

WATER NEWS UPDATE

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NCWSC INTENSIFIES CRACKDOWN ON ILLEGAL WATER CONNECTIONS, NETS 13 ILLEGAL WATER PUMPS

The Company's Security and Technical teams with reinforcement from the Administration Police Unit carried a crackdown on illegal water connections on a pipeline running along Outer Ring Road at Kware area, Lower Embakasi Region.

The disconnection exercise overseen by the team netted 13 illegal water pumps drawing water directly from the pipeline and serving residents of Outer- Ring, Donholm, Fedha, Pipeline, Nyayo and Umoja Estates.



Illegal water pumps netted during the operation

The Lower Embakasi, Regional Manager, Martha Bedi, took the opportunity during the operation to call on area residents to regularize their connections.

"We want to urge our customers to come forward and regularize their connections. Currently, a good number have come to formalize their details and meter connections are ongoing for those who have applied." She stated.

The Regional Technical Coordinator, Tyson Mwenda noted that the punctured pipeline had been interfering with the water supply due to low pressure.

"The line runs from Gigiri and passes through Karura forest onto Thika Road and makes it way to Outer Ring. This illegal connections pose a challenge to the supply. We always keep a keen eye on all the water infrastructure serving this area with an ultimate goal of reducing Non-Revenue Water and enhancing the supply." He affirmed.



Lower Embakasi, Regional Manager, Martha Bedi (centre), and Regional Technical Coordinator, Tyson Mwenda (far right), and Sewer Officer, Frankline Kipchirchir oversees the operation.

A number of Kware area residents came out to appreciate the efforts by the Company to combat illegal connections which have been denying them adequate services many pledging to report the illegal connections.

"We have seen a lot of goodwill from Nairobi Water in ensuring that supply of water is improved. Expect more tip offs and ground intelligence from those engaging in the vice. We are in this together." added John Wanjohi - a resident of Kware.

By: Tonui Kipkurui
Corporate Affairs and Liaison Department

REPRIEVE FOR THOUSANDS OF LANGATA RESIDENTS AS WATER PROJECT IS ROLLED OUT

Over 130,000 Langata residents are set to benefit from Bomas-Langata water augmentation project implemented by the Company.



Ongoing excavation works

The 250 mm water pipeline is to be linked to an existing water pipeline of 300 mm in diameter along Lang'ata road at CITAM Church near Bomas of Kenya. It will run on the left side of Lang'ata road, to an existing pipeline along Kung'u Karumba Rd.



Workers on site digging up the trench

The pipeline targets to improve water supply to the following estates :KMA, Women's prison, Royal Park, St. Mary hospital, Sunvalley, Police Dog Unit, Southland, Otiende, Rubia, Onyonka, Ngei 1&2, Lang'ata barracks, Breeze Park, KRA Estate, Ulinzi Sports Complex, Masai Estate, EPCO, Shree Swaminarayan and NHC estate among other estates.



Contractors on site laying the pipes

By: Tonui Kipkurui
Corporate Affairs and Liaison Department

NCWSC REHABILITATES SEWER LINES IN NGEI AND WAIHAKA WARDS

Access to improved sanitation systems remains a nationwide problem in Kenya. The limited sewerage infrastructure coupled with rapid urban growth has led to, poor health and reduced quality of life.

There are possibilities of environmental pollution, particularly in regard to water sources (surface sources and ground aquifers).



Ongoing rehabilitation of sewer line in Waithaka ward

Poorly controlled waste also means daily exposure to an unpleasant environment. The buildup of fecal contamination in rivers and other waters is not just a human risk: other species are affected, threatening the ecological balance of the environment.

In support to improve the sewer connection and services to the residents and business community around Nairobi, the Company embarked on undertaking ambitious sewer extension projects in a few surrounding areas within Nairobi.

One of the estates expected to benefit from the sewer extension project is Ngei Ward (Mundika, Mbuthia Junction And Metameta).

The proposed project is to alleviate the lives of the residents through provision of reliable and sustainable basic sanitation services which will not only reduce risks of health problems, but also lead to pollution control of waters, water sources and the environment in general.

Another estate benefiting from the project is Waithaka Ward located within the Dagoretti area. The sewer expansion is expected to improve Waithaka's current wastewater collection system by adding new sewer pipelines to underserved areas and increasing the capacity and functionality of the existing sewers, eliminating raw sewage flows.

With an increased number of people with access to safe sanitation, the environmental protection will also improve, and groundwater resources will be protected from contamination.

The projects will have great impact upon completion of the projects, which include Employment opportunities during construction, Improved Sanitation of the two Wards, reduce pollution of the natural river systems and improved quality of water within the project areas.

The projects are fully funded by the Nairobi City Water and Sewerage Company (NCWSC) in support of Sustainable Development Goals No. 6 'Ensure access of clean water and sanitation.

By: Charity Supeyo
Corporate Affairs and Liaison on Department

OFFICE OF DATA PROTECTION COMMISSIONER AUDITS NCWSC

In an effort to ensure compliance with the Data Protection Act, 2019, The Office of the Data Protection Commissioner audited the Company to evaluate its compliance with the Act and its subsidiary regulations.



Board Members during the E-board training

The Office of the Data Protection Commissioner (the Office) is a government agency established pursuant to the Data Protection Act, 2019 (Act) to uphold the privacy and security of personal data.

The Office is responsible for enforcing data protection laws and policies, safeguarding the privacy, dignity, and fundamental rights of individuals.

The Office's mandate includes overseeing the implementation and enforcement of the Act and its attendant regulations, which govern the processing of personal data belonging to persons located in Kenya by both public and private sector organizations.

The audit carried out through interview of staff, review of documentation and observation covered data protection governance and accountability, staff data protection training and awareness as well as security of personal data.

Individual rights requests, records management, and data protection impact assessments and information risk management, data sharing, vendor management and cross-border transfers was also part of the audit scope.

As part of its 2029–2024 Strategic Plan, the Company committed to automation of company processes to enhance efficiencies and effectiveness. One of the activities under this theme was the deployment of an Integrated Board Management Solution (IBS).

On 04 February 2025, the Company launched an eBoard system that is a secure shared digital space for the Board of Directors (BoD) and management to access information to empower governance.

It facilitates effective collaboration among board members and management while eliminating paper-based workflows.

The platform will primarily be used for convening meetings; setting agenda and circulating reports and holding virtual/hybrid meetings; communicating board decisions to management; reporting to the BoD on implementation of its directives; sharing of important information; voting; carrying out evaluations and survey amongst others.

The system promises improved efficiency; real-time analytics and reporting; enhanced decision making due to improved communication, collaboration and access to important information; better scheduling of meetings; increased security and confidentiality with respect to board documents; accountability; among others.

NAIROBI CITY COUNTY AND NCWSC MARKS VALENTINES DAY

The Company in collaboration with Nairobi City County Government celebrated Valentine's Day by serving meals to Langata West Primary School students under the "Dishi na County" programme.

The event was presided by CEC-Green Nairobi, Maureen Njeri, accompanied by Board of Directors, Board of Management, and staff.



CEC-Green Nairobi, Maureen Njeri and Board Member Esther Wamuiya, share a light moment during the Dishi na County event.

The CEC appreciated the Company for implementing water and sewerage projects targeting all learning institutions across the county in support of the school feeding initiative.

"The school feeding program targets children enrolled in public primary schools and ECD centres and provision of adequate clean drinking water is critical for the success of Governor's transformative project. Sanitation is key to keeping the kids healthy and hygienic," she said.



Managing Director, Eng. Nahason Muguna serves a pupil

The Managing Director, Eng. Nahason Muguna, assured the learners that the Company will supply adequate water to the school to support the feeding programme.

"We shall step up and support the initiative by supplying water not only to this school but to the rest of schools across the county to ensure that the students have enough to drink." He stated.



Board of Directors, Board of Management and Staff serves the pupils.



Ongoing review of the 6th Strategic Plan in Naivasha, Nakuru County

As the Nairobi City Water and Sewerage Company (NCWSC) embarks on the journey of developing its 6th Strategic Business Plan, it's crucial to reflect on the significance of strategic planning not just for the company's growth but in the context of the wider goals of achieving the global water sector, national water sector aspirations, and those of Nairobi City County Government.

With each phase of these developments, it's clear that the staff play a pivotal role specifically in ensuring the actualization these aspirations.

Strategic planning is more than a roadmap; broadly, It's the process of setting clear, actionable objectives and determining the best course of action to meet them.

For NCWSC, this process ensures that the company is effectively positioned to unearth and tackle both current and future challenges that may deter the company from achieving its focus of **"delighting the customers"**.

These challenges range from the high NRW, population growth within the city, and the evolving environmental challenges in the context of climatic change uncertainties, among other host of confronts.

Basing on the aforementioned, the 6th strategic plan provides an opportunity to align our operations, resources, and efforts with both local and international water sector goals.

It is essential in transforming abstract goals into tangible results, whose net effect will be improving the efficiency of water supply, ensuring sustainability and contributing to the well-being of Nairobi's residents.

Indeed, water scarcity, climate change, and sustainable water use are critical issues globally. At the heart of global efforts like the United Nations' Sustainable Development Goals specifically (SDG) 6, which seeks to ensure availability and sustainable management of water and sanitation for all by 2030, is the drive for equitable access to clean water.

NCWSC, as part of the global community of water services providers, has the responsibility to contribute for attainment of this global objective.

Through the strategic plan, the company is bound to focus on the implementation of innovative solutions that foster sustainability, conserve resources, and improve the quality of water services.

By tapping into the global water sector best practices, the company will ensure that the efforts are aligned with the global water sector broader agenda, positioning NCWSC as a leading entity in contributing to SDG 6.

On the domestic front, Nairobi City County has set ambitious goals for its water and sewerage services. As the capital city grows rapidly, the demand for reliable, sustainable, and affordable water increases.

It is envisaged that the 6th Strategic Business Plan will serve as a blueprint to support these local aspirations. Through infrastructure development, system optimization, and innovative financing models, NCWSC has incorporate plans that will contribute significantly to the county's vision of providing universal water and sanitation coverage.

This plan will guide the company in overcoming the challenges of growing demand, improving resilience to climate impacts, and maintaining water quality.

Strategic planning is not an exercise for management alone; it is a collective effort that requires the engagement of every member of staff. From the water treatment plants to customer service, from field engineers to finance officers, every single staff member at NCWSC is vital in the successful execution of our strategic goals.

As the company moves forward, employees will be key to driving the changes required to achieve the aspirations outlined in the strategic plan. It's not just about working harder but working smarter—leveraging innovation, embracing technology, and ensuring that our practices align with sustainable principles.

NCWSC's workforce is its greatest asset, and it's through the dedication, creativity, and collaboration of each staff member that we can truly make a difference.

Every role, from the senior leadership team to the frontline staff, plays an integral part in advancing the company's mission.

In conclusion, as the company develops its 6th Strategic Business Plan, its critical to note that strategic planning is not just a framework for growth but a catalyst for transformation.

It allows NCWSC to align itself with global water sector goals, respond to local needs, and realize Nairobi's vision. The success of this journey will depend on all company staff, the collective effort of the entire NCWSC team.

All staff therefore, should take this opportunity to contribute, collaborate, and work towards achieving the aspirations of a better, water-secure future for Nairobi and the world. Together, the Company has a potential to ensure that the envisaged strategic objectives are not just met, but exceeded.



CELEBRATING WOMEN IN WATER & SANITATION: A CONVERSATION WITH A PASSIONATE SOCIOLOGIST



Lily Muthoni

Can you tell us a little about yourself and your role at Nairobi City Water & Sewerage Company Ltd (NCWSC)?

My name is Lily Muthoni a sociologist based in Upper Embakasi Region. My passion lies in sustainable WASH projects and reducing non-revenue water. Currently, I am a liaison sociologist seconded to the Eastern Nairobi Water and Sewer Intensification Project (ENWSIP) which encompasses the Kasarani, Upper & Lower Embakasi, and Roysambu regions.

My role bridges the gap between technical teams that is engineers and surveyors with the communities receiving water and sewer services, focusing on new consumer connections and ensuring existing accounts receive supply.

My work also involves integrating social and behavioral sustainability efforts, monitoring project impact, and leading community awareness campaigns to ensure long-term success.

The Eastern Nairobi Water & Sewer Intensification Project (ENWSIP). What is ENWSIP, and why is it important for Eastern Nairobi?

This project, funded by the French Development Agency (AFD), aims to expand the water and sewer network in Eastern Nairobi. The project includes laying 250 km of water distribution pipelines, targeting 1,903 metered connections in areas like Utawala, Mihango, Ruai, Kamulu, Ngundu, and Njiru.

On the sewer side, it involves laying 47 km of sewer lines to support 1,405 new household connections in Mailisaba, Umoja Innercore, Embakasi Tassia, Embakasi Plot 10, Umoja 3, and Marura. This initiative will benefit over 600,000 people, addressing frequent sewer bursts and reducing waterborne diseases by improving access to clean water and sanitation.

As we speak, there are 1,132 applications in Utawala, 538 in Mihango, 509 in Ruai, and 605 in Kamulu Ngundu at various stages.

Sociology & Water Management. How has your background in sociology shaped your work on this project?

My sociology background has ensured that I not only support the Company's initiatives but also adequately advocate for the community as the project is implemented ensuring that community needs and perceptions are at the heart of the project, which requires stakeholder engagement, conflict resolution, and outreach to diverse groups, including women, youth, and people with disabilities.

What inspired you to work in this field, and what keeps you going?

The power of clean water and proper sanitation to transform lives is what drives me. Seeing vulnerable communities gain access to these essential services is incredibly rewarding.

Can you share a memorable moment from your career?

One of my most memorable moments was when water first reached Kamulu in Utawala, Mihango, and Ngundu. I was on-site, and the community's excitement was palpable—elderly residents were literally jumping for joy! Another impactful experience was during the World Bank Output Based Aid (OBA) project, where we replaced unsanitary pit latrines with pour-flush toilets in informal settlements. The dignity this brought to communities, especially in Kayole Soweto, was truly fulfilling.

What would you like to share with women working in or aspiring to join this field?

This is a rewarding sector where your work shapes the future of water accessibility and sustainability. Keep mentoring and uplifting each other—together, we are unstoppable!

Advice for Young Professionals. What tips do you have for those interested in sociology or water and sanitation?

For young professionals looking to enter the field, gaining hands-on experience through community-led water and sanitation projects is invaluable. Building expertise in social research, community engagement, and behavioral change can help address systemic challenges.

A solid understanding of water and sanitation policies, governance structures, and regulatory frameworks is also essential. Moreover, strong communication and advocacy skills can drive public awareness and policy reforms to improve access to clean water and sanitation.

How can the next generation of sociologists contribute to solving urban water and sanitation challenges?

Sociologists can play a crucial role in addressing urban water and sanitation issues by advocating for safe and accessible sanitation facilities, particularly for marginalized communities. Their involvement in policy-making can help ensure gender-inclusive solutions that meet the needs of diverse populations.

By participating in community-led decision-making and governance, they can foster more equitable and effective water management. Additionally, designing sustainable, community-driven solutions can lead to long-term improvements in urban sanitation and water access.

What's a surprising fact about water or sanitation?

Toilets save more lives than doctors do!

Your go-to karaoke song?

"Sina Noma"—though after attempting to sing it, I might need a new one!

Happy Women's Day to all the incredible women making a difference in the water and sanitation sector! Your contributions are invaluable, and your impact is immeasurable. Keep pushing boundaries, breaking barriers, and transforming lives!

Join Us!

Women in Water & Sanitation Association (WIWAS) is a network of women in water, sanitation & hygiene sector committed to empowering women at the core of WASH

How to Join:

- Corporate members : Annual Subscription fee (Kshs) 20,000; One time registration fee: 20,000
- Individual members (Full & Associate): Annual Subscription fee: (Kshs) 3,000; One time registration fee (Kshs): 2,000
- Students: Annual Subscription fee (Kshs): 1000; One time registration fee (Kshs): 500

Old members only pay Annual subscription.

Women in Water & Sanitation Association
KCB NHIF Branch A/C No. 1197735925
or
M-Pesa Paybill No. 522 522
enter A/C No. as indicated above

Our Vision
Empowered women at the core of WASH

Email us:
secretariat@wiwas.org or
wiwasny@yahoo.com

COMBATTING CORRUPTION: RISK ASSESSMENT AND MITIGATION

Corruption remains one of the greatest challenges organizations face globally, undermining trust and stalling progress.

To protect their operations and reputation, businesses and governments must prioritize effective corruption risk assessments and mitigation plans.

Understanding Corruption Risk

Corruption risk refers to the potential for unethical practices like bribery, fraud, and favouritism within an organization. High-risk areas include procurement, financial management, and decision-making processes, which may be vulnerable to exploitation. Identifying and assessing these risks is crucial to prevent corruption from taking root.

Importance of Risk Assessment

A well-conducted corruption risk assessment helps organizations pinpoint vulnerabilities, ensuring compliance with anti-corruption laws like the U.S. Foreign Corrupt Practices Act and the UK Bribery Act.

Regular risk assessments enhance decision-making, protect reputations, and prevent financial loss by addressing corruption proactively.

Effective Mitigation Strategies

- **Internal Controls:** Implementing strong financial oversight and transparent processes is essential to deter corruption.
- **Training & Awareness:** Employee education on ethical practices and reporting mechanisms reduces the risk of corrupt activities.
- **Third-Party Due Diligence:** Screening suppliers and contractors helps mitigate external corruption risks.
- **Leadership Commitment:** A culture of integrity starts at the top, with leadership setting a clear anti-corruption tone.
- **Technology & Data Analytics:** Using software tools to detect anomalies and monitor transactions in real-time helps prevent corruption.

Real World Impact

Organizations like Siemens and the World Bank have successfully implemented robust corruption risk management systems, demonstrating the importance of transparency, accountability, and comprehensive strategies in maintaining ethical operations.

However, challenges remain, such as resistance to change and evolving corruption tactics, requiring constant adaptation of risk management strategies.

Conclusion

Proactive corruption risk assessments and mitigation plans are essential for any organization committed to transparency, compliance, and long-term success.

By fostering a culture of integrity, utilizing technology, and implementing strong controls, organizations can minimize corruption risks and ensure sustainable growth.

By: CPA Ruth Marennya Ochieng
Secretary- Internal Audit Committee

LILONGWE WATER BOARD BENCHMARKS WITH NCWSC

The Company hosted a delegation from Lilongwe Water Board, Malawi, with the aim of exploring insights on Gender and Economic Policy analysis from a Kenyan water sector perspective.



Managing Director, Eng. Nahason Muguna, briefs the delegation on the mandate of the Company.

The MD took them through the mandate of the Company, Governance structure as well as water sources and treatment facilities.

"Our water production currently do not meet the demand. However, we have invested a lot to bridge the gap. We now have water from the Northern Collector Tunnel Phase 1." He stated.



Managing Director, Eng. Nahason Muguna, pose for a photo with the delegation.

In terms of gender inclusivity, the MD told the delegates that the organization strives to ensure there is gender balance in its workforce.

"We do not discriminate on gender during staff recruitment. We make reference to existing laws and regulations guiding all issues to do with gender .30% of our staff are women" He noted.

The visit also focused on learning the gender considerations into economic policies and practices within Kenya's Water sector, particularly in gender mainstreaming, policy development and innovative practices in the water sector.

The Lilongwe Water Board (LWB) is a government agency that supplies water to the city of Lilongwe and the surrounding areas in Malawi.

By: Agnes Cheggeh
Corporate Affairs and Liaison Department

In an era where personal data is increasingly vulnerable to misuse, Kenya took a significant step forward by enacting the Data Protection Act of 2019.

Picture this: You're scrolling through Tiktok, laughing hard at Choke Jingli's skits, blissfully unaware that Tala agents are now calling your phone contacts, one by one, asking them to talk to you about the 3,000 loan you took in last year June. But thanks to the Data Protection Act, you now have a legal shield to protect your digital footprints. The Act, signed into law in November 2019, aims to safeguard the privacy of individuals and regulate how organizations handle personal data.

The Data Protection Act establishes the Office of the Data Protection Commissioner (ODPC), which acts as the referee in the data privacy game. Its job? To ensure organizations handle your personal data like a fragile treasure and not a free-for-all. Companies now need your explicit consent before collecting, using, or sharing your data.



Staff being taken through the provisions of the Data Protection Act

The Data Protection Act is a legal framework designed to protect the personal data of individuals in Kenya. It establishes rules for how organizations collect, store, process, and share personal information.

In addition, the Act gives you the right to know what data is being collected, why it's being collected, and who it's being shared with. If you feel like your data is being mishandled, you can file a complaint with the ODPC.

Here's what you need to know about the Act and how it impacts you.

Office of the Data Protection Commissioner (ODPC)

The Act established the ODPC, which is responsible for overseeing the implementation and enforcement of the law. The ODPC ensures that organizations comply with the Act, investigates complaints, and educates the public about data protection rights. It also requires data controllers and processors to register with the ODPC, creating a system of accountability.

Principles of Act

The Act is built on several core principles that organizations must follow when handling personal data:

- **Lawfulness, fairness, and transparency:** Data must be processed legally, fairly, and in a transparent manner.
- **Purpose limitation:** Data should only be collected for specific, explicit, and legitimate purposes.
- **Data minimization:** Only the data necessary for the stated purpose should be collected.
- **Accuracy:** Personal data must be accurate and kept up to date.
- **Storage limitation:** Data should not be stored longer than necessary.
- **Integrity and confidentiality:** Data must be processed securely to prevent unauthorized access, loss, or damage.

Rights of Data Subjects

The Act grants you several rights over your personal data, including:

- **Right to access:** You can request to see what data an organization holds about you.
- **Right to rectification:** You can ask for incorrect or incomplete data to be corrected.
- **Right to erasure:** You can request that your data be deleted under certain circumstances.
- **Right to restrict processing:** You can ask for your data to be stored but not processed.
- **Right to object:** You can object to the processing of your data, particularly for direct marketing.
- **Right to data portability:** You can request your data to be transferred to another organization in a commonly used format.

Special Protections for Children

The Act provides additional safeguards for children's data. Organizations must obtain parental consent before processing a child's data and ensure that the processing is in the child's best interest.

Penalties for Non-Compliance

Organizations that violate the Act face serious consequences, including fines of up to KES 5 million or 1% of their annual turnover, whichever is higher. The ODPC can also issue enforcement notices, conduct audits, and recommend prosecution for severe breaches.

Why the Act Matters

The Data Protection Act is not just about protecting privacy; it's also about fostering trust in the digital economy. By ensuring that personal data is handled responsibly, the Act encourages innovation and growth in sectors like e-commerce, digital banking, and technology. It also empowers individuals to take control of their personal information in an increasingly connected world.



Facilitator oversee a Data Protection Act focus group discussions.

So, the next time you are scrolling through a website and a pop up shows up on your phone to "accept all cookies" or give "consent to...", take a minute and read exactly what data you are authorizing to be collected. Take your time and read the fine prints of everything you sign.

To know more about the Data Protection Act, log into <https://www.odpc.go.ke>

A PEAK INTO THE ADOSA WORKPLACE POLICY

The Company in a bid to address the growing impact of substance abuse on employee health, safety, and productivity is implementing Alcohol, Drugs & Substance Abuse (ADSA) Prevention Workplace Policy .

The policy, approved by the Board in April 2024, aims to create a safer work environment through prevention, early detection, and support for affected employees with the primary goals being:

- Preventing substance-related issues through awareness campaigns,
- Identifying problems early,
- Offering rehabilitation support, and fostering a drug-free culture.

Similarly, prevention measures include:

- Restricting alcohol/drug use at work,
- Banning illegal substances,
- Prohibiting alcohol/drug advertisements and
- Providing training for staff and supervisors.



Drugs and substances on display

To support employees affected by the addiction scourge, the company will cover 100% of first-time rehabilitation costs at accredited centers and 50% for a second attempt.

In case of a relapse, the employee is expected to cover the full payment of the treatment. Recovery support will be provided through a return-to-work agreement and the support of peer educators and the ADSA committee who will aid in identifying at-risk employees and facilitating reintegration.

The implementation of the policy will be multifaceted and integrated among the different departments with the Managing Director overseeing budget allocation and policy integration, while the ADSA Committee coordinates training, referrals, and partnerships with agencies like NACADA.

Supervisors, HR, and peer educators shall share responsibilities in monitoring compliance, distributing educational materials, and addressing violations. Employees are encouraged to report concerns, participate in prevention activities, and seek help proactively.

Subsequently, the policy's effectiveness will be tracked focusing on metrics like treatment uptake, absenteeism rates, and program participation. By combining prevention, support, and accountability, NCWSC's ADSA policy will seek to ensure employee well-being and organizational resilience in combating substance abuse.

