

Sustainability Policy

The sustainability policy developed in 2006 commits the organisation, on an ongoing basis, to enhance economic development, ensure environmental sustainability and promote social equity, whilst working together with its stakeholders. The policy specifically makes commitments to:

OUR WORLD

Practicing stewardship at global, national and local levels,

OUR COMPANY

Developing institutional capacity to respond to environmental, social and economic challenges,

OUR PEOPLE

Contributing to social and economic development in an equitable but prudent manner while conserving our natural resources endowment,

OUR ENVIRONMENT

Monitoring and reducing environmental stress related to our activities,

OUR ECONOMY

Pursuing the solvency and sound financial management of our organisation, whilst ensuring the lowest possible constant tariff in real terms.

Strategic Objectives

To this end, the organisation has in place a balanced set of strategic objectives that when implemented, will fulfil its mission “to provide effective and affordable bulk water, bulk sanitation and related solutions to local government in accelerating the water sector’s national developmental agenda”.

This will ensure the organisation contributes to the development of sustainable communities in KwaZulu-Natal and South Africa, which is the ultimate impact we want to have through our strategic objectives and organisational mission.

Strategy, Performance and Annual Report

Our annual report is an important element of our strategy execution system. It is a statutory requirement in terms of the Water Services Act (Act 108 of 1997) and the Public Finance Management Act (Act 1 of 1999), which requires mandatory disclosure of annual performance against our business plan.

At the same time, opportunity is used within the statutory reporting framework to align to best practise corporate performance /sustainability reporting.

This report therefore is the means by which we communicate to all stakeholders: our customers, regulatory bodies, investors, employees and civil society, our annual performance and progress towards moving our policies, plans, processes and our water services products in a direction that supports sustainable development.

The organisation has been consistently producing annual reports since its inception. This report covers the period 1 July 2008 to 30 June 2009.

Our set of strategic objectives (strategy map) is presented in Figure 6.1 and our scorecards are presented at the beginning of each chapter for Customer, Developmental, Environmental, Organisational Learning and Growth and Financial Performance.

Water for Growth and Sustainable Development

Figure 6.1: Organisation's Strategy Map, which shows how strategic objectives add value to deliver on the organisation's mission

