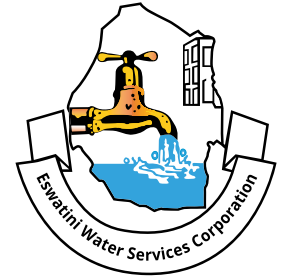


Emant'empompi

QUARTERLY NEWSLETTER

ISSUE #2 - 2019



EWSC LADIES SOCCER TEAM

WE ARE BLUE



CONTENT

EDITORIAL

- 05. We Are Blue
- 08. Blue Moments
- 10. EWSC Ladies Soccer Team
- 12. Manzini Integrated Water and Sanitation Project
- 14. EWSC Wellness Program
- 17. EITF 2019
- 16. Sibebe
- 20. HR News
- 24. Biggest Braai
- 26. EWSC Job Shadow Week



Writer
Ayanda Ntuli

Distribution
Registry Department

Design & Layout
Brand Shack

Printing
Remata

Welcome blue team and blue customers to yet another exciting and informative edition of Emantempompi Newsletter. We take this opportunity to thank all our valued customers and stakeholders for their unwavering support in this year`s Eswatini International Trade Fair.

We felt your love and support and we want to assure you that we will continue serving you the best way we can because “We are open for business”. A special appreciation goes to our prepaying customers for ensuring that their water bill payments are always paid ahead.

Our social media pages have been filled with the hashtag #WeareBlue and you are probably

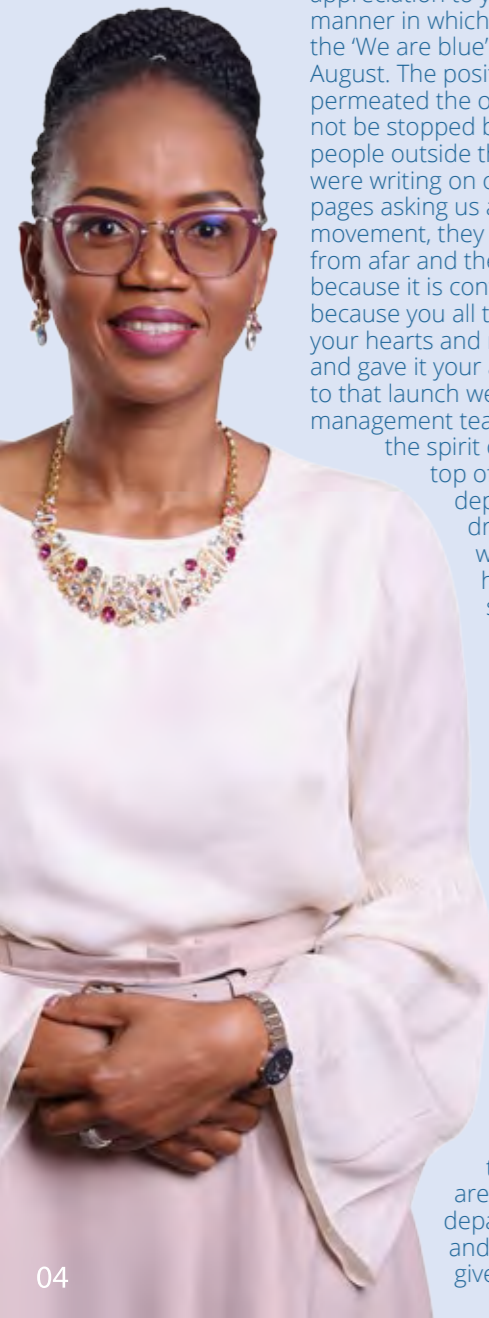
wondering as to what this is about. EWSC is committed to continuous improvement and #WeareBlue is a culture change journey the Corporation has embarked on. We share with you snippets from the launch of our transformational journey.

Three cheers to Eswatini Water Services Corporation`s first ever women`s soccer team for their debut performance at the Corporate Women`s Soccer Tournament. They might not have won the tournament but they represented the Corporation quite well. May the #blue spirit live on as they conquer more teams. #Womandla!

Have a good read!

MANAGING DIRECTOR'S MESSAGE

The Journey Towards Being Blue



I reiterate my heartfelt appreciation to you all for the manner in which you handled the 'We are blue' Launch in August. The positive spirit that permeated the organisation could not be stopped by anything! Even people outside the organisation were writing on our social media pages asking us about the blue movement, they are feeling it from afar and they wish to join in because it is contagious. That is because you all truly connected your hearts and minds to the goal and gave it your all. Subsequent to that launch we have tasked the management team to ensure that

the spirit of blue remains top of mind in all the departments, by driving key themes weekly that will help clarify specific issues in our individual departments, sourcing feedback from each of you on key issues so that we can ensure that we are all aligned and understand the blue initiative in a consistent manner throughout the entire organization.

Please engage with these themes as they are shared by your department heads and continue to give feedback to

us on how we can keep the blue movement alive at all times. As we come close the end of the second quarter, my sincere appreciation goes to all of you for your efforts, dedication and commitment you have shown as we sail through this very difficult year. The economic and business environment has been fraught with challenges though signs of recovery are beginning to show. Annual real GDP is estimated to have increased by 0.6 in 2018 and is projected to grow by 1.1% in 2019 (Central Bank of Eswatini Economic Review Report – July 2019). The situation still remains fragile however it is envisaged that the Kingdom of Eswatini's Strategic Road Map (2019 to 2022) will steer the country to economic recovery and improve the fiscal position. Government's current financial position continues to affect us, however we hope that her commitment to clear accumulated arrears for goods and services will come to fruition. The same applies to committed capital projects which are an integral part for business growth and the attainment of targets under Sustainable Development Goals.

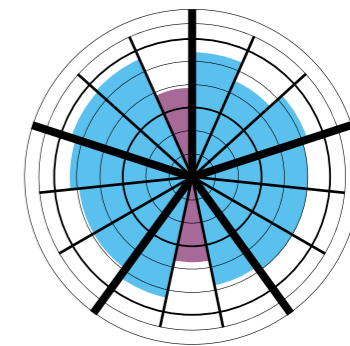
Due to the freeze in tariff increment for the fiscal year 2019/20, budgets (capital and recurrent) have been restricted and this has affected the rate of capital project implementation and growth through expanding service delivery. Our financial resources have been thinly spread over the demand for sustainable service delivery. In this regard, I urge all of you to support all performance initiatives in place to improve on performance. We

commit to supporting a culture of creative thinking and innovation to move the Corporation to the next level.

We are aware of the operational challenges facing the Corporation and in particular we note that the Matsapha/ Manzini Water Supply system has been experiencing water quality issues due to system failures which has affected the quality of distributed water. The Operations and Technical departments are working around the clock to address these problems.

Despite these financial and operational challenges, let us not forget what we stand for. It is true that as we move forward we will meet challenges and realise successes. Let it be engraved in our minds that customers are our business and stakeholders our strategic partners. We will continue to manage our risks and costs whilst strengthening our brand and contributing to the socio-economic development of our country. You have all played a crucial role in steering the organisation to the right direction. It is a fact that more work still needs to be done with the limited resources we have if we are to effectively deliver on our strategy. Our business environment still remains volatile and we all need to buckle up to face challenges that lay ahead of us. We have made it this far and I am confident that the experience, knowledge and skills we have accumulated over the years will be put to good use as we face the future.

J Mashwama
Managing Director



We are Blue

#WeAreBlue is the new hashtag that dominates every conversation at Eswatini Water Services Corporation and it stems from the recent culture change journey that the Corporation has embarked on. Through this transformational journey, EWSC envisions to build a culture of excellence and high performance among its employees that will drive compelling customer experience, organisational growth and success.

The transformational journey began with a culture diagnosis, which was conducted by the Pacific Institute where employees were requested to fill in a questionnaire to establish the existing values, beliefs, unspoken rules, perceptions and attitudes within the organisation. This diagnosis helped in identifying organisational practices and behaviours that add value to the organisational goals and those, which are limiting.

The overall results of the survey painted a not so nice picture of the existing culture but were received with ownership and great enthusiasm as a challenge for change. Everyone took up the challenge to unlearn and relearn and in the process move towards a blue culture.

"We are Blue" is an intentional declaration of where EWSC envisions herself. A launch was held to mark the dawn of the new era where all employees made a commitment to be part of the change. The new culture calls out mediocre performance and advocates for a high performance culture that recognises innovation, achievements, and acknowledges contribution. #WeAreBlue

We Are Blue



The Blue Team from the South West Region (Nhlanguano)



Manzini Revenue staff members looking all bright and blue



The Finance department in a jovial mood during the launch



EWSC Managing Director sharing a light moment with Malusi Mdluli



#WeareBlue



#BlueMoments captured during the launch at the Central Region

We Are Blue



Greetings from the North West Region #WeareBlue



The people behind Ecowater #WeareBlue



(l-r) Irene, Sboniso, Lusha and Gugu having a blue moment



We are Blue and we are Eswatini Water Services Corporation



Kodak Moments : #WeareBlue



The East Region having a blue moment during the launch

EWSC`S BLUE MOMENTS!

Tem MaDlamini ▸ Eswatini Water Services Corporation
 Yesterday at 20:25 • 🌐

Thank you so much for the good service I received today at EWSC Mbabane Swazi Plaza. Credit Control Section: Lady occupying middle desk is very efficient and offers good customer service. Thank you so much!

Nelisiwe Bongwe Mindzebele

Thank you Dumsane Shongwe at call centre, you sent Mr Maphalala, though it was dusk, but he helped me.

13 h Like Reply

Write a reply...

Skubie Mnguni

Abuyile boNkhosi siyabonga kakhulu, umehluko mkhulu kakhulu kunaloku bekwenteka. Sibonga kakhulu nakuye babe Ndlovu kuMatsapha EWSC lesaphetsa sikhuluma naye, lesikholwa kutsi wasukumela etulu wayisebenta lenkinga besibhekene nayo...once again thank you so much

Shereen Mcreesh

Yes the water is clean now...more than 5 people have called to ask and I've told them that the water is clean. Thank you to Sicelo from Matsapha SWSC who also made a follow up and said if the water happens to be dirty again I can call him directly. The issue has been resolved

Themba Shija ▸ Eswatini Water Services Corporation
 Just now • 🌐

Zodwa (customer service - Siteki) is a superstar! Everything was sorted so quickly!

Like Comment Share



Mangaliso Mavuso in a joyful mood during the launch of "We are Blue" cultural blueprint



Tune into our weekly radio show emante' mpompi and get to know more about EWSC Services
 Saturday: VOC 12:00 noon
 Monday : EBIS 1 15:30pm
 Toll Free: 800 5000

TELEPHONE 2416 9000
 TWITTER @EWSC_Water
 EMAIL customercare@swsc.co.sz
 INSTAGRAM ewsc_water

FACEBOOK /ewscswaziland
 TOLL FREE 8005000
 WEBSITE www.swsc.co.sz
 WHATSAPP 78065000

EWSC forms its first women soccer team

Eswatini Water Services Corporation continues to push the glass ceiling in gender norms with the newly formed female soccer team. The "Blue Lioness #BLs", team played their debut match at the Corporate Women`s Soccer Tournament at the Manzini Club against seasoned soccer teams from various corporate entities such as Eswatini MTN, and Royal Swaziland Sugar Corporation.

Even though they were not the ultimate winners of the tournament, they remained upbeat at the face of adversity and demonstrated a winning spirit. The team managed to reach the semi-finals where they bowed out gracefully after losing 3- 2 to Eswatini MTN.

It is without a doubt that with more practice the #BLs will claim victory in every tournament they will play. Congratulations to RSSC for winning and do enjoy your victory while it lasts because the Blue Lioness; the goal huntresses will surely catch up.

The Blue Lioness striker Sakhiseni Khumalo



EWSC ladies soccer team looking all sorts in their replica



The team having a Kodak moment before the start of the games



EWSC team standing next to their opponents Eswatini MTN



(l-r) Bhekiwe and Dansile preparing for the big match



The Blue Lioness team warming up before the start of the games



All Star Ladies team posing for our lenses

E 800 million Water intervention for four Tinkhundla

The Minister for Finance Honourable Neil Reikenburg has signed the E800 million Emalangen worth Water and Sanitation supply project for the Manzini Region. The Manzini Region Water and Sanitation Project is a project financed by the Government of Eswatini and the African Development Bank, targeting Nhlambeni, Manzini South, Mtfongwaneni, and Mafutseni. The project is based on the need to develop a more reliable and sustainable water supply in the project area, and the promotion of more environmentally friendly solutions for sanitation.

In a subsequent meeting, Managing Director Jabulile Mashwama requested the support of Traditional Authorities and Constituency administration in the implementation of the Manzini Region Water and Sanitation Project. Mashwama said this during a project briefing which was held at the EWSC Headquarters at Ezulwini. She highlighted that this was one of the scheduled stakeholder engagement

meetings, which convened project beneficiaries and affected communities, and more were still to be held at the constituency level. Addressing the meeting, which constituted Members of Parliament, Tindvuna teTinkhundla, Bucopho and Water Committees, Mashwama also highlighted that the preliminary project briefing sessions are pertinent to allow for meaningful contributions towards project designs and proper identification of affected communities. "Community engagement in water and sanitation service delivery is key for ensuring project sustainability and accountability" she said.

"Potable Water
The proposed water project will be one of the major water projects to be implemented by EWSC that will impact an estimated population of 76,500 from the different areas. The potable water component of the project is proposed to entail an upgrade of the existing Matsapha Water Treatment Plant, construction of two water reservoirs with a combined capacity of

23.5 megalitres, gravity and pumping mains, water reticulation pipelines as well as 25 water kiosks. EWSC`s obligation is to reduce the number of people without access to water and sanitation and through the water kiosk system, the Corporation will provide access to clean and safe water at an affordable tariff. The 25 water kiosks will be distributed across the project area with more consideration given to areas that are in dire need for water and are densely populated.

Sanitation
Within the sanitation component in the peri-urban areas, the project will capacitate the different communities with knowledge and technical expertise on the construction of VIP (Ventilated Improved Pit-Latrines) toilets. A 2.2 megalitre wastewater treatment plant and a reticulation system will be constructed targeting Sidvokodvo community cognisant of the proposed industrial town.

PROJECT BRIEFING MEETING



Make Mkhathswa from Elwandle making her submission on the need for water in her community



Indvuna Yenkhundla from Mtfongwaneni Inkhundla stressing a point



Technical Services Director Nontombi elaborating on the scope of the project



The Managing Director Jabulile Mashwama giving an overview of the proposed water project



Some of the people who attended the project briefing meeting at EWSC Headquarters



Mtfongwaneni MP Roy Fanourakis making his submissions

Employee Wellness Program



Eswatini Water Services Corporation continues to create and endorse a work life balance for staff that promotes a holistic approach to employee wellness. The organisation`s wellness program supports various components of employee wellness and these include financial, mental, physical, career and social wellbeing.

Physical wellbeing
Annually a wide range of activities are undertaken to address employee needs under each wellness component. This year, an increase of staff participation and involvement in physical activities such as Sibebe, Malolotja and Magadzavane walk was witnessed. For the Sibebe Walk, over

a hundred employees tracked to the summit of the Sibebe Rock earning the Corporation a third place in the category of largest corporate participation.

Mental and financial wellbeing

Under this facet, a women and men`s wellness forums were undertaken to address issues that employees face outside and inside the workplace. The Women`s forum "Egumeni" took place in August and it formed part of the Women`s month celebrations. Health practitioners were engaged to provide onsite services for Pap smear and breast cancer testing. All these efforts are a clear demonstration of EWSC`s commitment to staff wellness.

Employee Wellness



Operations Director Sandile Dlamini giving a testimony on how he takes care of his body



Meat galore; employees were treated to a scrumptious meal after the discussions on health issues



A rep from PSI engaging the employees on sexual and health issues



Mfanimpela feasting on the food that was prepared for all employees



EWSC employees making sure that the food is well cooked



Sabelo Kunene feasting on his portion

Sibebe Walk



EITF

EWSC is open for business

Eswatini International Trade Fair (EITF) continues to provide the Corporation with unprecedented numbers in captive audience that allows for a face to face interaction with EWSC customers. This year EITF yielded positive results as the Corporation was able to directly interact with customers, collect revenue and create awareness on water conservation as part of the ongoing Nansoyakho Water Conservation campaign.

The theme for the 2019 EITF was "Eswatini is open for Business" and water is an essential driver and priority for business operations. Through its interaction with customers, stakeholders, local and international investors, the Corporation provided assurance that it is willing and ready to serve and contribute to economic growth through the provision of potable water and sewer services.

The highlight of the ten-day event was a mini-comedy show that was held in appreciation of customers who have credit in their water accounts. This initiative was aligned with the Trade Fair promotion where customers were requested to pay their accounts in advance. Customers who pre-paid their accounts were gifted with irons, blenders and kettle as a token of appreciation.

The main attraction at the stand was the Nansoyakho Mascot " Siyalu" who interacted with customers giving out brochures and stickers on water conservation.

The Eswatini International Trade Fair continues to be one of the main and largest events in the Kingdom that brings numerous businesses and corporate entities to one location over a ten-day period. The Corporation will continue to use such avenues like the exhibition show and many more to engage with its

EITF 2019



His Majesty King Mswati III listening to Aubrey Mkhonta during the opening of the Trade Fair



The Hon. Prime Minister Ambrose Dlamini made a brief stop at EWSC stand and took pictures with the team



EWSC Managing Director and Baphele Dlamini assisting Prince Mgciso



Mkhulu Gamedze posing for our lenses after enjoying the comedy show



The Managing Director Jabulile receiving an award after the Corporation was awarded third position in the Parastatal Category



Aubrey and Zanele awarding a customer after he pre-paid his water bill

EITF 2019



Vusani Simelane interacting with customers



EWSC employees having fun with Siyalu



The comedy show was a crowd puller #Nansoyakho



Samkelo Mahlalela receiving his prize from Siyalu



Lindela Mabuza assisting Minister for Foreign Affairs Thuli Dladla



Nomfundo serenaded by EWSC employees after she prepaid her water bill

Retirements

Under the sun, there is a time for everything and that time has come for some of Eswatini Water Services Corporation employees to retire and enjoy the fruits of their labour. Eswatini Water Services Corporation takes this opportunity to extend its appreciation for all your contribution throughout your years of service. Your service has been much valuable. Congratulations and a happy retirement to:

- **Dlamini Aaron** worked as a Plumber in the Central Region. EWSC appreciates you for the 30 years of service
- **Sifundza Simon** worked as a Treatment Plant Attendant in the North West Region. EWSC appreciates you for the 31 years of service
- **Tsabedze Coxin** worked as a Quality Inspector in the Quality Assurance Department. EWSC appreciates you for 34 years of service
- **Msibi Sipho** worked as an Electrician in the Technical Services Department. EWSC appreciates you for the 35 years of service
- **Glory Fakudze** worked as a Regional Support Clerk in the South West Region. EWSC appreciates you for the 37 years of service
- **Mbhamali Phindile** worked as an Expenditure Accountant in the Finance Department. EWSC appreciates you for the 40 years of service

Appointments



Nonduduzo Masuku has been appointed Call centre Attendant in the Public Affairs and Customer Service Department



Thandokuhle Maseko has been appointed Call centre Attendant in the Public Affairs and Customer Service Department



Nontobeko Dlamini has been appointed Laundry Assistant in the Corporate Services Department

Transfers

- **Ndumiso Dlamini** has been appointed Quality Inspector in the Quality Assurance Department
- **Vusani Simelane** has been appointed Customer Service Supervisor in the Public Affairs and Customer Service Department
- **Sikelele Fakudze** has been appointed to the position of Regional Manager in the North West Region
- **Aubrey Mkhonta** has been appointed to the position of Regional Manager in the Central Region
- **Baphele Dlamini** has been appointed as a File Maintenance Assistant Accountant in the Commercial Department

REQUIREMENTS FOR WATER CONNECTION

1. NEW WATER CONNECTION

Residential

- * Identity Document
- * Title Deed
- * E 1 155.35

Commercial

- * Trading Licence
- * Director`s Identity Documents
- * Certificate of Incorporation
- * E 2 207.05

2. ALLOCATION SERVICES (RECONNECTION)

Residential

- * Identity Document
- * Lease Agreement/ Title Deed
- * E 263.60

Commercial

- * Certificate of Incorporation
- * Trading Licence
- * Title Deed/Lease Agreement
- * E 1 283.25

3. TRANSFERS

Requirements are similar to those required for allocation services and a fee of E 32.05 for both residential and commercial

4. TERMINATION

Customer is required to fill a termination form at any EWSC Revenue

5. WATER PAYMENT OPTIONS

- * MTN MoMo Pay
- * Electronic Transfer (Nedbank , FNB, StandardBank)
- * Swazi Mobile e-mali
- * EPTC
- * EWSC Revenue Offices

6. DISCONNECTION FOR NON-PAYMENT

When and why do we disconnect water supply

Disconnection shall be effected if a customer fails to pay any sums due after 14 days from the statement due date.

How do we disconnect water supply

A disconnection card is issued on site (location of the meter) when a customer is disconnected for non-payment that indicates the overdue amount, account number, penalty charge and meter number.

What do you do after your supply has been disconnected for non-payment?

You will be expected to settle the overdue amount as well as the penalty charge reflected on the disconnection card at any EWSC Revenue. Remember to present the disconnection card when making payment.

When do we reconnect water supply?

Water supply will be reconnected before the end of the day after full settlement of the account.

PLEASE NOTE THAT WE DO NOT ACCEPT CHEQUE AND INTERNET PAYMENTS AFTER DISCONNECTION FOR NON-PAYMENTS.

7. ILLEGAL CONNECTION

Illegal connection to EWSC`s water network is a criminal offence .Illegal connection accounts for any unauthorised alteration and connection to EWSC`s network.

8. COMPLAINTS AND SUGGESTIONS

Your voice matters! Get in touch with us on :

- * Toll Free : 800 5000
- * Email: Customercare@swsc.co.sz
- * Whatsapp: 78065000
- * Facebook: /ewscswaziland/
- * Twitter : @EWSC_Water
- * Instagram: ewsc_water

SOCKS AND SHOES

A little boy about 10 years old was standing before a shoe store on the roadway, barefooted peering through the window and shivering with cold. A lady approached the boy and said "my little fellow, why are you looking so earnestly in the window?"

He replied, "I was asking God to give me a pair of shoes," The lady took him by the hand, went into the store, and asked the clerk to get half a dozen pairs of socks for the boy. She then asked fi he could give her a basin of water and a towel. He quickly brought them to her. She took the little fellow to the back part of the store and removing her gloves, knelt down, washed his little feet and dried them with a towel. By this time, the clerk had returned with the socks.

Placing a pair upon the boy`s feet, she purchased him a pair of shoes. She tied up the remaining pairs of socks and gave them to him. She patted him on the head and said, "no doubt, my fellow, you feel more comfortable now? ". As she turned to go , the astonished lad caught her by the hand , and looking up in her face, with tears in his eyes, answered the question with these words: Are you God`s Wife?

Unknown Author

<https://mirthandmotivation.com/2011/10/24/on-wisdom-humor-short-stories-to-make-you-think-smile/>



BIGGEST BRAAI

BIGGEST BRAAI





EWSC JOB SHADOW WEEK

Eswatini Water Services Corporation welcomed a group of five students from different schools around the country for a week long on the job training. This initiative is an outcome of a partnership between EWSC and Junior Achievements, an entity that seeks to empower and inspire young people through a variety of programs including the job shadow program.

This particular initiative gives students a broader understanding of the connection between school and career and further creates awareness on the skills necessary for any career choice and development. The five students were attached within the Public Affairs and Customer Experience, Technical, Finance, Information Technology, Ecowater and Commercial departments where they were mentored by seasoned professionals. This training could not have come at a right time as the students who were attached are in Form 5 and are barely left with six months before they make life-changing decisions on career choices at tertiary level.

Eswatini Water Services Corporation is a firm believer of the transformative power of education and that providing early exposure to the workplace helps inform future decisions on career choices and creates readiness for the workplace. The job shadow program is part of EWSC`s Corporate Social Responsibility program.

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

- **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 it if 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



**WE DO IT
THROUGH
OUR PEOPLE**