Discussion - Impacts of COVID-19 and Initiatives for Recovery

PRIF Roundtable discussion on the energy sector, water and sanitation and solid waste management challenges and potential solutions post COVID

Clean Water & Sanitation for a Better Life
Presentation content

1. Vision, Mission & Values;
2. Overview of WAF Assets and operations;
3. WAF Strategic Plans;
4. Immediate Impacts of COVID-19;
5. Actions Taken;
6. Learnings; and
7. Questions.

- Naqali Bridge
Our Vision

Clean Water and Sanitation for a Better Life

Our Mission

We are committed to optimising water and wastewater services through:
- Resilience
- Innovation
- Safe Working Practices
- Engaging Stakeholders
- Capacity Building
- Being Environmentally Focused
- Modernization

Our Values

W - we do the right thing.
A - accountability: we are accountable for what we say and do.
T - team: we work as one team.
E - energy: we bring positive energy to whatever we do.
R - respect each other, our customers, other utilities and government.
### WAF – Strategic Plan 2020-2025

#### Key Strategic Imperatives

<table>
<thead>
<tr>
<th>No</th>
<th>Key Strategic Imperatives</th>
<th>Core Strategic Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Water and Wastewater (our Assets)</td>
<td>1.0 Innovation &amp; Technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.0 Environment &amp; Catchment Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.0 Operationally efficient &amp; effective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.0 Asset Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.0 Compliance</td>
</tr>
<tr>
<td>2</td>
<td>Accountability (our culture: our people)</td>
<td>6.0 Culture</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.0 Personal Development</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8.0 OHS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.0 Customer &amp; Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.0 Utility Collaboration</td>
</tr>
<tr>
<td>3</td>
<td>Finances (efficient and effective service delivery)</td>
<td>11.0 Data Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12.0 Non-Revenue Water</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13.0 Systems and Processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14.0 Financial Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15.0 Risk Management</td>
</tr>
</tbody>
</table>

#### SDG #6

5-20 Year NDP

---

**Operational/Department Plans**

**Annual Business Plan 2021/2022**

**Strategic Plan 2020 - 2025**
Impact of Viria Project

- Delivery of procured supplies and materials.
- Work stopped by Workers

Viria Water Treatment Plant (WTP) – Conceptual Layout

Viria WTP
Immediate Impact

1. **Support structure by regions could no longer ensure service delivery of Water and Wastewater**;

2. **Restriction of staff movement having impact on service delivery ranging from Operations, Support Functions, and outsourced services**;

3. **To set up multiple teams**;

4. **Preparing workforce to work from home**;

5. **Ensure emergency purchases (including) PPE’s**;
Actions Taken

1. Appointment of COVID-19 taskforce Chair and its members in April 2021;
2. Rostering of staff members;
3. Development of Work From Home Policy;
4. Design and Development of Safety Protocols;
5. Procurement – changes in re-order points;
6. Ensuring 6 months stocks;
7. Ensure emergency purchases (including) PPE’s;
8. ICT & Accessibility; and
9. Application for pass (Curfew/Boarder).
Impact on Operations

1. Smaller Teams (Work Bubbles);
2. Reduction in required staff;
3. Focusing only on providing services;
4. Attending to positive cases;
5. Required decontamination on sites with +ve cases;
6. Closure of some sites;
7. Delayed customer services; and
8. Delayed attendance to complaints.
Impact on Operations

1. Increase in cost of operations:
   i. Fuel;
   ii. Cost of Pipes & Fittings including freight charges;
   iii. Increase in Non-Revenue-Water;
   iv. ICT Expenses;
   v. Overtime;
   vi. Purchase of PPE’s;
   vii. Complaints for new connections; and
   viii. Repair & Maintenance Costs.
Impact on Operations

I. Reduction in:
   i. Revenue Collection;
   ii. Numbers of selection & Recruitment activities;
   iii. Increase in Non-Revenue-Water;
   iv. ICT Expenses;
   v. Overtime;
   vi. Purchase of PPE’s;
   vii. Reduced performance levels in projects and set KPI’s; and
Impact on Operations

1. Delays in:
   i. CAPEX Budget Utilization;
   ii. Projects completion;
   iii. Attendance to complaints;
   iv. Testing’s of Water & Wastewater samples;
   v. Delay or ceased disconnection activities;
   vi. Carrying out audit and risk activities and
Learnings

1. Importance of planning;
2. Importance of Safety, family and work life balance;
3. Decentralization of decision making;
4. Maximizing usage of ICT platforms;
5. Working with Limited Resources;
6. Working with cross-functional teams;
7. Working with limited supervision;
8. Importance of maintaining audit trails; and
9. Maintaining healthy relationships with stakeholders.
Learnings

1. Compliance to standards or regulations;
2. Contingency plans with allocated budgets;
3. Business Continuity Plans;
4. Importance of Monitoring & Evaluation remotely;
5. Importance of citizens responsibility;
6. Importance of safety & health over RIGHTS;
7. Importance of being flexible at:
   i. Individual;
   ii. Department &
   iii. Organization Levels.
Our Vision
Clean Water and Sanitation for a Better Life

Our Mission
We are committed to optimising water and wastewater services through:
- Resilience
- Innovation
- Safe Working Practices
- Engaging Stakeholders
- Capacity Building
- Being Environmentally Focused
- Modernization

Our Values
Our key values are:
- Customer Focus
- Learning and Growth
- Integrity
- Passion
- Accountability and Transparency
- Adaptable
- Respect
- Teamwork

VINAKA!