifth time this year was Eswatini Water Services

Corporation regiment which was led by the Managing Director Jabulile Mashwama.

This year`s attendance was overwhelmingly impressive with over forty EWSC employees attending to indulge and experience the indigenous culture of Eswatini at the Hlane Royal Residence. They had a grand experience on the first day, dancing and mingling with other woman regiments while they lined up to pay allegiance to Their Majesties.

The second day was even more epic as they were presented by Their Majesties with kangas and blankets before dancing the day away in song.

The Baganu ceremony continues to garner local and international recognition with thousands of people attending each year. The beauty of the ceremony is impossible to put into words. To feel its magic, one has to attend and soak in the beauty of Swati culture. ▲

Baganu Ceremony



The Managing Director Jabulile Mashwama and Minister for Home Affairs HRH Princess Lindiwe in song



(l-r)Bawinile, Nokulunga and Thuli in song



(r-l) PS MNRE Winnie Stewart, Lusha and Xondile representing the Blue team



(r-l) Sindi, Tivamile, Stsulile and Lungile sharing a light moment

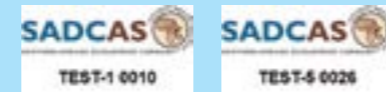


EWSC Lutsango catching up on the latest news #Day2



EWSC regiment looking all sorts in their traditional regalia

SADCAS ACCREDITED METER VERIFICATION LABORATORY



Laboratory Cash Customer Process

1. Quotation Request:

Contact us at laboratory@swsc.co.sz or 2404 0051 to request a quotation for your needs.

4. Sample Receiving:

Your water sample(s) will be received and logged into our sample receiving system with a unique reference number.

7. Make Payment:

An invoice will be emailed to you or collected from the laboratory. Payment can be made at any nearest SWSC revenue office and proof of payment emailed/faxed to the laboratory or submitted at time of collecting test report.

2. Sampling Materials:

Collect sampling bottles (sterile for microbiological testing) and easy sampling guide from the SWSC Laboratory at the SWSC Depot in Mbabane.

6. Sample Analysis:

Your water samples(s) are now analysed and results verified by our chemists.

8. Test Report:

A signed laboratory test report will be compiled. Upon request a water quality commentary determining the suitability of the analysed water sample(s) can be issued.

3. Sample Delivery:

Deliver your samples at the SWSC Laboratory.

5. Sample Logging:

Test workflow and analytical work assigned.

9. Receive your results:

Laboratory test report with results of water sample(s) can be forwarded via email or collected from our SADCAS accredited facility.

Eswatini Water Services Corporation has officially received certification for its meter verification laboratory from the Southern African Development Accreditation Services (SADCAS). This significant milestones has better positioned the Corporation as an authority in the industry, as this is the first meter verification laboratory to be accredited in the SADC Region.

The certificate handover ceremony was held on the 20th of February 2020 and was graced by the Minister for Commerce, Industry and Trade Senator Manqoba Khumalo and SADCAS Chief Executive Officer Maureen Mutasa.

EWSC Managing Director Jabulile Mashwama congratulated the employees for their resilience and commitment which culminated to the accreditation of the laboratory. "As a customer centric organisation, investing in international quality systems is imperative for effective and reliable service delivery.

This accreditation will increase consumer confidence in our billing system as there is now a system in

place to independently verify the authenticity of our metering system. The MD highlighted that this is but one of the many activities that we have achieved that truly exemplify our true blue culture, where we show up in excellence and do everything we can to meet customer expectations and win their hearts and minds because of reliable service.

The journey to the accreditation of the laboratory began in July 2018 when the Corporation made an application

"EWSC has positioned herself on a trajectory to gain international recognition for their commitment to quality, competency and reliable services."

for accreditation. SADCAS CEO Mutasa highlighted that EWSC's application for accreditation was the first to be handled by SADCAS. "The accreditation of this meter verification laboratory has been a great learning curve for SADCAS because a lot of consultations and benchmarking was undertaken with various stakeholders to determine the criteria for accreditation. Thus, water meters on the market place which have

been verified by the Mechanical Water Verification Laboratory and the test results from the Microbiological and Chemical Laboratories of the Eswatini Water Corporation Services are reliable and accurate and in compliance to the local legislation.

Delivering his keynote address the Honourable Minister for Commerce, Industry and Trade Manqoba Khumalo applauded the Corporation for the milestone achieved highlighting that by achieving this status, EWSC has positioned herself on a trajectory to gain international recognition for their commitment to quality, competency and reliable services.

"The accreditation of this water verification laboratory has come at the right time when the Kingdom of Eswatini is looking forward to attaining first world status, which entails the provision of competent services. Also in attendance were EWSC employees, representatives from the Ministry for Natural Resources and Energy and the media. ▲

The EWSC laboratory is the nucleus of the quality assurance function of the organization and it is accredited for Quality Management System for testing laboratories; ISO/IEC 17025 since 2012. To safeguard the integrity of water supplied by ESWC across all supply systems, the laboratory under its quality monitoring program; provides potable water and wastewater testing for analysis of various parameters.



SADCAS ACCREDITATION



Minister for Commerce, Industry and Trade Senator Manqoba Khumalo addressing the gathering .



EWSC Managing Director making her remarks



EWSC Strategic Services Director Skhumbuzo Tsabedze directing the proceedings



Minister for Commerce, Industry and Trade, EWSC Managing Director receiving the accreditation certificates from SADCAS Chief Executive Officer Maureen Mutasa



Bongani Thusi (l) and Musa Shongwe (r) with the Minister and EWSC MD



EWSC MD, Minister for Industry, Commerce and Trade, SADCAS CEO, EWSC Board Members and representatives from the MNRE

SADCAS ACCREDITATION



Minister for Commerce, Industry and Trade Senator Manqoba Khumalo and SADCAS Chief Executive Officer Maureen Mutasa



EWSC Regional Managers (l-r) Sikelele Fakudze, Aubrey Mkhonta and Elwyn Dlamini



Mangaliso Mavuso briefing the Minister about the laboratory



EWSC's mechanical and electrical engineering employees with the Minister for Industry, Trade and Commerce



Some of EWSC employees who attended the event



Operations Director Sandile Dlamini with some of EWSC Board members and staff



Water and Climate Change

World Water Day is celebrated every year under different themes and each theme is aimed at creating and raising awareness on a specific aspect of water. The 2020 World Water Day was celebrated under the theme “Water and Climate Change” and for the Kingdom of Eswatini, the theme highlighted the growing need to build resilience on all water supply infrastructures against the negative effects of changing climatic conditions.

Climate change is one of the biggest and challenging environmental threats that poses a risk to the provision of water and sanitation services. This theme touches on the core of EWSC’s operations. Eswatini Water Services Corporation has in the past felt the direct impact of climate change through the drought that was experienced in

2015. To mitigate the challenges the Corporation has implemented several plans such as increasing storage capacity for raw water, integrating water networks and building technologically advanced treatment plants.

A national celebration was scheduled to take place in Lomahasha where

“As the global population grows, so does the demand for water which depleted natural resources and damages the environment in many places”

a community water project was set to be commissioned. However as a precautionary measure due to the COVID-19 (Corona Virus), the celebrations were cancelled.

Instead a press conference was held

where the Honourable Minister for Natural Resources Peter Bhembe addressed the nation and elaborated on the theme and the importance of the day.

The Minister stressed that water is an important resource that needs to be used responsibly. “As the global population grows, so does the demand for water which depleted natural resources and damages the environment in many places. The global climate change is increasing variability in the water cycle, thus reducing the predictability of water availability and demand, affecting water quality, exacerbating water scarcity and threatening sustainable development worldwide”, he said.



World Water Day

22 March



“Water and Climate Change”

In commemoration of the *2020 World Water Day* under the theme “*Water and Climate Change*”, Eswatini Water Services Corporation commits to be an outstanding example to the world of how we steward the gift of water as a natural resource, providing health and wellbeing to the nation of Eswatini.



EWSC`s zero-tolerance culture to accidents



Reducing the number of accidents of any kind in the workplace to zero-accidents is the target for Eswatini Water Services Corporation. Through its Health and Safety Policy the Corporation envisions to create a conducive working environment for its people by providing relevant information and the necessary working tools.

In alignment to the policy, the Corporation recently conducted a motorcycle training for all its Meter Readers to enrich them with

information before handing over new motorcycles. The training was divided into three components which included

“The training was divided into three components which included road safety, motorcycle functionality and operations as well as customer experience”

road safety, motorcycle functionality and operations as well as customer experience. A representative from the Royal Eswatini Police gave a brief lecture on road safety as well as road

regulations that pertain to motorcycle drivers. Carson Wheel covered and gave a demonstration on the motorcycle functionality.

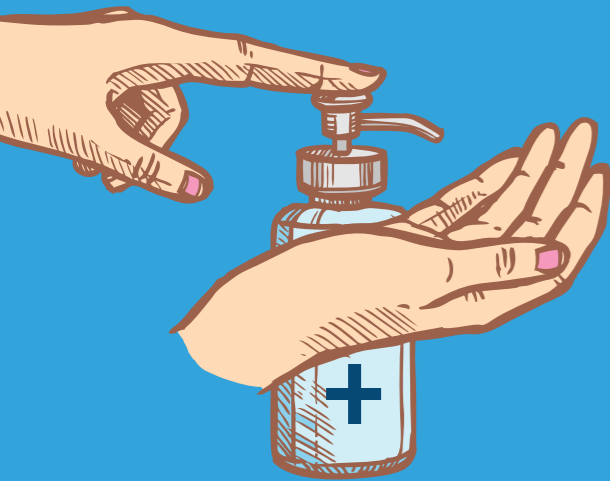
The last bit of the training on Customer experience was shared by the Managing Director Jabulile Mashwama when addressing the employees on the importance of the training. She briefly highlighted that it was essential for the Meter Readers to exhibit proper conduct when interacting with customers as they go about conducting their duties. ▲



PROTECTIVE MEASURES AGAINST CORONA VIRUS (COVID-19)

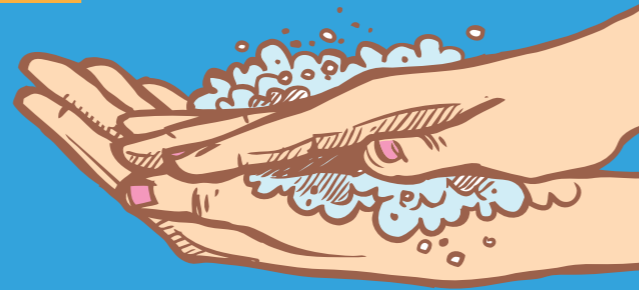
Wash your hands

Wash your hands with soap and running water when *hands are visibly dirty*



Wash your hands

If your *hands are not visibly dirty*, frequently clean them by using alcohol-based hand rub or soap and water



PROTECTIVE MEASURES AGAINST CORONA VIRUS (COVID-19)

1. WASH YOUR HANDS FREQUENTLY

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Why?

Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

2. MAINTAIN SOCIAL DISTANCING

Maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing.

Why?

When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

4. AVOID TOUCHING EYES, NOSE AND MOUTH

Why?

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.



Learn more about the #COVID-19 and share with your loved ones :
www.who.int/COVID-19



Learn more about the #COVID-19 and share with your loved ones :
www.who.int/COVID-19





Join us in welcoming and celebrating the appointment of the following individuals to the EWSC family. The corporation wishes them all the best as they diligently perform their duties in their respective workstations.

Appointments

1. Mr Bhutana Dlamini has been appointed electrician in the M& E Department
2. Mr Siboniso Nkambule has been appointed Static Plant Mechanic in the M & E Department
3. Mr Falakhe Tsela has been appointed Maintenance Assistant in the Central Region
4. Mr Samkeliso Mtsetfwa has been appointed Maintenance Assistant in the Central Region
5. Mr Banele Nxumalo has been appointed Customer Service Officer in the Public Affairs and Customer Services Department
6. Ms Zama Mdziniso has been appointed Revenue Assistant Accountant in the North West Region
7. Ms Lulama Matiwane has been appointed Revenue Assistant Accountant in the Central region
8. Mr Muzi Kunene has been appointed Water Loss Technician in the Technical Department
9. Ms Bhekiwe Bulunga has been appointed Operations Supervisor in the Central region
10. Mr Tsepo Vusi Mamba has been appointed Maintenance Assistant in the Central Region
11. Mr Thabo Matimba has been appointed maintenance assistant in the East Region
12. Mr Siboniso Nkambule has been appointed maintenance assistant in the Central Region
13. Mr Ncamiso Sihlongonyane has been appointed maintenance assistant in the Central Region

People on the Move

1. Mr Wonderboy Gamedze, Heavy Duty Driver in the Central Region has been appointed Heavy Plant Operator in the Technical Department
2. Mr Thanduxolo Tfwala, Regional Commercial Accountant has been appointed Meter Reader Administrator in the Commercial Department
3. Ms Hlobisile Dlamini, Internal Audit Manager has been appointed Finance Manager in the Finance Department
4. Ms Xoliswa Masuku, Revenue Assistant Accountant in the North West Region has been appointed File Maintenance Accountant in the Commercial; Department
5. Ms Cebile Nkambule , Revenue Assistant Accountant in the Central region has been appointed Roving Accountant in the Finance Department

INSPIRATIONAL

The Elephant Rope

As a man was passing the elephants, he suddenly stopped, confused by the fact that these huge creatures were being held by only a small rope tied to their front leg.

No chains, no cages. It was obvious that the elephants could, at anytime, break away from their bonds but for some reason, they did not.

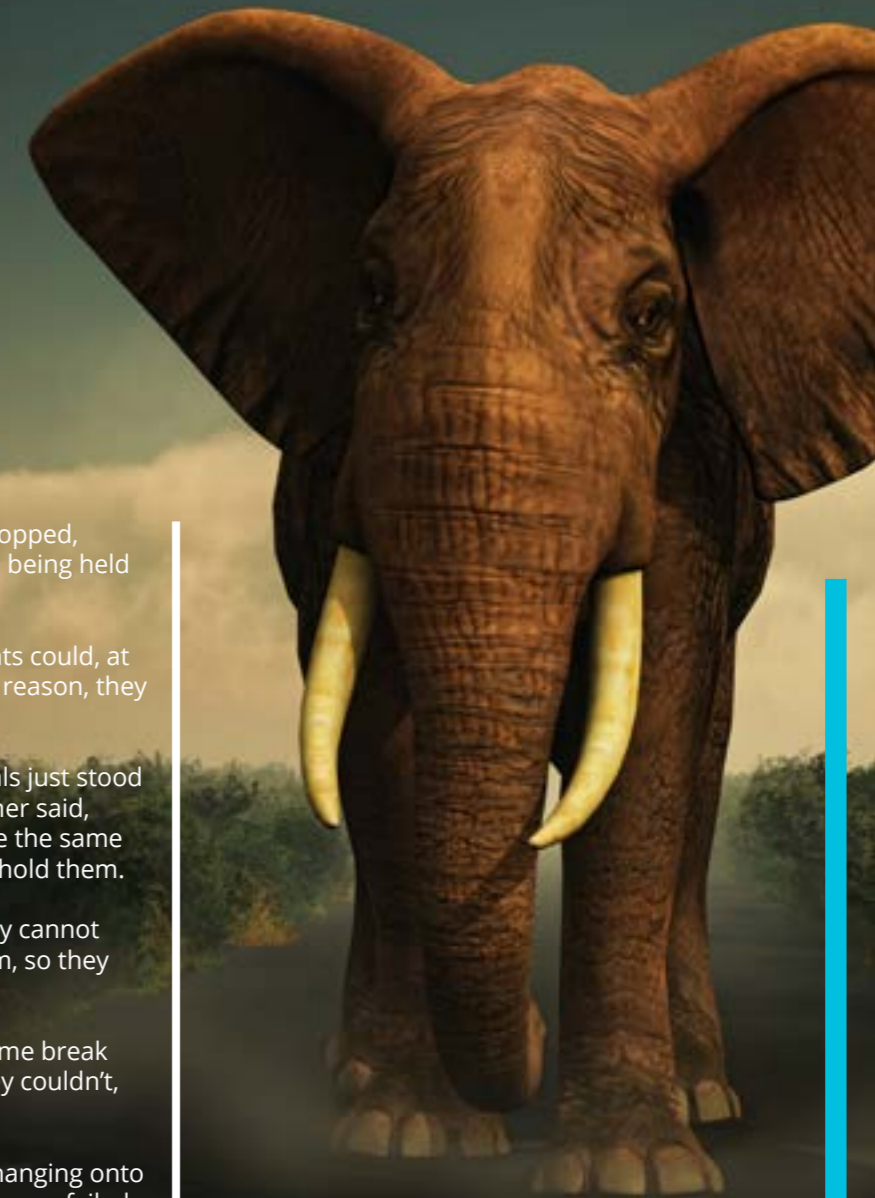
He saw a trainer nearby and asked why these animals just stood there and made no attempt to get away. "Well," trainer said, "when they are very young and much smaller we use the same size rope to tie them and, at that age, it's enough to hold them.

As they grow up, they are conditioned to believe they cannot break away. They believe the rope can still hold them, so they never try to break free."

The man was amazed. These animals could at any time break free from their bonds but because they believed they couldn't, they were stuck right where they were.

Like the elephants, how many of us go through life hanging onto a belief that we cannot do something, simply because we failed at it once before?

Failure is part of learning; we should never give up the struggle in life.



Source: <https://www.livin3.com/5-motivational-and-inspiring-short-stories>



NO MASK NO ENTRY



For the safety of our customers and employees, a **NO FACE MASK, NO ENTRY** policy is in effect at all EWSC service centres and work spaces.



WE DO IT THROUGH OUR PEOPLE

OUR DIFFERENTIATING SLOGAN

OUR VISION

"To delight our customers in the provision of potable water, wastewater disposal and other services".

OUR MISSION STATEMENT

"To provide quality water and waste water services, effectively meeting customer needs in a growing market through sound management policies, strategies and improving technology, whilst maintaining a safe environment for our staff and community"

OUR CORE VALUES

- **Good Governance:** we ensure that all our actions are morally and legally fair whilst treating all with respect.
- **Performance and continuous improvement:** we continually look for better ways of doing things.
- **Ownership and accountability:** we respect the business as if it were our own and deliver on our commitments.
- **Communication and transparency:** we continuously communicate with and through our people in an honest and fair manner