



# WATER NEWS UPDATE

## NAIROBI COUNTY CONVENES EXECUTIVE RETREAT



*Acting Nairobi Governor Ann Kananu (in black) arrive to officially open the Executive retreat. She is flanked by Water CEC Larry Wambua (2nd right) and other stakeholders.*

Nairobi City County in collaboration with the Company recently held a retreat to discuss the sewer revolving fund policies, bills and regulations.

NCWSC Board Chairperson Beryl Lilian Okumu addressed the participants. She said that the Company plays a key role to the country's economic well-being in terms of water and sewerage provision.

"NCWSC is a major driver of the country's economic growth and a key player in ensuring Kenya realizes the Sustainable Development Goal No. 6 on clean water and adequate sanitation." She said.

She added that sewer and water coverage is at 51% and 81% respectively according to the latest Impact report by Water Services Regulatory Board (WASREB) that reviews sub-sector's performance.

She further noted that the national government is extending the sewer network in the city through the funding of French Development Agency and Africa Development Bank and once the extensions are completed, the sewer coverage will be 61% by 2023.

The Company, she added, acknowledges that provision of water and sanitation services as a key enabler to the realisation of the National Government's Big Four Agenda and attainment of Vision 2030 pillar on improvement and availability of sanitation for all.

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*NCWSC Managing Director Eng. Nahason Muguna in one of the sessions during the retreat.*

## NCWSC ATTAINS ISO 9001: 2015 CERTIFICATION



*ISO Secretariat led by Nicholas Nyandiko, the ISO Manager, displays ISO certificates*

The Company recently acquired the ISO 9001:2015 International Standard for Quality Management Systems certification.

The Certification propels the Company ahead through ensuring operational efficiency for sustainability of service delivery, quality service at all processes, reliability of services, and enhancement of customer satisfaction at all levels.

The Company's 5th Strategic Plan (2019/20 to 2023/24 ) seeks to re-invent and benchmark itself with global trends toward enhancing its service delivery to all its stakeholders.

The ISO 9001:2015 Certification provides the utility with a world class platform to achieve this, as it is a business Quality Management tool

The ISO Certification is a clear demonstration of the utility's commitment to elevate service standards to our customers, improvement of operational efficiency to meet customer and regulatory requirements and for continuous improvement.

Attainment of the Certification was through training of management and all staff as implementers of ISO 9001:2015 International Standard Requirements, enhancement of competence requirements for Quality Management System Auditors by training Internal Quality Auditors and Lead Auditors in preparation for monitoring and evaluation of the implementation, maintenance and improvement of the Company Quality Management System.

Design & development of Quality Management System documentations required for effective implementation of the Standard requirements was done as well. These documentations describe the Company processes in all its business operations.

Implementation & improvement of the Quality Management System through Internal Quality Audits that culminated to a Top Management Review meeting was undertaken to address the identified gaps for appropriate corrective actions for Continual Improvement of processes.

There was also Certification Audits by Kenya Bureau of Standards and signing of a Contractual Maintenance Agreement. The successful execution Certification Audits gave the Company a positive outcome that has culminated to the ISO Certification.



*Mr. Nyandiko displays the overall ISO certificate*

## NCWSC PROVIDES FOR LACTATING STATION



*Lactating room at Headquarters, Kampala Road*

The Company has made provisions for a lactation station at the Administration and Logistics Department at the Headquarters in compliance with Sections 71 and 72 of the Health Act, 2017.

The Section makes it mandatory for all employers to establish lactation stations in the workplaces with necessary equipment and facilities including hand washing equipment, refrigerators or appropriate cooling facilities amongst others.

The station is fully equipped with hand washing station, refrigerator, electrical outlets for breast pumps, a table, and a seat for all lactating mothers to express and store breast milk while on duty.

Access to the lactation station is restricted and the users will be required to collect the access key from the secretary to the Administration and Logistics Manager. The Company is cognizant to the statutory requirement and endeavors to roll out a similar initiative in all its workplaces.

## NCWSC PARTICIPATES IN TREE PLANTING DRIVE



*Environment and Forestry Principal Secretary Dr. Chris Kiptoo ( 2nd Left) is joined by Thika Dam Coordinator Job Kihamba and other stakeholders in planting a seedling.*

The Company joined the Ministry of Environment and Forestry in a tree planting exercise at Gatare forest in Kigumo Constituency, Muranga County. Ndakaini Dam staff led by the Dam Coordinator, Job Kihamba represented the Company.

Gatare forest is part of the larger Aberdares ecosystem and major catchment area for Ndakaini Dam which ensures sustainable supply and flow of water to sustain life in Nairobi and its environs.

The event was intended to sensitize the public, educate, and create awareness on the various initiatives that seek to implement the Government agenda of increasing the tree cover in the country to 10% by the year 2022.

The Ministry used the event as part of the roll out of the current long rains tree planting campaign. Environment and Forestry Principal Secretary Dr. Chris Kiptoo and Member of Parliament of Kigumo Constituency, Ms. Ruth Mwaniki graced the tree planting event