ENVIRONMENTAL MANAGEMENT PLAN (EMP)

An Updated EMP to Support an Application for the Renewal of an **Environmental Clearance Certificate** (ECC) to Allow for the Continued Operation (Inclusive of Renovations and Routine Maintenance) of a Fuel Service Station on Erf 1186 Corner of B1 Road and West Street

Otjiwarongo, Otjozondjupa Region

THE PROPONENT

Otjiwarongo Service Station CC
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OTJIWARONGO
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FINAL REPORT

APP007291

April 2026

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INFORMATION SHEET	
Project Title Name	An Updated Environmental Management Plan (EMP) to Support an Application for the Renewal of an **Environmental Clearance Certificate** (ECC) to Allow for the Continued Operation (Inclusive of Renovation and Routine Maintenance) of a Fuel Service Station and Related Amenities at: Erf 1186, Corner B1 Road & West Street, Otjiwarongo, Otjozondjupa Region
ECC Issued Date	9 August 2018
ECC Expiry Date	9 August 2021
MEFT Application No.	**APP007291**
Applicant / Promotor	**Otjiwarongo Service Station CC** Trading as: Caltex Otjiwarongo Service Station Box 7415 OTJIWARONGO, Namibia
Representative of Applicant	Chris Labuschagne (Mr)
Designation of Representative	Owner / Managing Member
Contact Numbers of Representative	Tel: 067-302105 Cell: 081 794 5421 (Joannie) Email: admin@oss.com.na
Physical Address	Erf 1186, C/O B1 Road & West Street OTJIWARONGO Otjozondjupa Region Namibia
Retail Licence Holder	Bachmus Oil & Fuel Supplies (Pty) Ltd
Local Authority	Otjiwarongo Town Council Otjozondjupa Region
Report Status	Final Report
Report Date	April 2026

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ABBREVIATIONS AND ACRONYMS

Acronym	-	Expansion
EC	-	Environmental Commissioner
ECC	-	Environmental Clearance Certificate
EIA	-	Environmental Impact Assessment
EMA	-	Environmental Management Act (Act No. 7 of 2007)
EMP	-	Environmental Management Plan
EMS	-	Environmental Management System
FRO	-	Fuel Retail Outlet
FSM	-	Fuel Service Manager
IAPs	-	Interested and Affected Parties
ISO	-	International Standards Organisation
MEFT	-	Ministry of Environment, Forestry and Tourism
MIME	-	Ministry of Mines and Energy (also referred to as MME)
MSDS	-	Material Safety Data Sheet
NSI	-	Namibia Standards Institute
OEC	-	Office of the Environmental Commissioner
OEMS	-	Operational Excellence Management System
OHSAS	-	Occupational Health and Safety Management Systems
OSS	-	Otjiwarongo Service Station
PPE	-	Personal Protective Equipment
SANS	-	South African National Standards
SHE	-	Safety, Health & Environment
SME	-	Small and Medium Enterprises
USTs	-	Underground Storage Tank(s)
VOC	-	Volatile Organic Compounds

DEFINITION OF TERMS

TERM	EXPANSION
Alternatives	Alternatives are different ways to achieve the same project objective, including options for location, design, technology, or scale, along with a 'no-action' alternative.
Construction Phase	The phase of a project which precedes the operational phase, during which project facilities and infrastructure are assembled and installed on their foundations, and connected and tested, to ensure that they operate as designed.
Cumulative Impacts	In relation to a project activity, means how the combined effects /impacts of a particular project interact and accumulate over time and space with other past, present or future actions to affect an ecosystem or community.
Emergency Plan	A plan in writing that on the basis of identified potential incidents at the installation together with their consequences, describes how such incidents, and their consequences should be dealt with, both on site and off site.
Environment	As defined in the Environmental Management Act means the complex of natural and anthropogenic factors and elements that are naturally interrelated and affect the ecological equilibrium and the quality of life, including – (a) the natural environment that is land, water, and air, all organic and inorganic matter and living organism and - (b) the human environment that is the landscape and the natural, cultural, historical, aesthetic, economic and social heritage and values.
Environmental Component/Aspect	An attribute or constituent of the environment (i.e. air quality; waste management, seismicity, soil, groundwater; terrestrial ecology, noise, traffic, socio-economic) that may be impacted by the proposed project.
Environmental Impact	A description of the potential effect or consequence of an aspect of the development on a specified component of the biophysical, social or economic environment within a defined time and space.
Environmental Management Plan (EMP)	A working document which contains site specific plans to ensure that environmental management practices to eliminate and control environmental impacts are followed during the developmental phases of that site, project and or facility and would normally consist of construction phase, operational phase and decommissioning phases.
Environmental Monitoring	Means collection, evaluation and summarization of environmental data by continuous or periodic monitoring of certain qualitative and quantitate indicators characterizing the state of environmental components and their modification as a result of the impact of natural and anthropogenic factors.
Hazardous Waste	Any waste that contains organic or inorganic elements or compounds that may, owing to the inherent physical, chemical or toxicological characteristics of that waste, have detrimental impact on health and the environment.
Industrial Waste	Means waste generated as a result of business, commerce, trade, wholesale, retail, professional, manufacturing, maintenance, repair, fabricating, processing or dismantling activities, but does not include domestic waste, garden or bulky waste, builders' waste or health care risk waste.
Interested and Affected Parties	All persons who may be affected by the project either directly or indirectly, or who have an interest or stake in the area to be affected by the project, including neighbouring landowners & Road Fund Administration.
Material Safety Data Sheet	According to ISO 11014, a material safety data sheet (MSDS) is a document that contains information on the potential health effects of exposure to chemicals, or other potentially dangerous substances and on safe working procedures when handling chemical products. It is an essential starting point for development of a complete health and safety program.

	It contains hazard evaluations on the use, storage, handling and emergency procedures related to that material. The MSDS contains much more information about the material than the label and it is prepared by the supplier. It is intended to tell what the hazard of the product are, how to use the product safely, what to expect if the recommendations are not followed, what to do if accidents occur, how to recognize symptoms of overexposure and what to do if such incidents occur.
Mitigation	Measures designed to avoid, reduce or remedy adverse impacts.
Non-compliance	Issues that are in direct non-compliance with the requirements, commitments and/or management measures as approved in the EMP.
Operational Phase	The phase of a project during which the newly constructed facility/tanks, pipelines, gantries and associated facilities are operated.
Proponent	An organisation (private or public) or an individual who intends to implement a development proposal. As defined in the Environmental Management Act, the proponent is a person who proposes to undertake a listed activity.
Risk	Risk is the measure of the consequence of a hazard and the frequency with which it is likely to occur. Risk is expressed mathematically as: Risk = Consequence x Frequency of Occurrence.
Risk Assessment	The risk assessment is the process of collecting, organising, analysing, interpreting, communicating and implementing information in order to identify the probable frequency, magnitude and nature of any major incident which could occur at a major hazard installation, and the measures required to remove, reduce or control the potential causes of such an incident.
Scoping	The preliminary stage during which key environmental issues and impacts of a proposed project are defined. It involves identifying potential effects, deciding which topics need further assessment, and outlining the methodology for the assessment to focus the study on the most significant environmental issues and reduce uncertainty. The results of a scoping are frequently used to prepare Terms of Reference for the specialized input into the full EIA.
Sensitive Area	An area or environment where a unique ecosystem, habitat for plant and animal life, wetlands or conservation activity exists or where there is high potential for ecotourism
Significance Impact	Means an impact that by its magnitude, duration, intensity or probability of occurrence may have a notable effect on one or more aspects of the environment.
Stakeholder	Stakeholders are divided into two classes – statutory stakeholders (i.e. MEFT, Ministry of Labour, etc. and non-statutory stakeholders who could be interested and affected parties (IAPs). IAPs could be those public members whose interests may be positively or negatively affected by the project and/or who are concerned with the project/activities and its consequences.

1 BACKGROUND INFORMATION

1.1 INTRODUCTION

This is an updated Environmental Management Plan (EMP) prepared to support an application for the renewal of an Environmental Clearance Certificate (ECC) granted Otjiwarongo Service Station CC ('**OSS'**) on 9 August 2018. OSS is operating a Caltex branded fuel retail outlet (FRO) situated on Erf 1186, corner of B1 Road and West Street, in the jurisdiction of Otjiwarongo Town Council.

The ECC had permitted some upgrading and renovations activities to the FRO after many years of service. In terms of the Environmental Management Act (EMA), (Act No. 7 of 2007), an ECC is typically valid for three (3) years, after which it requires renewal. The ECC held by OSS expired in August 2021, and has remained lapsed ever since. The management of OSS was alerted on the expiry of the ECC by the officials from the line ministry who inspected the FRO recently.

It is the intention of OSS to rectify this oversight on its part, and Ekwao Consulting has been appointed to facilitate the renewal application with the Office of the Environmental Commissioner (OEC).

The purpose of this updated EMP is thus to realign the continued operations of the FRO with applicable environmental legislations and the ongoing effectiveness of the management measures in place, and to support the ECC renewal application.

The expired ECC is attached in **Appendix A.**

1.2 Site Rebranding

Otjiwarongo Service Station is the second fuel retail outlet (FRO) in Namibia to be rebranded under the globally recognized Caltex-brand after its return to the country following a partnership between Bachmus Oil and Fuel Supplies ('**Bachmus'**) and Chevron Brands International LLC. The FRO was officially opened on 11 July 2025 as a Caltex-branded site, bringing a world class fuel retail experience to the motoring community of Otjiwarongo and reaffirming Bachmus's commitments to innovation and excellence.

1.3 Site Activities

According to the Site Manager, the FRO consists of the following:

- Underground storage tanks (USTs) (see also Table 1)
- Standard fuel dispensing islands under an overhead canopy.
- A convenience store and related amenities.
- Spill containment infrastructure, oil/water separator, and vent pipes.
- Firefighting equipment including fire extinguishers and a water hose.

Table 1: Site Storage Capacity

UST	Product Type	Capacity (litres)
#1	Unleaded Petrol	46 000
#2		46 000
Total ULP		**92 000**
#3	Automobile Diesel Oil (ADO)	46 000
Total ADO		**46 000**
Total Combined Storage Capacity		**138 000**

The station is fully paved to prevent infiltration of petroleum products into the underlying soil. Oil/water separator are in place to manage surface runoff from the forecourt. The station is operating as a Caltex Retail Licensee (attached in **Appendix B**) and holds a Fitness Certificate issued by Otjiwarongo Municipality and therefore demonstrates compliance in terms of the Local Authority Act. The Fitness Certificate is attached in **Appendix C.**

It is the intention of the promotor to conduct all operations within the ambit of applicable laws and regulations. This updated EMP serves as the primary environmental management tool for the continued operational phase of the facility.

LOCALITY MAP
An Existing Fuel Retail Outlet, Otjiwarongo

Legend:

Project Site

Date	April 2026
GPS Coordts.	-20.455726 S 16.653092 E

Prepared by:

Ekwao Consulting

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	Otjiwarongo Town
N	Scale 1: 2,500

Figure 1: Locality Map - Google Earth Image

Figure 2: View of the Caltex Site seen along B1 Highway

Figure 3: The Caltex Site seen from West Street

Figure 4: The canopied section of the fuel service station

Figure 5: View of the fuel dispensing section and the convenience shop

1.4 Objectives of the EMP

The primary objectives of an EMP are amongst others to:

- Ensure that environmental impacts, identified during the planning or EIA process are managed, mitigated, and kept to the minimum during the construction and operational phases.
- Prescribe the best practicable control methods to minimise environmental impacts associated with the operations of the site;
- Define the roles and responsibilities for monitoring environmental performance (e.g., groundwater sampling, leak detection) and auditing the site for compliance.
- Maintain records of supply problems, equipment failures, and remediation actions to improve future environmental management.
- Provide mandatory, comprehensive environmental training and personal protective equipment (PPE) for all employees regarding safe practices, spill containment, and emergency response
- Act as a proactive, binding document to prevent pollution, ensure regulatory compliance, and promote sustainable practices

1.5 Environmental Management System

Caltex makes use of the 'Operational Excellence Management System' (OEMS) to manage safety, health, environmental risks and operational reliability. It consists of leadership accountability and culture, a management system process with about 23 operational excellence processes. Leaders are expected to be accountable:

- for establishing an operational excellence vision,
- ensuring the management system process is followed,
- reinforcing an operational excellence culture,
- instilling operational discipline, and
- complying with operational excellence requirements.

The OEMS is designed to meet the requirements of International Standards of Operations (ISO) 14001:2004, and OHSAS 18001:2007.

An EMS is an internationally recognized and certified management system that ensure ongoing incorporation of environmental constraints. At the heart of an EMS is the concept of continual improvement of environmental performance with resulting increases in operational efficiency and reduction in environmental, health and safety risks. An effective EMS includes the following elements:

- A stated environmental policy which sets the desired level of environmental performance;
- An environmental legal register;
- An institutional structure which sets out the responsibility, authority, lines of communication and resources needed to implement the EMS;
- Identification of environmental, safety and health training needs;
- An environmental program(s) stating environmental objectives and targets to be met, and work instructions and controls to be applied in order to achieve compliance with the environmental policy; and
- Periodic (internal and external) audits and reviews of environmental performance and the effectiveness of the EMS, and
- An Environmental Management Plan (EMP);

Figure 6: Water Hose Pipe

Figure 7: Fire extinguisher

Figure 8: Waste Bins

Figure 9: Sand bucket for spill cleaning

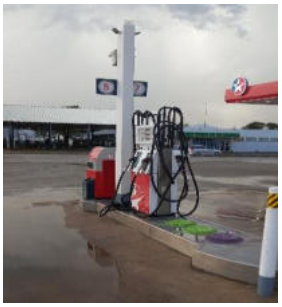

Figure 10: A road truck dispensing section

Figure 11: UST vent pipes

Figure 12: Safety Signs

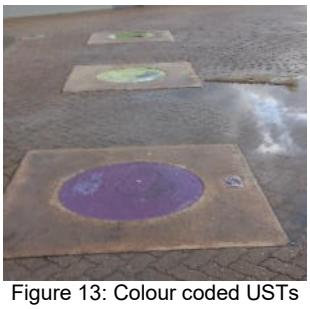

Figure 13: Colour coded USTs

Figure 14: Paved areas

Figure 15: Toilet facilities at Caltex

2 EXISTING SUPPORT SERVICES OR FACILITIES

The FRO is an urban environment and these support services or infrastructure are available

2.1 Waste Facilities

Solid waste at the facility is placed in different waste bins which are collected by the local authority on a weekly basis for disposal to council's landfill sites. Minimal waste sorting is performed at the site.

Hazardous waste (which includes oil waste such as rags, oil cans, soiled tissues, oily filters, etc.) is placed in leak-proof bins which are collected by a registered hazardous waste transporter. Waste is disposed of either by selling to a recycling company or by disposal at a licensed hazardous landfill facility.

2.2 Potable Water

The FRO is connected to the water supply system of the Otjiwarongo Town Council which gets its water supply directly from groundwater resources managed by the state utility company, Namwater. The town depends entirely on these resources which makes the water supply to the town vulnerable and subject to constraints.

2.3 Sewerage

The site is connected to the sewerage reticulation system of OTC who are responsible for all maintenance to the system.

2.4 Electricity

The town of Otjiwarongo gets its electricity supply primarily from two suppliers, CENORED and ANIREP Hopsol Africa, an independent third party, who commissioned a 5 MW solar power plant in 2015. The solar plant was recently upgraded and is now generating 13 MW able to meet all the power requirements of the town.

The FRO can reduce its electricity bill by making use of solar energy.

2.5 Access

The site can be accessed from two frontages: the B1 Road running along the western boundary and West Street running along the southern boundary. The B1 Road is the main road passing through the town. The forecourt includes a pump island, a canopy, and a convenience shop/amenities. Road trucks refueling at FRO have their own dedicated section separate from canopied section.

2.6 Stormwater

Provision for managing surface runoff and cleaning water has been made during the construction of the facility. Contaminated water from the pump islands enters a channel constructed on all sides of the island with drainage leading to an oil/water separator. The sludge is treated as hazardous waste and removed from the site by a registered third-party hazardous waste contractor.

3 ROLES AND RESPONSIBILITIES

Formal responsibilities are necessary to ensure that key management measures and procedures are executed. Otjiwarongo Service Station cc will be responsible for the overall control of the fuel service station throughout its lifespan. Table 2 below presents the functions and responsibilities of statutory stakeholders and those of the promotor.

Table 2: Roles and Responsibilities

The Party	Functions and Responsibilities
The Environmental Commissioner (EC)	• The Environmental Management Act (EMA) is implemented by the EC within MEFT. The EC is responsible for ensuring and enforcing compliance with the relevant environmental legislation and regulations. Amongst the roles and responsibilities of the EC are to: • Grant the ECC and renewals thereof. • Ensure overall compliance with the provisions of the EMP. • Review this document and any revisions thereof. • Undertake site audits at their discretion. • Review any environmental audit reports submitted to MEFT. • Enforce the legal mechanisms for contraventions to the EMP.
Otjiwarongo Municipality	• The Otjiwarongo Municipality, as the local authority, has various roles and functions with respect to the fuel service station, including: • Ensure that council bylaws are complied with. • Issue Fitness Certificates to complying businesses. • Provide adequate and clean potable water services. • Remove waste from business premises through the municipal waste collection service. • Review and approve building plans and any renovations/additions to existing properties. • Keep streets well lit at night and roads clean and tidy. • Ensure that high standards of safety and health are upheld and maintained throughout the lifespan of the facility. • Enforce legal mechanisms for any contraventions of town council bylaws.
The Promotor *(Otjiwarongo Service Station cc)*	• Otjiwarongo Service Station cc as the promotor has to ensure that: • The necessary environmental authorisations and permits are obtained and copies kept in the office. • Suitable training on the EMP is provided to employees on an ongoing basis, as well as to any third party hired to perform maintenance work. • Compliance is maintained with all applicable legislation, regulations, and policies pertaining to the fuel service station. • A person with suitable qualifications, experience and managerial skills is appointed with the designation of Fuel Service Manager (FSM) to take charge of the day-to-day operational activities at the facility. • An Emergency Response Plan for the facility is developed and implemented. • Quarterly internal EMP compliance inspections are undertaken and annual audit reports submitted to the OEC.

Safety, Health & Environment (SHE) Coordinator / ECO	• Amongst the roles and functions of the SHE Coordinator / Environmental Control Officer (ECO) are: • Undertake internal EMP compliance inspections on a quarterly basis. • Conduct inspections and audits of all activities associated with the facility in its entirety, including activities undertaken by any third party. • Ensure that mitigation measures as detailed in the EMP are implemented during the operational phase. • Prepare environmental compliance audit reports for submission to the OEC annually.
Fuel Service Manager (FSM)	• The FSM has to perform the following minimum functions: • Day-to-day management of all activities and personnel at the facility. • Manage all resources (manpower, machinery and equipment) allocated to the facility. • Ensure that all operational activities are conducted in a safe and hazard-free environment. • Ensure open and transparent communication is maintained with all stakeholders and authorities, including reporting of any significant environmental incidents or accidents. • Ensure that all employees are adequately trained on the provisions of the EMP. • Ensure that employees are provided with suitable PPE and that wearing of such PPE is enforced. • Hold daily Toolbox Talks with the shift crews to discuss operational activities and health, safety, and environmental issues. • Address any complaints received and take corrective actions, providing feedback to complainants where warranted.

4 ENVIRONMENTAL AWARENESS PLAN

4.1 General Approach

Legislation requires the promotor to develop an Environmental Awareness Plan that describes the measures to be taken to reduce or avoid pollution or degradation of the environment. In recognition of the need to protect the environment, environmental management should not only be seen as a legal obligation but also as a moral obligation.

It is important to ensure that all relevant personnel have the appropriate level of environmental awareness and competence to ensure continued environmental due diligence and ongoing minimisation of environmental degradation and harm. To achieve effective environmental management, it is important that employees are made aware of their responsibilities in terms of the relevant environmental legislation and the contents of the EMP and the conditions attached to the renewed ECC.

4.2 Environmental and Social Talk Topics

Safety, Health and Environmental (SHE) meetings or Toolbox Talks held at the service station must include environmental and social issues as part of the agenda. As a minimum, the following topics must be considered:

- Water use at the facility.
- Potential contamination of soil and groundwater.
- Air quality and volatile organic compounds (VOCs).
- Power consumption and energy efficiency.

- Waste management (general and hazardous).
- Incident and spill reporting — including the obligation to report any spill exceeding 200 litres to MEFT.
- Parking arrangements and traffic management at the facility.
- General environmental awareness (global warming, decarbonisation, World Environment Day, etc.).

4.3 Duty of Care

All personnel involved with the operational activities at the facility are responsible for implementing measures to prevent pollution or degradation of the environment from occurring, continuing, or recurring. Failure to comply with the above conditions constitutes a breach of the duty of care. If such harm is unavoidable, steps must be taken to minimise and rectify such pollution or degradation of the environment without delay.

4.4 Documentation and Reporting

Industry-developed standards should be used to complete incident records related to:

- Record of complaints received from the public or stakeholders.
- Record of emergencies and incidents (spills, leaks, fires, accidents).

The Fuel Service Manager (FSM) is required to report the following:

- Environmental incidents involving employees and/or the public.
- Environmental complaints and correspondence received from the public or regulatory authorities.
- Incidents that cause harm or may cause harm to the environment.
- Any accidental fuel spill in excess of 200 litres — this is a reportable incident that must be communicated to MEFT.
- The corrective or remedial action taken in response to any incident.

5 THE IMPLEMENTATION OF THE EMP

The implementation of the EMP has been presented in three tables:

- Table 3: EMP for Compliance Requirements — covering aspects related to compliance, decarbonisation initiatives, communication, and reporting.
- Table 4: EMP for the Operational / Maintenance Phase — covering the protection, conservation and sustainable use of the various elements or components of the environment during operations.
- Table 5: EMP for Closure and Decommissioning — providing guidance on the management of environmental aspects should the facility reach the end of its operational lifespan.

5.1 EMP for Compliance Requirements (Table 3)

With respect to 'Compliance Requirements', management actions have been provided for aspects related to statutory compliance, decarbonisation initiatives, communication and reporting.

5.2 EMP for Operational / Maintenance Phase (Table 4)

In the EMP for the Operational, Renovation and/or Maintenance phase, management measures have been provided for the protection, conservation and sustainable use of the various elements or components of the environment.

5.3 EMP for Closure and Decommissioning (Table 5)

The investment made by the promotor is substantial and cannot be fully recovered within a period of three years (the duration of an ECC). The development is expected to have a lifespan extending many years into the future. However, there are economic impacts beyond the control of the promotor which could lead to the premature closure of the facility.

There is an inherent environmental risk with fuel storage and handling; therefore closure and decommissioning should be well planned and executed in a manner that is both expeditious and well-coordinated. The objective for closure is to return the facility as closely as possible to its pre-development condition.

6 RECOMMENDATION

The management measures outlined in this updated EMP to mitigate the environmental impacts associated with the continued operation of the Caltex Otjiwarongo Service Station are considered comprehensive and adequate. If implemented in full, they will result in minimal adverse impacts to the receiving environment.

It is recommended that the application for the renewal of the ECC for Otjiwarongo Service Station CC be approved by the Office of the Environmental Commissioner (OEC), to allow the continued operation of the facility within the ambit of applicable laws and regulations.

Table 3: EMP for Compliance Requirements

Aspects	Environmental Objectives	Management Actions	Timing	Proof of Compliance	Responsible Party
Compliance	Strive to comply with all applicable regulations, policies and local authority bylaws.	• Ensure that all applicable permits/licenses are secured and kept valid throughout the operational lifespan: • Environmental Clearance Certificate (ECC) from MEFT. • Fitness Certificate from Otjiwarongo Municipality (currently valid to 31 March 2026 — renew promptly). • Fuel Retail Licence from Ministry of Mines and Energy. • Social Security registration maintained current.	Throughout the operational lifespan of the facility.	Records on file.	Promotor / FSM
Decarbonisation	Strive to limit the carbon footprint of the facility.	• Embrace decarbonisation initiatives during the operational lifespan by promoting green technology: • Use of hybrid systems, e.g. solar geysers instead of conventional electric geysers. • Install rooftop solar panels on the convenience store canopy where feasible. • Install low energy (LED) light bulbs throughout the facility. • Implement auto on/off light switches in ablutions and other infrequently used areas.	During planning and implementation; ongoing improvements throughout the lifespan.	Solar panels on roof; LED fittings; records on file.	Promotor / FSM
Communication	Provide regular communication to statutory stakeholders and IAPs.	**Site Documents / Emergency Numbers** • Keep a copy of this EMP on the office premises at all times. • Display the emergency contact notice board prominently — must include: Otjiwarongo Police, Otjiwarongo Fire Brigade, Nearest Health Inspector / Hospital, MEFT Emergency Contact, FSM contact. • Maintain an up-to-date incident and spill register on site. • Report any spill exceeding 200 litres to MEFT as a notifiable incident. • Record all complaints received from the public and take corrective action. • Submit annual compliance audit reports to the OEC.	Throughout the operational phase.	Records kept on file.	Promotor / FSM

Table 4: EMP for the Operational Phase (Including Routine Maintenance and Renovations)

Potential Impact	Environmental Component	Environmental Objective	Management Actions	Timing	Responsible Party
Occupational Health and Safety					
Risks to health and safety of employees and the public from fuel handling, fire, and slip hazards.	Site, health and public health.	Maintain a high standard of housekeeping to prevent injuries to personnel and theft.	• Ensure all operational activities are conducted in a safe and hazard-free environment. • Provide all employees with suitable PPE (safety shoes, gloves, overalls, safety glasses) and enforce its use. • Develop a Health & Safety Management Plan compliant with industry specifications. • Train employees on personal safety and disaster preparedness. • Maintain a well-stocked First Aid kit; ensure a trained First Aider is present on each shift. • Ensure adequate lighting and a functioning alarm system are installed at strategic locations. • Strictly prohibit smoking in the vicinity of all flammable substances; display adequate signage. • Waste, both non-hazardous and hazardous, must be handled in line with the EMP. • Conduct an annual Health, Safety and Security Audit. Records of all incidents must be maintained.	Throughout the operational phase.	FSM SHE Coordinator
Fire Risks, Spills and Leaks of Hazardous Products					
Potential risks from fires, leaks or spills of hazardous products — asset destruction, personal injuries,	Site, health and public health.	Minimise potential impacts as a result of fire, accidental spills and leaks.	**Fire Risk and Preparedness** • Develop a Fire Management Plan which includes a fire evacuation plan. • Train all employees on firefighting methods and on compliance with the Fire Management Plan.	Throughout the operational phase.	Promotor / FSM

Potential Impact	Environmental Component	Environmental Objective	Management Actions	Timing	Responsible Party
contamination of groundwater and surface water.			• Provide adequate fire extinguishers at strategic locations; all firefighting equipment must be easily accessible, well maintained, and in a functioning state. • Conduct regular fire drills during which real fire situations are mimicked. Records of fire drills must be kept and reported annually. • Conduct regular Toolbox Talks on fire safety. **Spill Management Measures** • Maintain spill kits on site at all times — contents: protective clothing (overalls, gloves), absorbent materials suitable for petroleum products, heavy duty plastic bags. • If a spill occurs, stop the spill at the source immediately using suitable equipment. • Use a combination of absorbent materials, earthen bunds, or other containment methods to contain the spill to the smallest area possible. • Recovered spill materials must be stored in leak-proof containers and disposed of at an approved offsite licensed hazardous waste facility. • Any spill exceeding 200 litres must be reported to MEFT as a notifiable incident. Prepare a written report and keep a copy on file. • Train employees on spill management, spill response, and refuelling activities. • When repairs or maintenance are being undertaken, take precautions to avoid spills.		
Fuel Dispensing — Underground Storage Tanks					
Potential leaks and spills from fuel dispensing or USTs may result in contamination of underlying and uncovered soils, surface	Soil, surface and groundwater sources.	Maintain a high standard of housekeeping around the fuel dispensing areas.	• Ensure that the entire fuel dispensing area is adequately paved. • Maintain fuel dispensing areas using dry clean-up methods (sweeping for litter and debris; rags and absorbents for leaks and spills). Never wash down unless wash water is collected and disposed of responsibly. • Fit USTs with spill containment and overfill prevention systems. • Fit all fuel dispensing nozzles with automatic shutoffs ('hold-open latches').	Throughout the operational phase.	FSM

Potential Impact	Environmental Component	Environmental Objective	Management Actions	Timing	Responsible Party
water, and groundwater.			• Post signs at the fuel dispenser warning against 'topping off' of vehicle fuel tanks. • Monitor fuel volumes in each of the 3 USTs (46,000 L each) daily using dip readings or automatic leak detection systems to identify unexplained losses. • Test UST integrity at least every five (5) years from installation, on a repeating cycle. • Ensure metering of incoming and outgoing fuel; maintain records of all fuel movements. • Ensure metering equipment is calibrated as per industry standards. • Maintain all equipment (tanks, pumps, hoses, pipework) — conduct regular inspections.		
Soil and Land Use					
Potential leaks from USTs or accidental hydrocarbon spillages during refuelling may result in contamination of underlying and uncovered soils.	Soil, land use and land capability.	Protect amenity values by ensuring that no leaks or spills occur at the facility.	• Ensure proper handling and storage of hazardous chemicals and materials (fuel, oil, etc.) as per the corresponding MSDS. • Stormwater catchment and oil/water separator must be installed and maintained on site to capture runoff and separate hydrocarbons. • Maintain the sealed forecourt to prevent infiltration of petroleum products into the soil. • Stormwater drainage from surface areas must be collected in a sealed sump for treatment. • Preventative measures must be in place to prevent stormwater or other liquids from draining into the soil. • USTs are to be placed in concrete encasement with a sump system to prevent spilled fuel from draining into the soil. • Fuel lines and dispensers must be rendered leak-proof and placed in encasements. • Oil/water separator sump(s) must be checked regularly and kept clean to prevent blockage and overflow. Sludge must be disposed of at an approved, offsite licensed hazardous waste facility.	Throughout the operational phase.	FSM
Air Quality					

Potential Impact	Environmental Component	Environmental Objective	Management Actions	Timing	Responsible Party
Generation of gaseous emissions including VOCs and fuel vapours during delivery and dispensing operations.	Air quality.	Protect amenity values and human health by striving to reduce dust generation and gaseous emissions.	• Manage activities that generate excessive emissions at the facility (standby diesel generator, etc.). • Vent pipes must be regularly inspected and, when warranted, thoroughly cleaned. • Install VOC vapour recovery systems on fuel dispensing nozzles and use vapour recovery techniques during tanker offloading to avoid air pollution and minimise fuel loss. • Train personnel handling fuel in vapour recovery procedures. • Ensure that handling of maintenance materials does not result in fugitive dust escaping into the atmosphere. • Enforce a speed limit of 20 km/h on the forecourt to reduce dust generation. • Monitor gaseous emissions on an annual basis (PM10, SO2, NO2, CO). • Record and investigate any complaint received about air pollution.	Throughout the operational phase.	FSM SHE Coordinator
Noise Pollution					
Increase in noise levels due to use of generators, pumps, and associated equipment.	Noise.	Minimise noise impacts associated with operations to acceptable levels.	• Confine maintenance activities that generate excessive noise to daylight hours. • Conduct continuous monitoring of noise levels to ensure they do not exceed acceptable levels within an urban environment. • Keep air-conditioning units and standby generator in good states of repair to prevent excessive noise. • No activity having a potential noise impact should be allowed after 18:00 where possible. • Music and loudspeakers should be kept as low as possible; loudspeakers to be used only to announce important events or emergencies. • Display signage: 'No Hooting' and 'No Idling' to inform patrons.	Throughout the operational phase.	FSM SHE Coordinator
Waste Management (Solid and Hazardous)					

Potential Impact	Environmental Component	Environmental Objective	Management Actions	Timing	Responsible Party
Possible impacts on the environment due to non-removal of waste, incorrect waste disposal, and poor housekeeping.	Waste.	Remove all business waste from the site responsibly.	• Prevent and minimise business and industrial waste generation as far as possible. • Provide suitable containers and temporary storage areas as close to the point of generation as practical. • Separate waste at source (general vs. hazardous) and encourage recycling wherever possible. • Provide suitable and adequate waste skips/bins for general waste generated at the facility. Bins must have lids. • Label waste skips and train personnel on waste sorting and storing. • Waste must be collected and disposed of at the approved Otjiwarongo Municipality landfill site. **Hazardous Waste** • Minimise hazardous waste generation wherever possible. • Hazardous items (oily rags, filters, oil cans, soiled materials) must be stored in labelled, secured, leak-proof containers. • Hazardous waste must be removed by a registered hazardous waste transporter and disposed of at an approved licensed hazardous waste facility. • Sludge from the oil/water separator must be disposed of as hazardous waste. Records/manifests must be kept. • No waste shall be buried or burned anywhere on the premises.	Throughout the operational phase.	Promotor FSM SHE Coordinator Otjiwarongo Municipality

Table 5: EMP for Closure and Decommissioning

Potential Impact	Env. Component	Environmental Objective	Management Actions	Timing	Responsible Party
Communication — informing stakeholders of planned decommissioning.	Socio-economics.	Provide information on decommissioning to relevant statutory stakeholders.	• Inform the relevant government ministries and agencies (MIME, MEFT, Labour, NamRA, SSC, Otjiwarongo Municipality) of the planned decommissioning. • Inform third-party creditors including the bulk fuel supplier (Bachmus Oil & Fuel Supplies). • Inform affected employees and their trade union representatives, giving notices as required in the Labour Act. • Hire a reputable company with appropriate experience to carry out the decommissioning. • Develop a detailed Decommissioning Plan prior to commencement of any closure activities.	Prior to and during decommissioning.	Promotor / FSM
Disturbed physical environment from dismantling activities.	Soil and land.	Protect amenity and limit disturbance to the physical environment.	• Assign the decommissioning work to a reputable company with a track record of dismantling hazardous plants. • Undertake a complete environmental restoration programme. • All excavations must be backfilled and the surface levelled to a stable, safe condition. • Contaminated soil identified during UST removal must be tested and, if necessary, removed to a licensed hazardous waste facility.	During decommissioning.	Promotor Appointed Contractor
Residual fuel and contamination risk from UST removal (3 USTs × 46,000 L).	Soil and groundwater.	Ensure no harm results from the retrieval of USTs.	• Ensure there is no spillage of any residual fuel during the emptying and removal of the three USTs. • Pumps, hoses, and associated equipment to be removed by qualified personnel only. • Any fuel removed from the tanks must be accounted for and disposed of responsibly. • Surrounding soil identified as contaminated must be removed and disposed of at a licensed hazardous landfill site.	During decommissioning.	Appointed Contractor SHE Coordinator

Potential Impact	Env. Component	Environmental Objective	Management Actions	Timing	Responsible Party
Noise and air pollution from demolition and decommissioning activities.	Air quality, noise.	Keep noise levels within allowed standards; reduce dust generation.	• Maintain plant and equipment well during the decommissioning phase. • Demolition works to be carried out during daytime hours only. • Provide demolition personnel working in noisy areas with suitable PPE. • Spray dusty areas to suppress dust. Install dust trappers around the site where warranted.	During decommissioning.	Appointed Contractor SHE Coordinator
Possible impacts on the surrounding environment as a result of waste generation during decommissioning.	Waste.	Remove all decommissioned waste from the site responsibly.	• All construction and demolition workers must be made aware of their responsibility in waste management. • Waste bins with lids must be provided at strategic locations on site. • All general waste must be disposed of at the Otjiwarongo Municipality landfill site. • Hazardous waste must be disposed of by a registered hazardous waste transporter. • Explore management options including reduction, recycling and disposal of waste.	During decommissioning.	Promotor SHE Coordinator Appointed Contractor
Temporary alterations of traffic in the area may lead to congestion on the B1 Road corridor.	Traffic impacts.	Minimise traffic impacts on surrounding roads during decommissioning.	• Decommissioning personnel and vehicles should make use of main roads as far as reasonably possible. • Use as few construction/decommissioning vehicles as possible. • Adequate signage must be displayed on the premises and the approaches to the site. • Coordinate decommissioning vehicle movements to avoid peak traffic hours where possible.	During decommissioning.	SHE Coordinator Appointed Contractor
Loss of jobs and income for employees of the facility.	Socio-economics.	Minimise hardships to employees by exploring alternative ways to avoid business closure.	• Assist with re-employment and job-seeking of involved workforce. • Compensate retrenched workers in line with the Labour Act and recommend them to help in seeking opportunities elsewhere. • Offer advice and counselling on issues such as financial matters.	During and after decommissioning.	Promotor / FSM

Potential Impact	Env. Component	Environmental Objective	Management Actions	Timing	Responsible Party
			• All workers involved in decommissioning must be acquainted with the EMP. • Maintain regular communication with neighbouring businesses who may be negatively affected by decommissioning activities (dust, noise, traffic).		

— END OF DOCUMENT —

APP007291

Appendix A

THE EXPIRED ECC

REPUBLIC OF NAMIBIA

MINISTRY OF ENVIRONMENT AND TOURISM

Tel: (00 26461) 284 2111
Fax: (00 26461) 232 057

E-mail: nicco.masule@met.gov.na

Enquiries: Mr. Nicco Masule

Cnr Robert Mugabe &
Dr Kenneth Kaunda Street
Private Bag 13306
Windhoek
Namibia

9 August 2018

OFFICE OF THE ENVIRONMENTAL COMMISSIONER

The Managing Director
Otjiwarongo Service Station cc
P.O Box 744
Otjiwarongo
Namibia

Dear Sir/Madam

SUBJECT: ENVIRONMENTAL CLEARANCE CERTIFICATE FOR THE PROPOSED FUEL STORAGE ALTERATIONS AND UPGRADE OF AN EXISTING FUEL RETAIL FACILITY AT OTJIWARONGO SERVICE STATION CC, OTJOZONDJUPA REGION

The Environmental Management Plan submitted is sufficient as it makes an adequate provision of the environmental management for the above mentioned project. From this perspective, regular monitoring and evaluation on environmental performance should be conducted. Targets for improvements should be established and monitored from time to time.

This Ministry reserves the right to attach further legislative and regulatory conditions during the operational phase of the project.

On the basis of the above, this letter serves as an environmental clearance certificate for the project to proceed. However, this clearance letter does not in any way hold the Ministry of Environment and Tourism accountable for misleading information, nor any adverse effects that may arise from this project's activities. Instead, full accountability rests with Otjiwarongo Service Station cc and their Consultants.

This environmental clearance is valid for a period of 3 (three) years, from the date of issue unless withdrawn by this office.

Yours sincerely,

Teofilus Nghitila
ENVIRONMENTAL COMMISSIONER

Ekwao Consulting

APP007291

Appendix B

THE FUEL RETAIL LICENSEE

This certificate is presented by

Caltex Retail Licensee

-Bachmus Oil & Fuel Supplies (Pty) Ltd

To

Caltex Otjiwarongo Service Station,
Corner of B1 road and Wes Street

Congratulations on launching your
Caltex Retail forecourt

Date

11 July 2025

Thank you for joining us on this
momentous journey

ENJOY THE JOURNEY CALTEX

Ekwao Consulting

APP007291

Appendix C

FITNESS CERTIFICATE

OTJIWARONGO MUNICIPALITY

REGISTRATION CERTIFICATE

Number: **O146—20/03/2025**

Receipt number: **532455**

Trade name: **OTJIWARONGO SERVICE STATION**

Full name of owner/s: **CRISTOFEL JOHANNES LABUSCHAGNE**

Postal Address: **P O BOX 7415, OTJIWARONGO, NAMIBIA**

Street Address: **C/O HAGE GEINGOB & WEST STREET, OTJIWARONGO**

Erf/Plot No.: **ERF 1186, OTJIWARONGO**

Telephone: **067—302105**

E-mail Address: **alexandra@oss.com.na**

Type of business activity/activities: **SERVICE STATION**

EXPIRY DATE : 31 MARCH 2026

Date: **24/03/2025** Signature:

OTJIWARONGO MUNICIPALITY
Private Bag 2209

OTJIWARONGO MUNICIPALITY

CERTIFICATE OF FITNESS

This serves to certify that the premises described below is suitable in terms of the provision of the general health regulations (G.W/121 dated 14 October 1969) as amended, to carry on the following business trade

Trade name: **OTJIWARONGO SERVICE STATION**

Full name of owner/s: **CRISTOFEL JOHANNES LABUSCHAGNE**

Postal Address: **P O BOX 7415, OTJIWARONGO, NAMIBIA**

Street Address: **C/O HAGE GEINGOB & WEST STREET, OTJIWARONGO**

Erf/Plot No.: **ERF 1186, OTJIWARONGO**

Telephone: **067—302105**

E-mail Address: **alexandra@oss.com.na**

Type of business activity/activities: **SERVICE STATION**

EXPIRY DATE : 31 MARCH 2026

Date: **24/03/2025** Signature:

OTJIWARONGO MUNICIPALITY, PRIVATE BAG 2209 OTJIWARONGO . TEL:+ (264 67) 302231 . FAX- +264 67 302098
E-mail: enquiries@Otjimun.org.na website: www.otjiwarongomun.org

APP007291

Appendix D

NOTIFICATION TO LOCAL AUTHORITY

MUNICIPALITY
OF
OTJIWARONGO

+264 67 302 231
enquiries@otjimun.org.na
No. 2 Kreft Street, Otjiwarongo
Private Bag 2209, Otjiwarongo
www.otjimun.org.na

ACKNOWLEDGEMENT OF RECEIPT

Ref. No.: **20260706 – 17/5/B**

Enquiries: Office of the CEO

23 April 2026

Mr. Joel Shafashike
Ekwao Consulting
P O Box 25021
WINDHOEK

Email: ekwao@iway.na

Dear Mr. Shafashike

NOTIFICATION IN TERMS OF SECTION 21 OF EMA

We hereby acknowledge receipt of the above-mentioned letter and will respond in due course. For any further enquiries make use of the following reference: **20260706 – 17/5/B**

Yours faithfully

MELTANA NAMASES
SENIOR ADMINISTRATOR

Ekwao Consulting

95 Papageienweg
Hochland Park
WINDHOEK
Namibia

Box 25021
WINDHOEK
Namibia

Tel: 081 418 3125
Mobile:081 127 3027
Fax2Mail:088 645 026
Email: ekwao@iway.na

19 April 2026

The Chief Executive Officer
Otjiwarongo Municipality
Private Bag 2209
OTJIWARONGO

Atten: Mr. Mberipura Hifitikeko
Email: enquiries@otjimun.org.na

NOTIFICATION IN TERMS OF SECTION 21 OF THE ENVIRONMENTAL IMPACT ASSESSMENT REGULATIONS

This letter serves to notify your good office as follows:

1. Ekwao Consulting CC ('**Ekwao'**) has been appointed by Otjiwarongo Service Station CC ('**OSS'**) to handle its renewal application for an Environmental Clearance Certificate (ECC) with the Ministry of Environment, Forestry and Tourism (MEFT).
2. OSS is operating the Caltex branded fuel service station situated at the corner of B1 Main Road and West Street in the CDB of Otjiwarongo. In August 2018, OSS was granted an ECC for the operations of its facility. The ECC had a validity period of three years, i.e. August 2018 to August 2021.
3. "In terms of the Environmental Management Act, OSS is required to maintain a valid ECC permitting its hazardous substance treatment, handling and storage activities at all material times.
4. As directed by MEFT, Ekwao is hereby formally notifying the local authority in whose jurisdiction the fuel site is situated regarding OSS's ECC renewal application.
5. Attached hereto is the Background Information Document (BID) submitted to MEFT, and the Screening Notice received from MEFT outlining the documents required to accompany the formal ECC application.

Yours Sincerely

Joel Shafashike
Member - Ekwao Consulting

ENVIRONMENTAL MANAGEMENT PLAN (EMP)

For an **Existing** Fuel Retail Outlet Situated at the Corner of B1 Road & West Street, Otjiwarongo, Otjozondjupa Region

Background Information Document (BID)

April 2026

INTRODUCTION:

Otjiwarongo Services Station CC (**'OSS'**) is operating a Caltex branded Fuel Retail Outlet (FRO) situated at the corner of B1 Road and West Street in the town of Otjiwarongo (Figure: 1). The FRO is in possession of ECC granted on 9 August 2018 (Figure: 2) which has since expired. OSS was unaware that the ECC had a valid period of three years until a recent inspection conducted by officials from the line ministry. It is the intention of OSS to rectify the oversight on its part without delay. According Ekwao Consulting (Ekwao) has been appointed to facility its ECC renewal application with the Office of the Environmental Commissioner.

THE FUEL RETAIL OUTLET:

The FRO consists of three (3) underground storage tanks (USTs) with the storage capacities as indicated in **Table 1.**

Table 1: Underground Storage Tank Capacities

UST	Product	Capacity (litres)
#1	Unleaded Petrol	46 000
#2		46 000
Total Diesel ULP		**92 000**
#3	Automobile Diesel Oil	46 000
Total ULP		**46 000**
Total Combined Storage Capacity		**138 000**

The FRO was recently renovated and branded as a Caltex Namibia boosting a pleasant layout. A dedicated section has been allocated to the refuelling of road trucks separate from the main pump island under the canopy. The site being operated in accordance with Caltex health and safety protocols of Caltex Namibia. and standards Spill control infrastructure is present on site. The establishment is compliment by a spacious convenience store.

THE ENVIRONMENTAL MANAGEMENT PLAN:

OSS requires its EMP to be updated to reflect the prevailing operational parameters of the FRO as well as to serve as a site-specific working document that provides a framework for managing potential impacts associated with the continued operations of the FRO. This will include the day-to-day management, routine maintenance, any renovations that may be required from time to time, and for any decommissioning (in the event the facility has to close down prematurely, i.e. for reasons beyond the control of its management).

The ECC renewal application will be conducted in terms of the Environmental Management Act (EMA) and Environmental Impact Assessment (EIA) Regulations.

LOCALITY MAP
An Existing Fuel Retail Outlet, Otjiwarongo, Namibia

Legend:

Project Site

Prepared by:

Ekwao Consulting
Box 25021
Windhoek
Cell: 081 418 3125
Email: ekwao@iway.na

Date	April 2026
Site Coordinates	-20.455726 S 16.653092 E

Otjiwarongo Town
Scale 1: 2,500

Figure 1: Project Location Map (Google Earth Image)

REPUBLIC OF NAMIBIA

MINISTRY OF ENVIRONMENT AND TOURISM

Tel: (00 26461) 284 2111
Fax: (00 26461) 232 057

E-mail: nicco.masule@met.gov.na

Enquiries: Mr. Nicco Masule

Cnr Robert Mugabe &
Dr Kenneth Kaunda Street
Private Bag 13306
Windhoek
Namibia

9 August 2018

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The Managing Director
Otjiwarongo Service Station cc
P.O Box 744
Otjiwarongo
Namibia

Dear Sir/Madam

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Yours sincerely,

Teofilus Nghitila
ENVIRONMENTAL COMMISSIONER

Figure 2: The Expired ECC

Figure 3: Otjiwarongo Caltex Service Station