



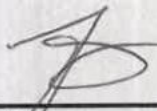
ENVIRONMENTAL MANAGEMENT PLAN FOR CENTRAL NORTH WATER SUPPLY AREA: ZONE 3

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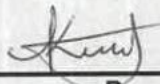
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EAP Signature



Proponent

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Table of Contents

LIST OF ABBREVIATIONS	III
1. PURPOSE OF THE EMP	4
2. INTRODUCTION	5
2.1 Outapi/Ombalantu Purification Plant.....	5
2.2 Ombalantu North Rural Water Supply Scheme	5
3. EXISTING CNWSA: ZONE 3 WATER SUPPLY INFRASTRUCTURE	7
3.1 Water Source	7
3.1.1 Outapi/Ombalantu Purification Plant.....	7
3.1.2 Ombalantu North Rural Water Supply Scheme	7
3.2 Water Quality and Disinfection	7
3.2.1 Outapi/Ombalantu purification plant - Dosing System.....	8
3.2.2 Coagulation and Flocculation	8
3.2.3 Sedimentation	8
3.2.4 Sludge Handling	8
3.2.5 Sand Filtration	8
3.3 Pipework	9
3.4 Reservoirs	9
3.5 Power supply and control system	9
3.5.1 Raw Water Pumps	9
3.5.2 Clear Water Pump Station (Supply to the Ombalantu North RWSS)	9
3.5.3 Outapi Clear Water Pump Station (Supply to Outapi Town)	10
3.5.4 Ombalantu/Onayakale Town Pumps	10
3.5.5 Ombalantu North RWSS Pumps	10
3.6 Scheme Processes/Operation.....	11
3.7 Maintenance.....	11
3.7.1 Pumps.....	11
3.7.2 Air Valves.....	11
3.7.3 Pressure Gauges and Transducers.....	11
3.7.4 Reservoirs.....	11
3.7.5 Pipe Breaks/leaks.....	11
4. BRIEF DESCRIPTION OF THE RECEIVING ENVIRONMENT	14
4.1 Climate.....	14
4.1.1 Precipitation	14
4.1.2 Temperature.....	14
4.2 Geology.....	14
4.3 Natural Fauna and Flora.....	15
5. THE LEGAL ENVIRONMENT.....	16

5.1	The Constitution of the Republic of Namibia.....	16
5.2	Environmental Assessment Policy (1995)	16
5.3	Environmental Management Act (No 7 of 2007) (EMA)	17
5.4	EIA Regulations Government Notice No. 30, promulgated on 6 February 2012 .	17
5.5	Water Act 54 of 1956 and Water Resources Management Act 11 of 2013	17
6.	RESPONSIBLE PARTIES	18
7.	ENVIRONMENTAL MANAGEMENT PLAN	20
8.	MANAGEMENT ACTIONS	21
8.1	Operation and Maintenance phase of the CNWSA: Zone 3 Water Supply Scheme	21
8.1.1	Introduction	21
8.1.2	Maintenance Procedures.....	21
9.	SITE CLOSURE AND REHABILITATION	37
10.	NAMWATER ENVIRONMENTAL CODE OF CONDUCT	38
11.	REFERENCES	43
	GRIEVANCE PROCEDURE.....	44
	GRIEVANCE REGISTRATION.....	45

LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
CoC	Code of Conduct
DEA	Directorate of Environmental Affairs
EMA	Environmental Management Act
EMP	Environmental Management Plan
HIV	Human Immunodeficiency Virus
I&AP	Interested and Affected Parties
MEFT	Ministry of Environment, Forestry and Tourism
NEM	NamWater Environmental Manager
MSDS	Material Safety Data Sheet
NWQG	Namibian Water Quality Guidelines
NWQS	Namibian Water Quality Standards
STI's	Sexually Transmitted Infections
WTW	Water Treatment Works

1. PURPOSE OF THE EMP

This Environmental Management Plan (EMP) has been compiled for the management of potential environmental impacts during the operation, and decommissioning phases of the proposed Central North Water Supply Area (CNWSA): Zone 3 Water Supply Scheme. Best practice is proposed for the generic issues of construction management and supervision as well as the on-going management and operation of the pipeline.

In terms of the Environmental Assessment Policy of 1994 and the Environmental Management (Act No 7 of 2007) (EMA), the activities required for the construction of the proposed project requires authorization from the Directorate of Environmental Affairs at the Ministry of Environmental, Forestry and Tourism (MEFT: DEA).

An Environmental Clearance Certificate (ECC) was originally issued in 2021 and this EMP serves as an application for the renewal of the ECC.

2. INTRODUCTION

The Central North Water Supply Area (CNWSA) is located in the Central North area of Namibia, and covers areas of the Oshikoto, Omusati, Oshana and Ohangwena Regions. CNWSA infrastructure components have been divided into 8 separate zones.

The infrastructure of CNWSA: Zone 3 includes, the Outapi or Ombalantu Purification Plant, a pump station at this plant, the Outapi–Tsandi Pipeline and the Ombalantu North Rural Water Supply Scheme. A reservoir is located at the Outapi Purification Plant.

The location of Water Supply Zone 3 is depicted in **Figure 1**.

2.1 Outapi/Ombalantu Purification Plant

The Ombalantu Purification Plant is situated on the outskirts of the town of Outapi, between the tarred road to Olushandja and the Olushandja – Ombalantu Canal. The purification plant consists of an old batch plant, and a new, so-called package plant. The batch plant has been taken out of operation.

The Ombalantu Purification Plant is therefore a package plant consisting of the following principal components:

- A pump station housing various raw water and potable water pump sets,
- A prefabricated treatment plant comprising flash mixers, a flocculator and settling tanks.
- A bank of pressure filters,
- A reinforced concrete potable water reservoir,
- An elevated reservoir,
- A bank of five sludge lagoons
- A raw-water storage dam.

2.2 Ombalantu North Rural Water Supply Scheme

The Ombalantu North RWSS was built between 1998 and 1999 and LCE were the Engineers responsible for the design and construction supervision.

The EMP is for an existing CNWSA: Zone 3 and it is therefore only for the operation and maintenance of the Zone.

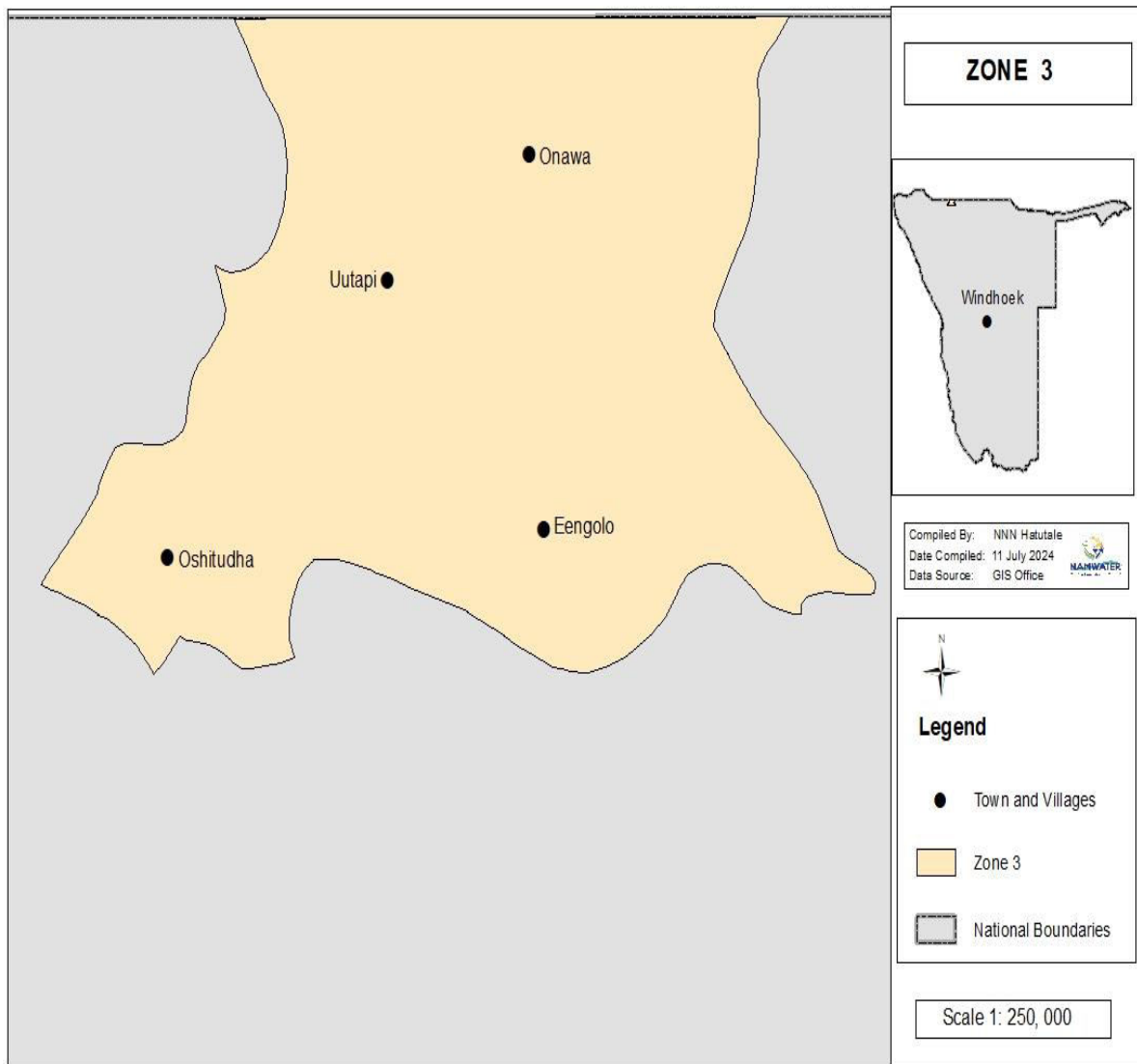


Figure 1: Water Supply Zone 3 Location Map

3. EXISTING CNWSA: ZONE 3 WATER SUPPLY INFRASTRUCTURE

3.1 Water Source

3.1.1 Outapi/Ombalantu Purification Plant

Water is supplied to the plant from the Olushandja–Ombalantu Canal which is pumped from the 70 000 m³ storage dam which is also filled from the canal. The water is then pumped into a ground level reservoir. From this reservoir, water is pumped into pipelines supplying the Ombalantu North Rural Water Supply Scheme. Water is also drawn from this ground level reservoir and pumped into an elevated reservoir, from where it gravitates into Outapi town.

The water purification processes include the unit processes of pre-chlorination, flash mixing, coagulation, flocculation, sedimentation and filtration. Other activities include chemical storage, chemical preparation and dosing, waterworks sludge disposal, with recirculation of the supernatant.

A schematic layout of the existing infrastructure is indicated in **Figure 2-3** below

3.1.2 Ombalantu North Rural Water Supply Scheme

Main water source is the ground level water reservoir. The water reservoir pumps water into the Ombalantu North Rural Water Supply Scheme pipelines. The scheme is divided into 7 areas, i.e. A1, A2, B1, B2, B3, C and D. Each area is supplied with water from its own source. Areas A and B are supplied from the Outapi Purification Plant and therefore fall in CNWSA: Zone 3.

3.2 Water Quality and Disinfection

The quality of water supplied to the pump station was evaluated for compliance with the Namibian Water Quality Guidelines (NWQG) and the Namibian Water Quality Standards (NWQS). According to the NWQG the water can be classified in group A.

The existing disinfection system consists of two small multi-stage Grundfos pumps (Model CR3-12) with 1.1 kW, 230 V Grundfos motors running at a maximum speed of 2 900 rpm and each pump has a capacity of 3 m³ at 560 kPa. The pumps are installed in parallel and operate automatically, depending on the demand. The pumps as well as the dosing system are in good condition, with little maintenance required. The disinfection facility provides chlorine dosing at the following rates:

- Pre-Chlorination for the purification plant (50-1000 g/h),
- Post-Chlorination for the purification plant (50-1000 g/h).

A schematic layout of the existing infrastructure is indicated in **Figure 3** below.

3.2.1 Outapi/Ombalantu purification plant - Dosing System

The dosing system is being adjusted manually due to the fact that the ion charge analyser is not connected to the dosing system.

3.2.2 Coagulation and Flocculation

Instant blending of the coagulant with the raw water, and flocculation, takes place in a vertically installed glass fibre floc column located next to the settlers. The floc column is provided with a scour outlet for cleaning and maintenance purposes.

3.2.3 Sedimentation

Sedimentation takes place in three stainless steel sedimentation tanks installed with lamella packs. Desludging is activated by sensors and takes place automatically by means of electrically operated valves. Sludge flows, under gravity, to one or more of the five sludge drying beds.

The only way to remove the sludge that has accumulated is by removing the access covers and pipework at the bottoms of the tanks (i.e., below the lamella packs) and jetting out the sludge. Operators are compelled to remove the accumulated sludge in this manner due to the fact that the lamella packs cover the total surface area.

3.2.4 Sludge Handling

Sludge from the settlers and wash water from the filters is piped to the five concrete sludge drying beds. Water decanted from the sludge drying beds is pumped back to the plant or allowed to overflow into unlined ponds located close to the drying beds.

Desludging of the settlers appears to take place daily at 11 am, for approximately one minute. It appears as if backwashing takes place at a fixed time every day, at approximately 4 pm. Although backwashing of the filters takes place frequently, the air blower only operates once a day.

3.2.5 Sand Filtration

Sand filtration takes place in three pressure filters, with automatic backwash. Backwashing Cycles are initiated by a high-water pressure in the filters all processes associated with the package plant are Programmable Logic Controller (PLC) controlled and take place automatically.

3.3 Pipework

The Outapi Ombalantu purification plant uses a 300 mm diameter pipeline which supplies water under gravity from the Olushandja – Ombalantu Canal to a deep well on the site. The design is such that when the canal is out of operation or maintenance is being carried out on it.

The Ombalantu North Pipeline for the base year demand scenario (2007/08), the flow velocity in the bulk distribution network is below 0.31 m/s, while for the future demand scenario (2029/30), the flow velocity in the bulk distribution network is 0.62 m/s.

3.4 Reservoirs

There are approximately 3 reservoirs in CNWSA: Zone 3 that cater for Ombalantu purification plant:

- A Reinforced concrete (round) GLR with a capacity of 600 (m³).
- A constructed with Pressed steel ER with a capacity of 200 (m³).
- Consist of 6 x 10 m³ plastic shells of an elevated pressed steel tank. Water can also be supplied to the purification plant by pumping from the 70 000 m³ pump storage dam. The pipeline to the treatment plant is equipped with an electro-magnetic flow meter.

3.5 Power supply and control system

3.5.1 Raw Water Pumps

The raw water pump consists of Rapid Allweiler 125-250 pumps with 18.5 kW, 380 V, Eberle TEFC motors running at 1 445 rpm. The deep well is fitted with grid to screen out debris. The pumps are manually controlled.

3.5.2 Clear Water Pump Station (Supply to the Ombalantu North RWSS)

This pump station consists of two banks of pumps, one containing three pumps and the other containing four pumps, which draw water from the 600 m³ ground level reservoir and deliver into the pipelines to Areas A, B0 and B1 of the Ombalantu North Rural Water Supply Scheme (RWSS). All 7 pumps are Grundfos CR32-4 pumps, driven by 7.5 kW, 400 V, Grundfos TEFC motors running at between 700 and 2 880 rpm.

The two pumps are variable speed driven and are controlled via pressure sensors and electro-magnetic flow meters. The speed of the pumps increases with increasing demand and loss of pressure in the pipeline.

The power supply to Ombalantu North RWSS Area A is supplied from the purification plant new control panel via a 30 A TP circuit breaker and Areas B0 and B1 are supplied via a 63 A

TP. Pumps are controlled with variable speed drives (VSDs) which prevent high start-up currents. All the pumps work automatically by monitoring the pressure and the flow.

The telemetry system is installed at the purification plant and all flow meters and pressure transmitters are connected to the telemetry system to allow all measurements to be recorded on the SCADA system

3.5.3 Outapi Clear Water Pump Station (Supply to Outapi Town)

This pump station consists of two Rapid Allweiler 80-250 pumps, driven by 11 kW, 380 V, Eberle TEFC motors running at 1 455 rpm, which draw water from the 600 m³ ground level reservoir and deliver into a 60 m³ elevated reservoir, from where water gravitates to Outapi Town and Onakayale

The pump station consists of two banks of pumps, one containing three pumps and the other containing four pumps, which draw water from the 600 m³ ground level reservoir and deliver into the pipelines to Areas A, B0 and B1 of the Ombalantu North Rural Water Supply Scheme. Two pumps are installed in parallel and are controlled via a level float switch installed in the elevated water tank. Both pumps are constant speed pumps.

The power supply to the pumps is via 25 A TP circuit breaker situated in the main control panel of the purification plant.

The telemetry system is installed at the purification plant and all level detectors are connected to the telemetry system to allow all measurements to be recorded on the SCADA system.

3.5.4 Ombalantu/Onayakale Town Pumps

The Ombalantu/Onayakale Town Pump Station has two matching pumps with a duty head of 15.2 m and a duty flow of 79.2 m³/h. Only one pump is operated and the other is kept as standby. The pump operates at a head of 16.1 m and delivers 67.1 m³/h and has sufficient capacity to satisfy the current and future water supply requirements.

3.5.5 Ombalantu North RWSS Pumps

The Ombalantu North Pump Station has seven pumps which supply water to Ombalantu Areas A, B0 and B1 simultaneously. Each pump has a duty head of 58.3 m and a duty flow of 29.8 m³/h. The pump station is normally operated on the VSD mode to control the pressure of the system to a maximum of 6 bar. This pump station was however simulated as a fixed speed pump station with a pressure reducing valve installed on the delivery side of the pump station, which valve controls the downstream pressure to maximum of 6 bar.

3.6 Scheme Processes/Operation

There are fulltime NamWater operators based at each purification plant in CNWSA: Zone 3.

3.7 Maintenance

Maintenance is done by a permanent NamWater team.

3.7.1 Pumps

All motors bearings should be lubricated with a high-temperature lithium-based grease after 3000 hours.

If a pump/s were out of operation for six months, lubrication is required before service commence on all motor bearings.

3.7.2 Air Valves

The valves must be opened monthly to be descaled and cleaned to ensure effective operation. The service intervals will depend on the severity of the conditions.

3.7.3 Pressure Gauges and Transducers

The gauge cocks must be turned monthly to bleed-off air and ensure accurate readings. Turning prevents scale accumulation which prevents the gauge cock from functioning. The operational or service intervals will depend on the severity of the conditions.

3.7.4 Reservoirs

The reservoirs should be checked for leaks and other damages on a monthly basis. If leaks are detected, it should be fixed immediately.

3.7.5 Pipe Breaks/leaks

Monthly monitor of pipes should be done to avoid wastage of water in an event a major pipe break. The pipeline corridor for maintenance work is 10 m by 5 m.

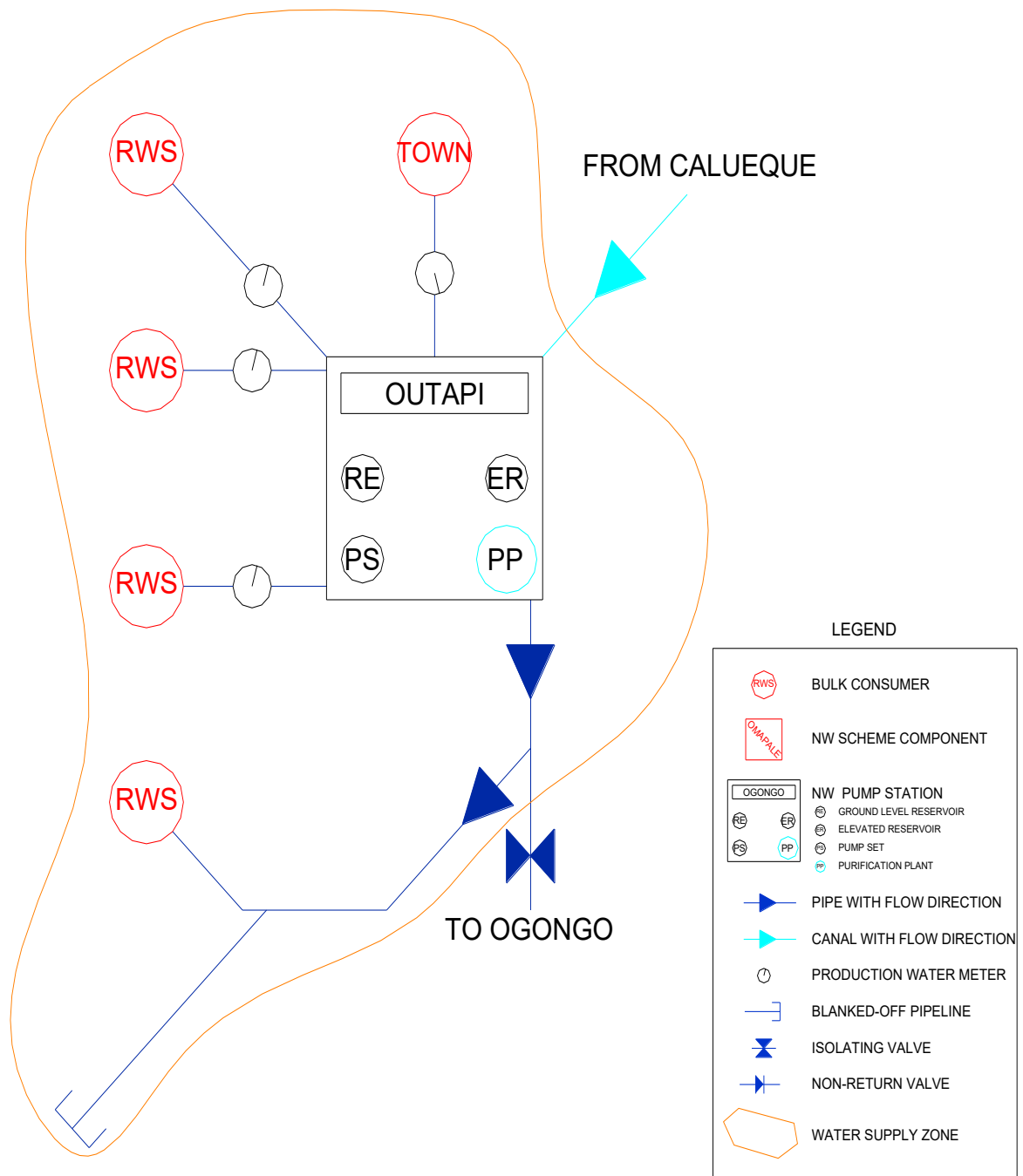


Figure 2: Schematic Layout of the Infrastructure of CNWSA: Zone 3

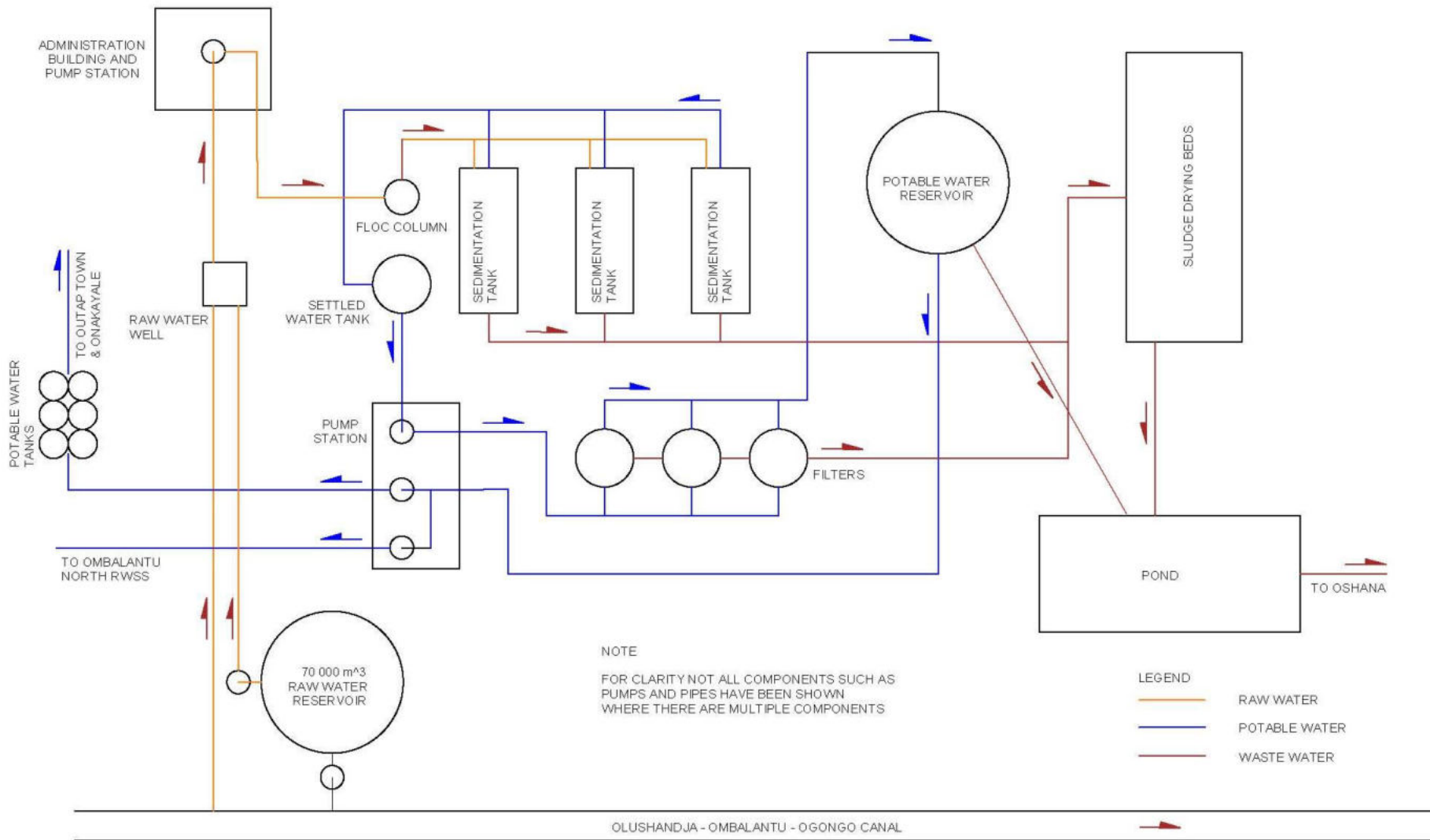


Figure 3: Schematic Layout of the Outapi Purification Plant

4. BRIEF DESCRIPTION OF THE RECEIVING ENVIRONMENT

The baseline description provided below focuses on the receiving environment:

4.1 Climate

The CNWSA: Zone 3 area has a hot semi-arid climate, which is characterised by warm winter days to chilly winter's nights and particularly hot summer's days and semi cool summer nights. The area is susceptible to minimal rainfall which fluctuates in period and volume every season. Rainfall typically ensues in the summer months starting in November and ending in April (Mendelsohn *et. al.*, 2000).

4.1.1 Precipitation

The driest month in the CNWSA: Zone 3 area is July, while the most rain falls in the months of January and February. The CNWSA: Zone 3 Area has an average annual rainfall of 550-600 mm. and a median average rainfall of 450 mm to 500 mm. The wettest months fall between November and March months, whilst the driest months are from May to October (Mendelsohn, *et. al.*, 2002).

4.1.2 Temperature

The warmest month of the year is October and June has the lowest average temperature of the whole year. Average maximum temperature in CNWSA: Zone 3 ranges between 34 °C to 36 °C, these moderately high temperatures occur in the summer months of November to January. CNWSA: Zone 3 has minimum average temperatures of 6°C to 8°C, lowest temperatures occur during winter months of June and July (Mendelsohn, *et. al.*, 2002).

4.2 Geology

The CNWSA Zone is located in the Cuvelai Basin; the basin floor consists of gneissic and granitic basement. Outcrops of this occur in the Kamanjab Inlier along the south-western rim of the basin (Fransfontein Granitic Suite and Khoabendus Group, 2 700 to 1700 Ma). Up to 8 000 m of sedimentary rocks of the Nosib, Otavi and Mulden groups of the late-Proterozoic Damara Sequence overlie this. Carbonatic rocks of the Otavi Group are found on the surface in the mountain ridges south and west of the basin (Christelis, *et. al.*, 2011).

Traditionally, shallow, hand-dug wells or omithima, located throughout CNWSA: Zone 3, have been used to draw water from the shallow Discontinuous Perched Aquifer after the Oshana's have dried up. However, useful amounts of water are only located in certain places, some of these wells dry up during the winter months, and most of the water drawn from these wells is saline and unfit for human consumption (Christelis, *et. al.*, 2011).

4.3 Natural Fauna and Flora

The Angolan Mopane Woodlands ecoregion has four mammals which are almost endemic to the ecoregion: blackish white-toothed shrew (*Crocidura nigricans*), Thomas's rock rat (*Aethomys thomasi*), heather shrew (*Crocidura erica*) and the black-faced impala. The mopane trees are the habitat of the mopane emperor moth (*gonimbrasia belina*), whose caterpillars feed on the leaves and are collected for food by people in the area (Spriggs, n.d).

Four mammals are near-endemic to the Angolan Mopane Woodlands. These are the bush rat (*Aethomys thomasi*), two white-toothed shrews (*Crocidura erica*, and *C. nigricans*), and the black-faced impala (*Aepyceros melampus petersi*). *Crocidura erica* and the black-faced impala are classified as vulnerable in the IUCN red list of threatened animals. The area has four endemic reptiles: *Afrogecko ansorgii*, *Coluber zebrinus*, Ruben's sand lizard (*Pedioplanis rubens*), and the skaapsteker snake (*Psammophylax rhombeatus ocellatus*).

The area is prone to Oshana (water pans) and during the dry season, most of the Oshana's are covered by grass, saline Kalahari sands support Mopane scrub and various larger trees. CNWSA: Zone 3 area is dominated by tree and savannah landscape, with a combination of mopane woodlands (*Colophospermum mopane*), and shrub lands. Various saline grasses dominate the vegetation. Grass types such as hairy crabgrass (*Digitaria*), Wool grass (*Anthephora*), African lovegrass (*Eragrostis*) and tree types such as the makalani palm tree (*hyphaene petersiana*), mangetti tree (*schinziophyton rautanenii*), purple pod tree termenilia (*termenialia pruniodes*) and lastly the silver leaf Terminalia tree (*Terminalia sericea*) (Mendelsohn et. al., 2000).

5. THE LEGAL ENVIRONMENT

A legal review was done and the key laws of concern include those which protect the ecological integrity of the CNWSA: Zone 3 ecosystem and its water resource, including the Water Act of 1954 and the Water Resources Management Act of 2004, and applicable international treaties such as the Convention on Biological Diversity. These laws and conventions place Namibia under an obligation to conserve the ecological integrity of the CNWSA: Zone 3 ecosystem for the sustainable use by Namibians.

5.1 The Constitution of the Republic of Namibia

There are two clauses contained in the Namibian Constitution that are of particular relevance to sound environmental management practice, viz. articles 91(c) and 95(l). In giving effect to articles 91(c) and 95(l) of the Constitution of Namibia, general principles for sound management of the environment and natural resources in an integrated manner have been formulated. The formulation of these general principles resulted in the Namibia's Environmental Assessment Policy of 1994. To give statutory effect to this Policy, the Environmental Management Act was approved in 2007, and gazetted as the Environmental Management Act (Act No. 7 of 2007) (herein referred to as the EMA. As the organ of state responsible for management and protection of its natural resources, MEFT: DEA is committed to pursuing the 13 principles of environmental management that is set out by Part 2 of the Act.

To summarise, Articles 91(c) and 95(l) refer to:

- Guarding against over –utilisation of biological natural resources;
- Limiting over-exploitation of non-renewable resources;
- Ensuring ecosystem functionality
- Protecting Namibia's sense of place and character;
- Maintaining biological diversity and
- Pursuing sustainable natural resource use.

5.2 Environmental Assessment Policy (1995)

Cabinet endorsed Namibia's Environmental Assessment Policy in 1995 as the first formal effort in Namibia to regulate the application of environmental impact assessments and environmental management. Amongst others, the Policy provides a procedure for conducting EIA's which sets out to:

- Better inform decision makers and to promote accountability of decisions taken;
- Strive for a high degree of public participation and involvement of all sectors of the Namibian community during the execution of the EIA;
- Take into account the environmental costs and benefits of projects and programmes;
- Promote sustainable development in Namibia;

- Ensure that anticipated adverse impacts are minimized and that positive impacts are maximized.

5.3 Environmental Management Act (No 7 of 2007) (EMA)

The Environmental Management Act (EMA) was promulgated in 2007 by Parliament and gives effect to the Environmental Assessment Policy. The Act specifies the environmental assessment procedures to be followed as well as the listed activities (activities that require an EIA).

Of relevance to this project are the following listed activities, as provided in Section 27 of this Act, which include:

- Water use and disposal;
- Transportation

5.4 EIA Regulations Government Notice No. 30, promulgated on 6 February 2012

The regulations, promulgated in terms of the EMA, were promulgated on 6 February 2012 and indicated certain activities that require an Environmental Clearance from MEFT: DEA prior to commencing.

5.5 Water Act 54 of 1956 and Water Resources Management Act 11 of 2013

The Water Resources Management Act 11 of 2013 is presently without regulations; therefore the Water Act 54 is still in force. The Act provides for the management and protection of surface and groundwater resources in terms of utilisation and pollution.

6. RESPONSIBLE PARTIES

NamWater's Environmental Manager is primarily responsible for the implementation of the EMP during the operational and maintenance phases.

6.1 NamWater

NamWater, as the implementing agency, is responsible for:

- Ensuring that the objects of the EMP are being obtained;
- Ensuring that all environmental impacts are managed according to the environmental principles of avoiding, minimizing, mitigating and rehabilitation. This will be achieved by successful implementation of the EMP;
- Ensuring that appropriate monitoring and compliance auditing are executed;
- Ensuring that the environment is rehabilitated to its natural state as far as possible.

NamWater shall ensure that all employees attend an Environmental, Awareness Training Course. This course shall be structured to ensure that attendees:

- Become familiar with the environmental controls contained in the EMP;
- Are made aware of the need to conserve water and minimise waste;
- Are made aware of NamWater's Code of Conduct;
- Are aware that a copy of the EMP is readily available at the plant and that all staff are aware of the location and have access to the document;
- Are informed that employee information posters, outlining the environmental "do's" and "don'ts" (as per the environmental awareness training course) will be placed at prominent locations throughout the site.

6.2 Contractor

The Contractor shall conduct his/her activities so as to cause the least possible disturbance to the existing amenities, whether natural or man-made, in accordance with all the current statutory requirements. Special care shall be taken by the Contractor to prevent irreversible damage to the environment. The Contractor shall take adequate steps to educate all members of his workforce as well as his supervisory staff on the relevant environmental laws and protection requirements. The Contractor shall supplement these steps with prominently displayed notices and signs in strategic locations to remind personnel of environmental obligations.

A suitably qualified independent ECO shall be appointed by NamWater/Contractor to undertake the following tasks:

- Liaison with Contractor, Interested and Affected Parties (I&APs) and Engineer regarding environmental matters.
- Monitoring of all of the Contractor's activities for compliance with the various environmental requirements at regular intervals.
- Routine environmental auditing and reporting of the Contractor's performance against the EMP.
- Reporting of environmental incidents and routine reporting of environmental issues associated with construction activities to NamWater, the Contractor and any relevant environmental authority.
- Identifying environmental non-conformances and initiating measures to remedy such issues, including the institution of fines against the Contractor.

The Contractor shall ensure that all employees attend an Environmental Awareness Training Course. This course shall be structured to ensure that attendees:

- Become familiar with the environmental controls contained in the EMP.
- Are made aware of the need to conserve water and minimise waste.
- Are made aware of NamWater's Code of Conduct.
- Are aware that a copy of the EMP is readily available at the plant and that all staff are aware of the location and have access to the document.
- Are informed that employee information posters, outlining the environmental "do's" and "don'ts" (as per the environmental awareness training course) will be placed at prominent locations throughout the site.

The Contractor shall construct and/ or implement all the necessary environmental protection measures in each area before any construction work may proceed. The Engineer/ ECO may suspend the Works at any time should the Contractor, in the Engineer/ Eco's opinion, fail to implement, operate or maintain any of the environmental protection measures adequately. The costs of such suspension shall be to the Contractor's account.

7. ENVIRONMENTAL MANAGEMENT PLAN

An Environmental Management Plans (EMP) is an important tool focusing on the management actions that are required to ensure environmental compliance of a particular project.

EMP implementation is a cyclical process that converts mitigation measures into actions and through cyclical monitoring, auditing, review and corrective action, ensures conformance with stated EMP aims and objectives. Monitoring and auditing, feedback for continual improvement ensures that environmental performance has been provided and corrective action is taken for an effective EMP.

The main aim of this EMP is to ensure that the project complies with the goals of the Namibian Environmental Management Act (No. 7 of 2007); and, more specifically, to provide a framework for implementing the management actions as described in the EMP for the operational and maintenance phases of the scheme. Best practice is proposed for the operation of the scheme.

There are some environmental impacts that cannot be avoided. These environmental impacts require mitigation, and in order to mitigate against these impacts an EMP is required. The EMP aims to ensure best practises are implemented and environmental degradation is avoided through appropriate environmental protection, adherence to legal requirements and maintaining good community relationships.

MEFT indicated that EMP's for existing operations are sufficient.

The project activities are grouped according to the different operational processes and stages. Most of the impacts can be reduced through good housekeeping.

8. MANAGEMENT ACTIONS

8.1 Operation and Maintenance phase of the CNWSA: Zone 3 Water Supply Scheme

8.1.1 Introduction

The Operational Phase Section relates to the management and mitigation measures required to ensure that the continuation of the bulk water supply network and the maintenance of the infrastructure is operated in a manner that demonstrates responsible, precautionary environmental management.

The EMP will address specific areas of concern in terms of the long-term environmental management of the affected environment and is intended to serve as a guide to the on-going management of the water supply scheme site as well as the affected environment. The EMP will therefore aim to provide NamWater with the necessary tools to ensure that the potential impacts on the natural environment of the site during the operation of the water supply scheme are minimised. Moreover, it will aim to ensure that the infrastructure is operated and maintained according to Best Practice, in an environmentally sensitive and sustainable manner, and that the operation of the infrastructure does not result in reasonably avoidable environmental impacts.

8.1.2 Maintenance Procedures

The optimal operation and effective maintenance of all the scheme components is important in protecting the environment and ensuring that resources are not wasted and environmental incidents arising out of equipment or infrastructure failures, are avoided. Operation and Maintenance Manuals are available for the CNWSA: Zone 3 Scheme. The manuals provide a detailed guidance on the operation of all machinery and associated systems as well as related maintenance procedures, including maintenance schedules. Implementation of this manuals by NamWater will facilitate the proactive management of potential risks and thus result in impacts on the receiving environment being averted.

The maintenance procedures set out in the manuals, provides specific guidance in terms of the monitoring and maintenance of the scheme components. These procedures will specify the equipment item and specific component of each piece of equipment requiring checking, the scope and nature of the check that is to be carried out including detailed instructions related to the specific check, and the programme for conducting each check

Table 1: Operation and Maintenance Phase Management Table

Objectives	Potential Impact	Management Action	
<p>a. Minimize the loss of rare/ endangered fauna and flora species.</p>	<p>Loss of rare / endangered fauna or flora species.</p>	<ul style="list-style-type: none"> • Avoid small mammal / reptile and bird nesting where possible. Do not hurt, kill or unnecessarily disturb birds or animals. 	<p>Ensure scheme operations and maintenance is limited to the area next to the pipeline and reservoir corridors.</p> <p>Visual checks to ensure that no disturbance occur outside the pipeline corridor.</p> <p>Frequency: Monthly.</p> <p>Responsible Person: Scheme Supervisor.</p>
<p>b. Prevent unnecessary removal of trees/plants of importance.</p>	<p>Unnecessary removal of trees/plants of importance.</p>	<ul style="list-style-type: none"> • Do not remove any vegetation unless it is absolutely necessary. Make sure that operation and maintenance team is well informed. • Do not disturb, deface, destroy or remove plants or natural features, whether fenced or not. 	<p>Visual inspection/checks to prevent, as well as to ensure the unnecessary removal of trees/plants.</p> <p>Frequency: Monthly.</p> <p>Responsible Person: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
c. Minimize the loss of rare/ endangered fauna and flora species.	Loss of rare / endangered fauna or flora species.	<ul style="list-style-type: none"> Avoid small mammal / reptile and bird nesting where possible. Do not hurt, kill or unnecessarily disturb birds or animals. 	<p>Ensure scheme operations and maintenance is limited to the area next to the pipeline and reservoir corridors.</p> <p>Visual checks to ensure that no unnecessary disturbance occur outside the pipeline and reservoir corridors.</p> <p>Frequency: Monthly.</p> <p>Responsible Person: Scheme Supervisor.</p>
d. Prevent the poaching of flora and fauna.	Poaching of fauna and flora.	<ul style="list-style-type: none"> Employees who poach fauna and/or flora will be handed to the authorities for prosecution. Regular checks of the surrounding environment must be undertaken to ensure no traps or snares have been set. Any snares or traps found on or adjacent to the site must be disposed of. 	<p>Visual inspection.</p> <p>Frequency: Weekly visual checks.</p> <p>Responsible Person: Scheme Supervisor</p>
e. Minimise the creation and use of	Creation of tracks outside existing roads.	<ul style="list-style-type: none"> Use existing roads. Traffic shall be controlled to ensure minimal disruption to other road users. 	<p>Visual checks to ensure that no off-road driving exists.</p> <p>Frequency: Weekly.</p>

Objectives	Potential Impact	Management Action	
tracks outside existing roads.		<ul style="list-style-type: none"> • Do not construct new roads when the quality of existing roads deteriorates. Where possible, repair or upgrade existing roads. • Ensure that adequate vehicle turning areas are allowed for. • Enforce speed limits at all times. Unless otherwise specified, the speed limit on access roads is 50km/h. • Runoff from roads must be managed to avoid erosion and pollution problems. • Roads not required for further use shall be rehabilitated immediately. • Use 3-point turns and not U-turns. Confine turning to the road. • Prevent shortcuts between roads. 	Responsible Person: Scheme Supervisor.
f. Minimise the damage and destruction of important palaeontological	Disturbance to sites of palaeontological and archaeological importance.	<ul style="list-style-type: none"> • Do not disrupt any archaeological or palaeontological sites. Inform NEM (J Kamburona at cell no 081 144 1528) who will take the necessary action. • All workers will be educated about the importance of preserving archaeological sites. 	Monitoring can and should involve field induction of key scheme personnel so that they will be able to recognize the important palaeontological and

Objectives	Potential Impact	Management Action	
and archaeological sites.		<ul style="list-style-type: none"> Educate specific workers about tell-tale signs of archaeological sites and the action to be taken if one is identified 	archaeological sites themselves. Frequency: Monthly. Person Responsible: Scheme Supervisor.
g. Minimise the number of heavy vehicles on the road.	Increased number of heavy vehicles on the road.	<ul style="list-style-type: none"> Heavy vehicles should be limited to numbers necessary. 	Checks to ensure that there is minimal heavy vehicle on the road. Frequency: Weekly. Responsible Person: Scheme Supervisor.
h. Minimise and if possible prevent the activities that accelerate erosion during operation or maintenance.	Erosion.	<ul style="list-style-type: none"> Runoff on steep inclines should be diverted to prevent the formation of erosion gullies. Vegetative cover is the most efficient and economical means of controlling soil erosion. Berms should be constructed at selected intervals on long sloping areas to prevent erosion. Diversion berms should be reshaped as necessary to divert runoff. 	Visual inspection to ensure that activities that accelerate soil erosion are minimised and if possible prevented at all cost. Frequency: Weekly. Responsible Person: Scheme Supervisor.

Objectives	Potential Impact	Management Action	
		<ul style="list-style-type: none"> • Berms should be constructed with compacted soil, have a minimum top width of 60 cm and a minimum height of 30 cm, and should allow for 10% settlement. It should have side slopes with a gradient of at least 2:1. • Runoff should be guided to a point where it will not cause damage. Scour by the discharge of runoff should be prevented. 	
i. Minimise and if possible prevent the collection and removal of firewood during operation and maintenance.	Collection of firewood.	<ul style="list-style-type: none"> • No vegetative matter may be removed for firewood. • The collection and removal of firewood is not allowed. 	<p>Checks to ensure that there's no removal and collection of firewood by the employees.</p> <p>Frequency: Weekly.</p> <p>Responsible Person: Scheme Supervisor.</p>
j. Noise	Generation of noise	<ul style="list-style-type: none"> • Install and maintain silencers on trucks and machinery. • Repair faulty brakes. • Operators should not use hooters for the purposes of general communication. 	<p>Visual inspection to ensure that activities that generate noise are minimised and if possible prevented.</p> <p>Frequency: Daily.</p> <p>Responsible Person: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
k. Driving	Increased risk for accidents	<ul style="list-style-type: none"> No operator will operate any equipment when he is under the influence of alcohol. Adhere to safety rules. Always keep your headlights on. Drivers must have the correct licence for the vehicle they are driving. 	<p>Visual inspection to ensure that activities that generate noise are minimised and if possible prevented.</p> <p>Frequency: Weekly.</p> <p>Responsible Person: Scheme Supervisor.</p>
l. To avoid potential chemical /hazardous substance pollution	Pollution	<ul style="list-style-type: none"> Designated areas for the storage of potentially hazardous material will be lined with concrete and secured. The bunded area will be of adequate capacity to contain 1.5 times the volume of the hazardous material to be stored in the bunded area. 	<p>Visual checks to ensure chemical/hazardous substances are stored appropriately.</p> <p>Frequency: Monthly.</p> <p>Responsible Person: Scheme Supervisor.</p>
m. To ensure correct procedures are in place to avoid environmental impacts associated with maintenance	Environmental Degradation	<ul style="list-style-type: none"> Establish regular reporting procedures on maintenance Undertake regular inspection and maintenance of all infrastructure to ensure in working order and to assess damaged / deficient equipment, as per the Operations and Maintenance Manual. Review, and if necessary, revise maintenance manual. 	<p>A review of the Operations and Maintenance Manual.</p> <p>Frequency: Bi-annual</p>

Objectives	Potential Impact	Management Action	
<p>activities as well as proactive intervention to avoid, and if required, to respond to emergencies</p>		<ul style="list-style-type: none"> • Establish emergency procedures guidelines for the blockage/failure, flooding, contaminant removal and disinfection, power failure and fire of the scheme. • Implement the response procedures when emergency incident occurs. • Complete the incident report checklist in the case of emergency and keep with monitoring records for submission. • Undertake annual education course for all operational staff. • Review, and if necessary revise emergency manual. 	<p>Responsible Person: NamWater Maintenance Team</p>

Table 2: Waste Management Table

Objectives	Potential Impact	Management Action	
<p>a. To prevent the improper disposal of waste</p>	<p>Pollution</p>	<ul style="list-style-type: none"> • Enforce a waste management programme. • All waste will be removed to an appropriate waste dump. • No waste should be buried. • General Waste: Includes waste paper, plastic, cardboard, harmless organic (e.g. vegetables) and domestic waste. • Hazardous Substances include: sewerage, fuels, lubrication oils, hydraulic and brake fluid, solvents, paints, anticorrosives, insecticides and pesticides, chemicals, acids etc. It should be disposed of at designated hazardous disposal sites. • Contaminated soil should be stored in drums and taken to the nearest appropriate waste dumpsite. • Do not change oil on uncovered ground. Drip trays will be used to catch oil when vehicles are repaired in the field. 	<p>Visual check to ensure wastes is managed according to the waste management plan</p> <p>Frequency: Weekly.</p> <p>Person Responsible: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
		<ul style="list-style-type: none"> • Used oil and hydraulic fluids will not be discarded on the soil or buried. It will be removed from site and taken back to an appropriate dump. • In the event of a hazardous spill: • Immediately implement actions to stop or reduce the spill. • Contain the spill. • Arrange implementation of the necessary clean-up procedures. • Collect contaminated soil, water and other materials and dispose it at an appropriate waste dumpsite. • Used solvents and grease should be stored in drums or other suitable containers. It should be sealed and recycled or disposed at an appropriate disposal site. • Hazardous waste should not be burnt. • Bunding, concrete slabs and/or other protective measures should be installed where hazardous materials are handled. • Ensure that the staff are informed and have information pertaining to the management of spills or ingestion. 	

Objectives	Potential Impact	Management Action	
<p>b. Prevent diesel and oil spills during operation and maintenance and ensure adequate clean up.</p>	<p>Concrete, diesel and oil spills and inadequate clean up.</p>	<ul style="list-style-type: none"> • Clean up concrete, fuel and oil spills immediately. • Clean small oil or fuel spills with an approved/appropriate absorbent material. • Contain oil or fuel spills in water using an approved oil absorbent fibre. • In cases where oil spills cannot be cleaned up immediately, monitor seepage into deeper soils and groundwater. • Do not bury polluted soil, but rather dispose it at an appropriate dump site. • Provide bunding at fuel storage and transfer sites. The bunding should be big enough to contain 110% of the volume of the tank. Where a bund wall encloses a group of tanks, the bund wall must be able to contain 110% of the volume of the largest tank in the group. Tanks must stand on a concrete slab, or otherwise have a sealed, base in order to prevent the leakage of contaminants into the soil. 	<p>Checks to prevent and minimise oil and diesel spills and to ensure adequate clean up should spills occur.</p> <p>Frequency: Daily throughout the operation period.</p> <p>Responsible Person: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
c. Waste Management	Littering (Litter such as paper, plastic etc. can be blown away into the surrounding environment).	<ul style="list-style-type: none"> • No littering will be allowed. The operation and maintenance areas will be kept free of waste at all times. All maintenance sites will be cleaned on a daily basis before leaving the site. • Provide sufficient waste bins at worksites. Make sure that all waste is removed from the worksites. • Bins should be placed in pairs to ensure that one is always present while the other is being emptied. • Areas likely to generate higher quantities of waste shall be equipped with additional bins. • Refuse bins must be stable, i.e. cannot be tipped by animals, and have scavenger and baboon proof lids. • Make sure that the bins are covered so that plastic bags, paper etc. are not blown away. • Make sure that the bins are regularly emptied and the waste taken to an appropriate waste dumpsite. • The central waste storage vessel shall be emptied weekly or as necessary. 	<p>Checks to ensure that litter is disposed of correctly in bins provided.</p> <p>Frequency: Daily, at the end of the work day.</p> <p>Responsible Person: Scheme Supervisor.</p>

Table 3: Workshops, Vehicle and Equipment Management Table

Objectives	Potential Impact	Management Action	
a. Appropriate storage of machinery, vehicles, and materials.	Inappropriate storage of machinery, vehicles and materials may result in the possible damage/disturbance of nearby undisturbed environments.	<ul style="list-style-type: none"> • Store machinery, vehicles and materials only in demarcated areas. • Do not leave machinery and equipment standing around if not in use. • Do not store machinery, vehicles, or materials in undisturbed or rehabilitating areas 	<p>Regular inspection to ensure that machinery, vehicles, and equipment are stored in designated areas.</p> <p>Frequency: Daily.</p> <p>Responsible Person: Scheme Supervisor.</p>
b. Minimize the leakage of fuels and lubricants from vehicles and equipment.	The use of vehicles and equipment that may leak fuel and lubricants.	<ul style="list-style-type: none"> • Only service machinery and vehicles in designated areas. • Regularly check your vehicle for fuel and oil leaks. • Maintain vehicles and equipment in good conditions through regular and thorough servicing. • Inform the Foreman of leaking vehicles and machinery so that he can schedule repairs. • Only refuel on the bund created for that purpose. • Immediately clean any accidental fuel and oil spills – do not hose spills into the natural environment. • Dispose of contaminated soil as hazardous waste in the correct location on site. 	<p>Visual inspection to ensure that vehicles and equipment are in excellent condition and also to ensure that there is no leakage of fuels and lubricants.</p> <p>Frequency: Daily.</p> <p>Responsible Person: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
		<ul style="list-style-type: none"> • If a mobile fuel bowser is used, then all refuelling shall occur with appropriate measures in place to prevent spillages (drip trays, funnels, non-dripping dispensing nozzles etc.) • All mobile fuel browsers shall carry a spill kit that is adequately sized to contain at least a 200 litre spill. • Train staff in the correct procedure/technique to transfer fuels. • Make sure all vehicles are roadworthy. Repair faulty brakes, exhausts etc. immediately. • Fire extinguishers shall be present whenever undertaking any form of hot work, i.e. welding, gas cutting, angle grinding, etc. 	

Table 4: Health and Safety Management Table

Objectives	Potential Impact	Management Action	
a. Minimise the risk of HIV infection and the increase of STI's.	Risk of HIV infection.	<ul style="list-style-type: none"> Provide an AIDS awareness programme to all the staff. 	<p>Verify that an awareness and education programme on the risks of HIV/AIDS and recommended preventative measures has been conducted.</p> <p>Frequency: Monthly</p> <p>Responsible Person: Scheme Supervisor.</p>
b. Minimise the occurrence of injuries.	Injuries.	<ul style="list-style-type: none"> Make sure that all staff are equipped and know how to use safety and protective gear. This includes hard hats, goggles, hearing protectors, dusk masks, steel-toed shoes etc. Keep a comprehensive first aid kit at the scheme offices and at maintenance sites. Establish an emergency rescue system for evacuation of serious injured people. Emergency procedures for accidents should be communicated to all employees. 	<p>Checks to ensure that correct procedures are followed and that protective clothing are worn at all times during scheme operations and maintenance.</p> <p>Frequency: Check weekly.</p> <p>Responsible Person: Scheme Supervisor.</p>

Objectives	Potential Impact	Management Action	
		<ul style="list-style-type: none"> • Dangerous areas must be clearly marked and access to these areas controlled or restricted. • Good driving and adherence to safety rules will result in a minimum number of road and workplace accidents. • Fire extinguishers must be available at all refuelling sites. Staff should be trained to handle such equipment. • Nobody is allowed to dispose a burning or smouldering object in an area where it may cause the ignition of a fire. • Hazardous substances must be kept in adequately protected areas to avoid soil, air or water pollution. • Work areas, such as these for the maintenance of equipment, must be on concrete slabs. • Explosives should be stored according to the prescribed regulations. 	

9. SITE CLOSURE AND REHABILITATION

Rehabilitation is the process of returning the land in a given area that has been disturbed by operation and maintenance to its original state, or an otherwise determined state. Many projects, if not all, will result in the land becoming degraded to some extent. However, with proper rehabilitation most impacts associated with the operation and maintenance of the scheme and pipelines, could be mitigated and restored to an acceptable level. Poorly rehabilitated areas provide a difficult legacy issue for governments, communities and companies, and ultimately tarnish the reputation of companies as a whole.

Objectives of proper site closure and rehabilitation include the following:

- Reduction or elimination of the need for a long-term management program to control and minimise the long-term environmental impacts;
- Clean-up, treatment or restoration of contaminated areas (e.g., soils contaminated by oil or fuel spills, concrete spills, etc.). Excavation of contaminated material and disposal thereof in an acceptable manner.

Rehabilitation measures to implement:

- a. A site inspection will be held quarterly by the scheme supervisor after every maintenance work during operation of the scheme. Rehabilitation will be done to the satisfaction of the ENV section and MEFT.
- b. Frequent inspections of the scheme and effective follow-up procedures, to prevent minor defects from becoming major repair jobs.
- c. Make sure all soil polluted during maintenance work is properly stored in drums and removed to an appropriate waste dump.
- d. Make sure all windblown litter is removed once maintenance has seized.
- e. Make sure that all potential hazards (i.e., the sewerage pit) are properly closed and left in a safe and neat position.

Rehabilitation will be completed when the above have been achieved.

10. NAMWATER ENVIRONMENTAL CODE OF CONDUCT

What is an Environmental Code of Conduct?

It is a set of rules that everybody has to follow in order to minimise damage to the environment.

What is the ENVIRONMENT?

The ENVIRONMENT means the surroundings within which people live. The ENVIRONMENT is made up of the **soil, water, plants, and animals** and those characteristics of the soil, water, air, and plant and animal life that influence **human health and well-being**. **People and all human activities** are also part of the environment and have to be considered during the operation of the Scheme.

Do these ENVIRONMENTAL RULES apply to me?

YES, The Environmental Rules apply to EVERYBODY. This includes all permanent, contract, or temporary workers as well as any other person who visits the Scheme. Every person will be required to adhere to the Environmental Code of Conduct.

ALL PERSONNEL must study and keep to the Environmental Code of Conduct

The SCHEME SUPERVISOR will issue warnings and will discipline ANY PERSON who breaks any of the Environmental Rules. Repeated and continued breaking of the Rules will result in a disciplinary enquiry and which may result in that person being asked to leave the Scheme permanently.

What if I do not understand the ENVIRONMENTAL RULES?

ASK FOR ADVICE, if any member of the WORKFORCE does not understand, or does not know how to keep any of the Environmental Rules, that person must seek advice from the SCHEME SUPERVISOR. The PERSON that does not understand must keep asking until he/she is able to keep to all the Environmental Rules.

Safety and Security

1. Only enter and exit roadways and construction areas at demarcated entrances.
2. Wear protective clothing and equipment as per signboards at the Scheme and according to instructions from your SCHEME SUPERVISOR.
3. Report to your SCHEME SUPERVISOR if you see a stranger or unauthorised person in the construction area.

4. Never enter any area that is out of bounds or that is demarcated as dangerous without permission of your SCHEME SUPERVISOR.
5. Never climb over any fence or enter private property without permission of the landowner or your SCHEME SUPERVISOR.
6. Do not remove any vehicle, machinery, equipment, or any other object from the maintenance site without the permission of your SCHEME SUPERVISOR.
7. Keep clear of blasting sites. Follow the instructions of your SCHEME SUPERVISOR.
8. Never enter or work in the Scheme while under the influence of alcohol or other intoxicating substances.
9. All staff should know the emergency procedures in case of accidents.

Waste Disposal

10. Learn the difference between different types of waste, namely:
 - general waste, and
 - hazardous waste.

Containers will be provided for different types of wastes.

General Waste includes waste paper, plastic, cardboard, harmless organic (e.g., Vegetables) and domestic waste

Hazardous Waste includes objects, liquids or gases that are potentially dangerous or harmful to any person or the environment. Sewage, fuel, tyres, diesel, oils, hydraulic and brake fluid, paints, solvents, acids, soaps and detergents, resins, old batteries, etc. are all potentially hazardous.

11. Learn how to identify the containers for the different types of wastes. Only throw general waste into containers, bins or drums provided for general waste.
12. Recycle drums, pallets and other containers.
13. Never bury or burn any waste on site, all waste is to be disposed in allocated refuse disposal containers, bins or bags.
14. Never overfill any waste container. Inform your SCHEME SUPERVISOR if you notice a container that is nearly full.
15. Do not litter.
16. Do not bury litter or rubbish in the backfill trench.

Plants and Animals

17. **Do not ever pick any plants, or catch any animal.** People caught with plants or animals in their possession will be handed to the authorities for prosecution.
18. Never feed, tease, play with, or set devices to trap any animal or livestock. Wild animals are not to be domesticated.
19. Keep off the rock outcrops unless given specific permission by the SCHEME SUPERVISOR to be there.
20. Never cut down any tree or branches for firewood.
21. Never leave rubbish or food scraps or bones where it will attract animals, birds, or insects.
22. Rubbish must be thrown into allocated waste disposal bins/bags.
23. Always close the gates behind you.

Preventing Pollution

24. Only work with hazardous materials in bunded areas.
25. Never discard any hazardous substances such as fuel, oil, paint, solvent, etc. into stream channels or onto the ground. Never allow any hazardous substances to soak into the soil.
26. Clean up spills immediately.
27. Immediately report to your SCHEME SUPERVISOR when you spill, or notice any hazardous substance overflow, leak or drip or spill on site, into the streambeds or along the road.
28. Immediately report to your SCHEME SUPERVISOR when you notice any container, which holds hazardous substances overflow, leak or drip. Spillage must be prevented.
29. Only wash vehicles, equipment and machinery, containers and other surfaces at work site areas designated by your SCHEME SUPERVISOR.
30. Do not change oil on uncovered surfaces.
31. If you are not sure how to transport, store, use, or get rid of any hazardous substances ask your SCHEME SUPERVISOR for advice.

Health

32. Drink lots of clean water every day.
33. Use toilets that have been provided.
34. Take the necessary precautions to avoid contracting HIV / AIDS. Condoms are available at most Clinics.
35. Inform your SCHEME SUPERVISOR when you are sick.
36. Do not work with any machinery when you are sick.
37. If you are working in malaria areas, you must take the necessary precautions.

Dust Control

38. Do not make any new roads or clear any vegetation unless instructed to do so by your SCHEME SUPERVISOR.
39. Keep to established tracks and pathways.
40. Keep within demarcated work areas.

Saving Water

41. Always use as little water as possible. Reduce, re-use and recycle water.
42. Never leave taps or hose pipes running. Close all taps after use.
43. Report any dripping or leaking taps and pipes to your SCHEME SUPERVISOR.

Working Hours

44. You may only work on weekends and after hours with the consent of the SCHEME SUPERVISOR.

Archaeological and Cultural Objects

45. If you find any archaeological, cultural, historical or pre-historical object on the maintenance site you must immediately notify your SCHEME SUPERVISOR.
46. Never remove, destroy, or disturb any cultural, historical, or pre- historical object on site.

Cultural and Historical Objects include old buildings, graves or burial sites, milestones, old coins, beads, pottery and military objects.

Pre-Historical objects include fossils and old bones, old human skeletal remains, pieces of pottery and old tools and implements.

Sensible Driving

47. Tracks and roads should be kept to a minimum. Where possible follow existing roads.
48. No off-road driving is allowed.
49. Never drive any vehicle without a valid licence for that vehicle class and do not drive any vehicle that is not road-worthy.
50. Never drive any vehicle when under the influence of alcohol.
51. **Always** keep your headlights on when driving on dusty roads.

52. Keep to the roads as specified by your SCHEME SUPERVISOR. Vehicles may only be driven on demarcated construction roads. Drivers should always use three points turns, “u-turns” are not allowed. Do not cut corners.
53. Do not drive on rocky outcrops.

Noise

54. Keep noise levels as low as possible.
55. Do not operate noisy equipment outside normal working hours.

Fire Control

56. Do not make open fires, use a drum or tin and do not collect any vegetation to burn.
57. Do not smoke or make fires near refuelling depots or any other area where fuel, oil, solvents, or paints are used or stored. Fireplaces should be at a safe distance from fuel and explosive storage sites as well as vehicle parking sites.
58. Cigarette butts should always be thrown in allocated refuse bins. Make sure that the cigarette butt is out before throwing it into the bin.
59. Immediately notify your SCHEME SUPERVISOR if you see an unsupervised fire at the campsite or maintenance site.

Dealing with Environmental Complaints

60. If you have any complaint about dangerous working conditions or potential pollution to the environment, talk to your SCHEME SUPERVISOR.
61. If any person complains to you about noise, lights, littering, pollution, or any harmful or dangerous condition, immediately report this to your SCHEME SUPERVISOR.

Jolanda Kamburona

Tell: 061-71 2105

Cell: 081 144 1528

or

Fillemon Aupokolo

Tell: 061-71 2095

Cell: 081 325 3301

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GRIEVANCE PROCEDURE

All grievances should be submitted through the completion of the grievance registration form as presented below and submitted to the Scheme Supervisor during the construction phase and to the Scheme Superintendent during the operation and maintenance phase.

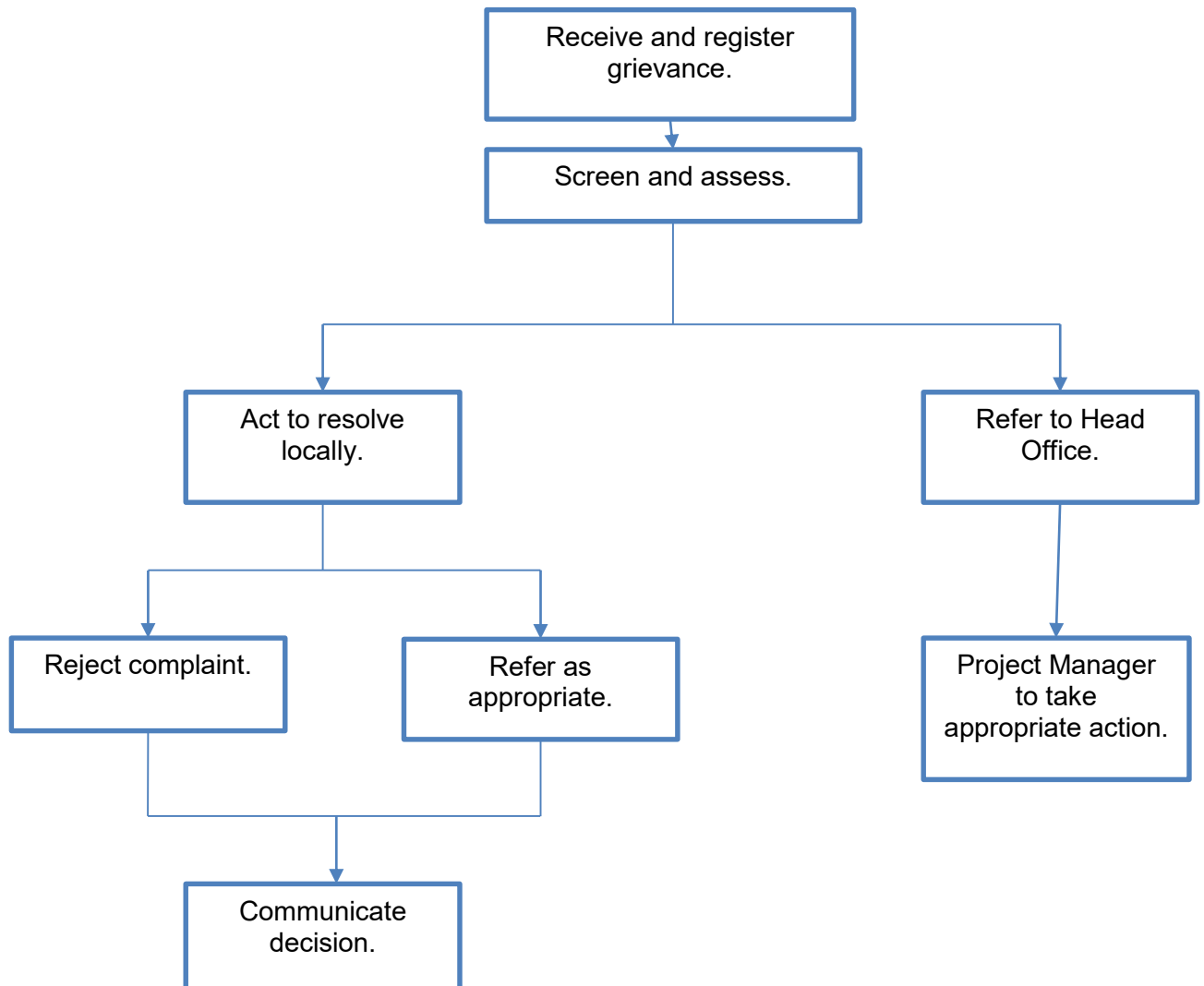


Figure 4: Grievance response procedure

Upon receipt of the registered grievance forms, the Scheme Supervisor shall screen and assess to either act to solve the grievance locally or refer it to head office. If the grievance is referred to the head office, the line manager should decide. If the grievance is to be solved locally, it should either be rejected or handled appropriately of which the decision should be communicated to the aggrieved person.

GRIEVANCE REGISTRATION

Grievance Registration	
Case No:	Date:
Name of complainant:	Cell no:
	Email address:
Details of grievance: (Date, location, persons involved, frequency of occurrence, effects of ensuing situation, etc)	
Name of person recording grievance:	Cell number:
Proposed date of response:	
Signature of recording person:	Signature of complainant:
Date of redress:	