

Eswatini Water Services Corporation

Quality Policy Statement

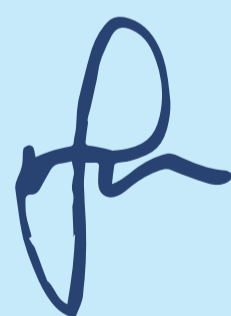
Eswatini Water Services Corporation commits to supply quality potable water, wastewater disposal and other services.

In pursuit of customer satisfaction, we undertake to provide products and services that meet our customers' evolving expectations and that do not impact negatively on consumer health.

In fulfilling the above, the Corporation therefore commits to:

- Ensure the continued development, implementation and maintenance of its Quality Management System (QMS);
- Comply with legal and other applicable requirements;
- Continually improve the performance of the quality management system;
- Set and review quality objectives in line with the Corporation's strategic direction;
- Communicate this policy within the organisation in a bid to ensure that it is applied and understood at all levels;
- Ensure equipment and processes used are fit for purpose, appropriately maintained, and where possible, measurements are traceable to universally accepted standards;
- Biennially review the Quality Policy for suitability, adequacy and effectiveness within the defined scope of the QMS.

This policy shall be made available to interested parties as determined by the Corporation.



J.Mashwama
Managing Director

Document No : 1_GEN_Quality Policy Statement_005

Generated By : EHSM

Checked By : IA Manager

Effective Date : March 2023

Revision No : 005



Eswatini Water Services Corporation

UMGOMO WETEMPHILO NEKUPHEPHA EMSEBENTINI KANYE NETEMVELO

Inkampane yemanti Eswatini itimisele kusebentisa tindlela letisezingeni lelisetulu ekwenteni siciniseko kutsi imisebenti yalenkampane ilandzela imigomo yetemphilo, tekuphepha emsebentini kanye nekuvikela imvelo isafeza umgomo wayo wekukhucita emanti lahlobile nekuhlobisa iphindze ilahle emanti langcolile kanye naleminywe imisebenti.

Ekufezeni lemigomo, sisebentisana netisebenti, emagontilaki, bosomabhizinisi, batsengisi, emakhasimende, imiphakatsi lesisebentela kuyo kanye naleminywe imikhakha yekusebentisana.

Sitimisele kutsi indlela lesisebenta ngayo ibencono kunayitolo, ingahlukumeti bantfu kutemphilo netekuphepha, siphindze sente indzawo yetfu yekusebentela ihlale iphephile. Sitimisele kwenta imisebenti yetfu ngendlela lengeke ihlukumete imvelo, kufaka ekhatsi kuvikela kunyukubenteka kwemvelo kanye nekusebentisa tindlela tekuvikela kugucugucuka kwesimo selitulu. Tinsita letiyindalo sitawutisebentisa ngendlela yekonga kwentela kutsi nakusasa tikhone kuisita.

Indlela yetfu yekusebenta igcile kuyo yonke imitsetfo yelive netivumelwano letihambisana nekusebenta kwenkampane yemanti. Ekusebenteni kwetfu sitawukwakha sibuye sibukete tindlela letitawusita kutsi sikhone kuhlola bungoti bemisebenti lesiyentako ngenhloso yekubuvikela, kubunciphisa noma kubucedza. Inkampane iphindze ibukete ibuye ihlole emafuba ekutfufukisa kuphepha ngekwetemphilo kanye nemvelo.

Sitimisele kutsi indlela lesisebenta ngayo ibhaleke, isetjentiswe ibuye igcinwe ngendlela letawuvakala kubo bonkhe labenta umsebenti wenkampane yemanti. Sitawukhulumisa sibuye simbandzakanye tisebenti etindzabeni tekuphepha, temphilo kanye netemvelo ngekwusebentisa tindlela letehlukahlukene, kufaka ekhatsi tigungu tekukhulumisana enkampaneni.

Ekwenteni indlela lesisebenta ngayo kutsi itfufuke, sitimisele kwakha imigomo yekusebenta lesitawuyihlola njalo njalo kucinisekisa kutsi iyaphumelela.

Inkampane yemanti isebentisa tindlela tekuchumana ngekhatshi kwenkampane kucinisekisa kutsi lona mgomo watiwa ngibo bonke labasebenta ngaphansi kwalenkampane. Lona mgomo utawubekwa endzaweni lebonakalako kuto tonkhe takhiwo tenkampane kwentela kutsi ufundvwe nguwonkhewonkhe, uphindze futsi uniketwe labo bangephandle kwenkampane labanesifiso sekuwufundza.

Kucinisekisa kutsi lona mgomo uhlala ungulohambisana nekusebenta kwetfu, njalo emuva kweminyaka lemibili utawubuketwa kutsi usahambisana yini nekusebenta kwetfu.

J.Mashwama
Managing Director

Document No : 1_GEN_SHE Umgomo_006

Generated By : EHSM

Checked By : IAM

Effective Date : March 2023

Revision No : 006



Eswatini Water Services Corporation

Occupational Health, Safety and Environment Policy

Eswatini Water Services Corporation commits to implement effective and adequate Occupational Health, Safety and Environment (OHSE) management systems in line with its mandate to supply quality potable water, wastewater disposal and other services.

We recognise employees, contractors, business partners, suppliers, customers, visitors, communities and other stakeholders in our business.

We commit to continually improve the performance of our OHSE management systems and strive to provide safe working conditions, coupled with sound environmental stewardship to prevent occupational injuries and ill health whilst enhancing environmental performance. We will carry out our operations in an environmentally friendly manner to enhance environmental protection in all aspects; including preventing pollution, mitigating and adapting to climate change, sustainable resource use and protection of biodiversity and ecosystems.

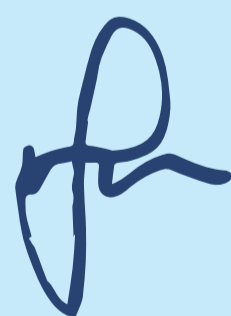
Through our OHSE management systems we commit to comply with applicable legal and other compliance obligations, including any OHSE standards to which the Corporation subscribes. In line with the operations of the Corporation, we will develop and maintain processes necessary to identify, assess and mitigate hazards and OHSE risks in a bid to reduce or eliminate them. We will further identify, assess and enhance OHSE opportunities.

We undertake to develop, document, implement and maintain our management systems in a manner that is effective at all levels within the Corporation and to all persons working under the Corporation's control. We commit to use consultation, participation and representation forums as required to engage workers and other stakeholders on OHSE issues.

We will define our OHSE objectives and targets, and continually review our activities and progress against these objectives.

This policy will be communicated to all workers and displayed at all EWSC facilities and shall be made available to the public and interested parties upon request.

This policy shall be reviewed biennially for relevance and suitability to the context and purpose of the Corporation.



J.Mashwama
Managing Director

Document No : 1_GEN_SHE Policy Statement_006

Generated By : EHSM

Checked By : IAM

Effective Date : March 2023

Revision No : 006

