

**W. WATER**  
**WORKS**  
*Solar Water Pumping Solutions*



**SUSTAINABILITY**

**REPORT 2019**

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## Message from the Managing Director



In the last five years since its birth in 2015, Wwaterworks limited has been consistently operating in two main areas – water and the environment. As a leading company in water services and products, the Waterworks group has tackled various problems and environmental issues, providing solutions to water-related challenges across a range of industries. In these activities, we have been providing customers with solutions by harnessing our products, technologies and expertise in water treatment and filtration as well as maintenance services. Globalism and the rapid progress in digitalisation in recent years have influenced not only economic and industrial development but also the shape of society itself, having created new issues in the global environment. In an ever more complex social environment, we will respond with agility and flexibility to changes in the issues to do with water in our environment that have never been experienced before and issues that have no easy solutions. At the same time, we endeavour to create unique value that only the Waterworks group can create. Through these activities, we aim to contribute to achieving a sustainable society together with our customers. While innovations for solving countrywide issues are required, we will make a sustained effort to create value in society, as the creator of unique value to the solution of water and the environment that is set forth in our corporate vision. We aspire to create unprecedented new value by positioning solving water resource issues, and progress in production technologies in the water industries as well as playing our part in waste reduction for environmental conservation as social issues that we should address, and identifying the essence of potential value we can create. To be an indispensable partner to our customers and an entity that is essential for society, each one of us as employees of Wwaterworks limited endeavors to maximise customer intimacy by providing the highest quality of products and services.

We strive to view everything from the customer's perspective and build a globally competitive business system as we endeavour to improve the value we add to society every single day. It is also important to notice that our company, Wwaterworks limited, adheres to a strong sense of ethics and compliance while maintaining principles of transparency in conducting of our business and this serves as the backbone of our activities. Our quality of products and services arises from adherence to integrity and fairness. In that respect we commit to our ultimate commitment to deliver safe, reliable and fit for purpose services and products. We place great emphasis on providing safe, adequate and ever-improving water quality available to individuals countrywide, and ensuring easy access to our goods and services at an affordable price for the betterment of citizens. Our professionalism, coupled with strong personal touch, enhances the probability of success at every step. Our aim is to create long-lasting client-business relationships which will translate into long-term winning strategies and exponential growth for both parties. Lastly I would like to thank the Global Reporting Initiative and Uganda Manufacturers' Association for giving us a chance to participate in this sustainability reporting program.

**Walter Cuccu (15 March 2020)**

## **Company Overview**

We are a water engineering company that uses solar energy and Italian made products (Genuine products) to provide water solutions to all agricultural, commercial and community water problems. We began practicing our expertise only as a solar pump company in 2015 and, throughout our years of work, we have undertaken many challenging projects and accumulated skills, know-how and experiences in design planning and supply, installation, maintenance, water pumps, solar pumps, water pumps, solar pumps, water purification and borehole services.

Today, W.Water works takes on the role of the main contractor for small-, medium- and large-sized projects and also performs project management services to coordinate specialist trades for agricultural and industrial/commercial projects.

## **Our profile, mission and vision**

### **Mission**

We are committed to providing our services without compromise.

### **Vision**

To be the leading company in the water industry in Uganda and the East African region.

### **Objectives**

Our main objective is to provide our clients with a great and confident experience when we are chosen to execute their projects as our emphasis is on clear communication and thorough follow-up procedures to ensure that the client's objectives are a priority in the planning and execution of our processes.

### **Our Achievements**

Notwithstanding the infancy of our company, the standards and principles we maintain have quickly earned us a reputation as one of the most trusted and most used water engineering companies in Uganda.

### **Products and services**

W.Water works offers a wide range of products and services including:

- ✓ Solar water pumping products such as solar panels, water pumps, etc.
- ✓ Distribution of equipment
- ✓ Irrigation equipment
- ✓ Invertors
- ✓ Electrical pumps
- ✓ Construction of solar water pumping facilities

### **Description of products and services**

W.Water works is focused on becoming a leader in water engineering in Uganda offering a range of services to municipalities, utilities, industrial/commercial and institutional clients (NGOs, hospitals and schools). The full range of water engineering services includes planning, designing, and construction of facilities that meet complex drinking water requirements. We plan, design and construct facilities that meet complex

drinking water requirements, and rehabilitate aging infrastructure through innovative solutions.

### **Water source and supply**

- Source identification and mapping
- Source development studies
- Water quality studies
- Safe yield analysis
- Well rehabilitation

### **Water Filtration**

- Ongoing maintenance programmes
- Commercial plant maintenance
- Engineering maintenance
- After hours' service available



*Water filtration*

### **Water Storage**

- Distribution systems
- Hydraulic analysis
- Pumping and booster sections
- Transmission and booster stations
- Water quality monitoring
- Storage facilities



*Water tank*

### **Irrigation**

- Drip and micro-irrigation systems
- Sprinkler irrigation
- Turf irrigation
- Automation and fertigation



*Irrigation*

## **Location**

Plot no. 170  
6<sup>th</sup> street industrial area  
Kampala, Uganda  
P.O.BOX 29589  
Email: [wwaterworksug@gmail.com](mailto:wwaterworksug@gmail.com)  
Website: [www.wwaterworks.com](http://www.wwaterworks.com)

## **Ownership and legal form**

W. Water works s a private limited company incorporated by Uganda Registration Service Bureau (URSB).

## **Markets served**

**Non-government organisations:** We provide our products and services to various NGOs that are involved in providing different areas of Uganda with access to water e.g., refugee camps and orphanages, among others.

**Government:** We provide our products and services to various statutory bodies and government institutions to enable the government to carry out its wide range of projects such as the supply of water to citizens in different areas of Uganda.

**Commercial Agriculturalists:** Our wide range of products and services come in handy to many commercial farmers such as provision of water pumps, irrigation system installation as well as supply of water which is vital for any business of the mentioned nature.

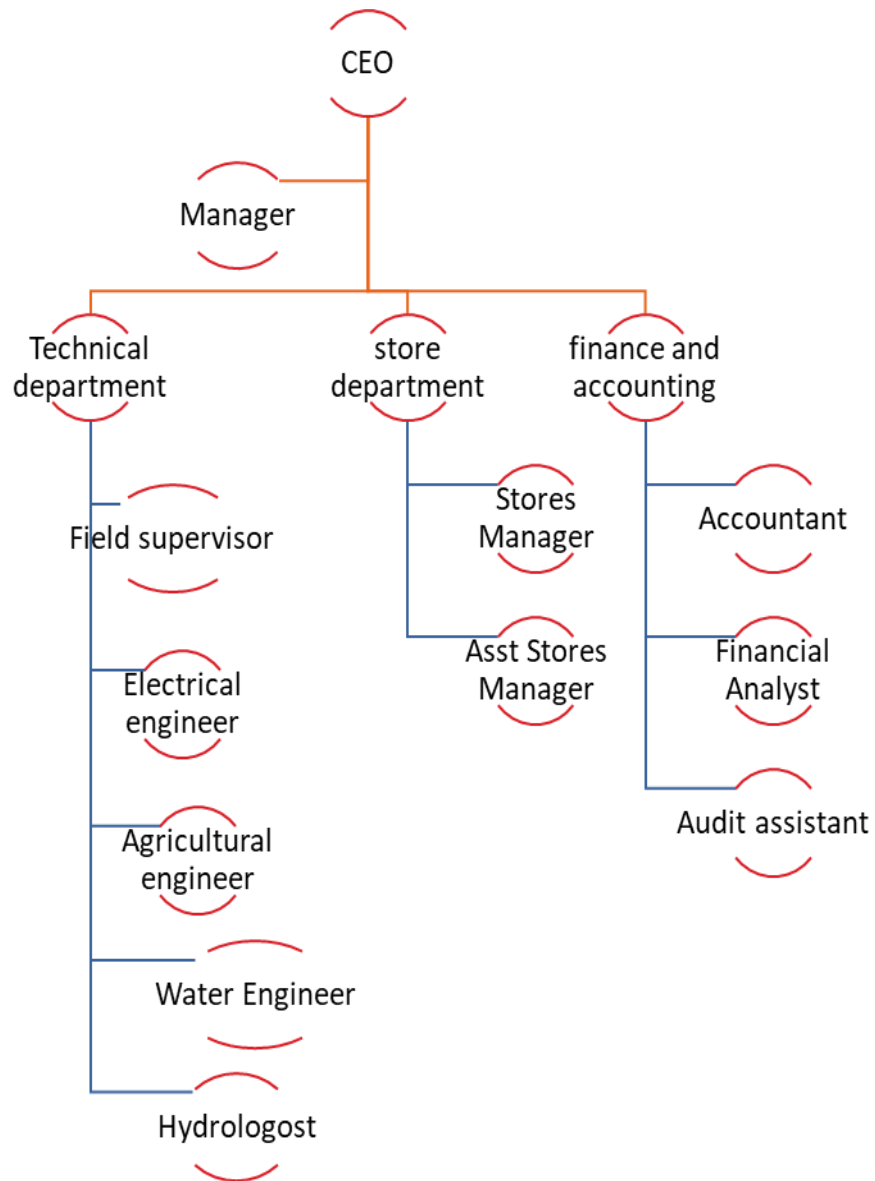
**Domestic homes:** We also provide our products and services to homes and individuals for domestic purposes such as solar panels and tanks, among others.

## **Information on employees**

Wwaterworks limited boasts of a diverse and greatly focused workforce of eight employees who ensure that we provide high-quality, durable and innovative products that fit the purpose of our customers' needs. It is important for a company as well as co-workers to operate at the same wavelength to ensure great possibilities of success business-wise and to create a positive work environment and thus the business endeavours to provide important incentives in the form of bonuses and allowances as a way of expressing appreciation for tasks well done by the workers. This enables us to keep our workgroup motivated and happy which maintains the standard of quality produced.

The company has a standard recruitment policy regardless of age, gender, religion and tribe. Employees must present their identification and qualification in the recruitment process. Our recruitment for job vacancies is carried out after a screening test from applicants, which are reviewed. This is followed by analysing the job requirements, reviewing applications, and finally selecting the right candidate. A contract is then offered to employees for confirmation of their appointment.

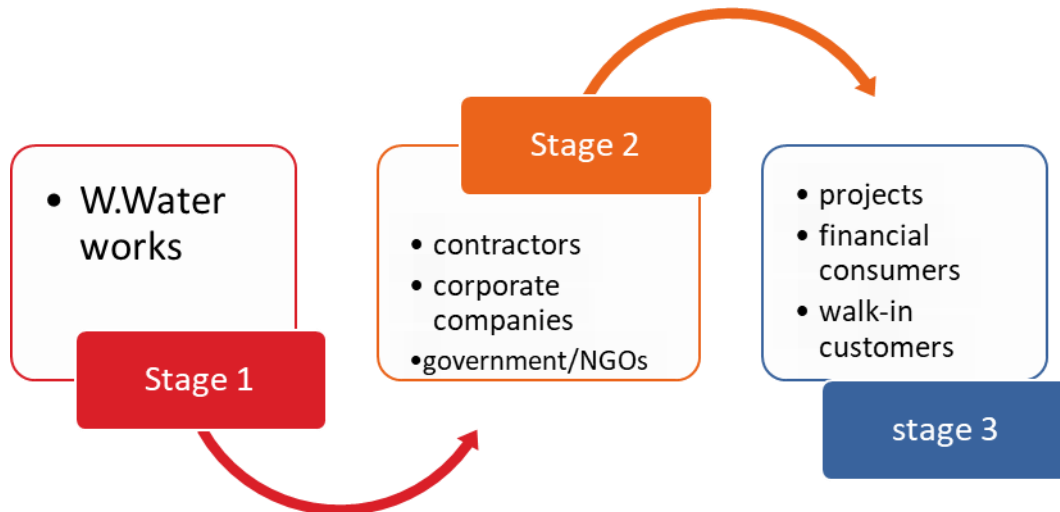
## Governance structure





## Supply chain

W water works supplies its products to various customers and these include contractors, retailers and companies as well as walk-in customers which move through the following procedure as illustrated below:



## Precautionary principle or approach

In order to limit the effects of risks that may occur at any time during work and non-work hours, Waterworks limited has taken a number of measures to safeguard against the actual occurrence of these risks and this includes the installation of CCTV cameras in the business premises as a security measure against any form of theft that may happen. This has been done in conjunction with installation of an alarm system as well as the presence of 24-hour security guards at the premises. The company has also taken measures to provide protective gear to our workers such as gumboots, gloves to protect their hands from any form of cuts or injury, and overalls to guard against staining of clothes in the course of work, among others..

The company also endeavours to provide its customers with the best possible quality products from the best calibre of materials in their production. Our services are also carried out with the use of best possible equipment to ensure standard service delivery to meet the expectations of customers. This is all capped off with carrying out of effective planning by the business management, characterised by setting of targets and objectives that help to provide much needed standards of service provision by the company.

## Significant changes to organisation

W. Water works has introduced new solar equipment to its market known as the Mida solar. With this inverter only five solar panels are needed to allow the pump to reach the maximum frequency (maximum speed) because it is necessary to guarantee at least 320 VDC input. Without the use of the Mida solar, 11 solar panels are needed to enable the pump to reach its required maximum speed. Mida solar is a solar pumping inverter ideal for any kind of solar pumping application and it ensures the following:

- New solar pumping systems creation
- Conversion of existing systems into solar pumping systems
- Control of both three-phase and single-phase pumps
- Soft start and soft stop
- Installation on humid and dusty environment made possible by IP66(NEMA 4X) protection degree
- Easy and fast commissioning thanks to initial configuration wizard
- High thermal and mechanical performance thanks to aluminum case and independent ventilation



*The Mida solar inverter*

### Memberships and partnerships



Uganda National Chamber of  
Commerce & Industry  
"Enhancing Business Opportunity"



**calpeda**  
Wwaterworks limited is  
partnership with:



in proud

- Atlas Filtri
- Nastec
- Irritec
- Capelda
- Joint Medical store
- Grundfos
- DHL

**Wwaterworks limited is also a proud member of:**

- Uganda National Chamber of Commerce (UNCC)
- Uganda Solar and Energy Association (USEA)

**Core values, principles, standards, norms and culture of behaviour**

The supply of quality services and products is the key priority in our mode of transaction at Wwaterworks Limited. We strive to ensure that our business operations create value in our community.

Our core values, standards and behaviour norms determine the direction in which we intend for our company to move and these include:

**Service:** Our core purpose is to provide our customers with safe and reliable water and wastewater services, in compliance with regulatory requirements. We strive to treat every customer fairly and respectfully, and to address their needs quickly and effectively.

**Customer Confidence:** We foster customer confidence through clarity, honesty, and transparency in all communications and work to educate our customers and employees on the issues pertinent to effective utilisation of all offered services and products.

**Personnel Dedication:** We respect and value the contributions of all our personnel. We encourage employees to increase their professional value through personal growth, expanding their knowledge base and gaining experience within their field. We proactively build a competent, effective, and loyal staff.

**Environmental Stewardship:** We recognise and take seriously the responsibility of managing limited and precious environmental resources that are vital to human life and the economic health of our community. We are committed to safely complying with all applicable regulations to preserve the environment, aesthetic beauty, and economy in and around our service area.

**Leadership and Continuous Improvement:** We champion organisational initiatives that support our vision, set a higher standard for excellence, and are consistently aligned with our values. We will

- ✓ consider the long-term consequences of all business decisions
- ✓ integrate our business and community responsibilities to best serve the organisation and its customers
- ✓ aspire to set a community example of responsible and effective service delivery;
- ✓ add value to the community by consistently embracing creativity, initiative, innovation and technology.

## Stakeholder engagement

As a business W.water works limited realises the importance of its stakeholders in as far as the success of its operations as a whole is concerned. Many decisions made by the company affect both our external and internal stakeholders and these include;



- **Service providers:** These include various providers such as banks whereby some transactions are made through credit cards and cheques as well as insurance agencies that provide services to the organisation.
- **Customers:** Including both direct customer who purchase our products as a final consumer directly and indirect consumers such as retailers who resellour products, contractors that may require installation of our various products in their project planning.
- **Employees:** The employees participate in the general supervision of the condition of our products to ensure that they are always within the requisite standard before they are passed on to consumers. They also ensure running of daily business activities, and are rewarded with monthly salary at the month's end as well a regular incentives and add-ons for effective task execution.
- **Government;** The Government of Uganda collects taxes from Wwaterworks Limited and thus benefits from the company's profits which are later used in the execution of countrywide projects of national interest such as schools, roads, infrastructure, and others. The Government also provides a market for the company products and services as they make purchases of solar panels as well as other products including contracts for provision of water to areas such as refugee camps, among others.

## Reporting Practices

### Entities included in consolidated financial statement

None. Wwaterworks Limited does not have any subsidiary companies that operate underneath it nor does it operate as a franchise. Thus there are no entities included in the consolidated financial statement.

### **Defining report content and topic boundary**

Indeed, in the desire to increase our market share as a business entity with each passing day, this has not deterred us from the importance of a fully functional and harmonious labour management relationship as our employees are the engine behind our ever-rising levels of achievement and success. Thus, in this report, we have opted to report on the importance of providing quality products and materials in execution of services in the process of expanding our company market share as well as the importance of keeping each and every one of our employees' contented and focused as they carry out their various assignments.

### **List of material topics**

The following material topics have been included in this report: Market presence and labour/ management relations.

### **Restatements of information**

Not applicable

### **Changes in reporting**

This is the first time Wwaterworks Limited is preparing a sustainability Report

### **Reporting period**

1 January 2019 to 3December 2019.

### **Date of most recent report**

This is the first sustainability report to be prepared.

### **Reporting cycle**

Annually

### **Claims of reporting in accordance with GRI standards**

This report has been prepared in accordance with the GRI standards: Core option.

### **External assurance**

This report has not been externally verified. However, the following aspects are externally audited; Quality Management System and Occupational Health and Safety Management System.

## Material topics

### GRI 200: Economic impact

#### Management approach (GRI 103) -2016

Here at Wwaterworks limited, we understand market presence as the percentage of a market accounted for by a specific entity. The main reason we chose *market presence* as our material topic is because one of our primary objectives is the timely increase of our market share while directly and consistently conforming to the wide range of demands held by our customers, and this is why we always endeavour to come up with diverse innovations to ensure our services and products have a significant advantage in the industry in contrast with our competitors. Thus, in this year's report, we are primarily highlighting the process and means by which we acquire, establish and increase our market share as a company.

Our management approach in the improvement of our market presence involves the steady increase of our market presence and share through the consistent meeting of our customer demands. This has been achieved through the use of quality materials in the process of service provision such as irrigation, and construction of solar water pumping facilities, among others. This helps to maintain our customer satisfaction and loyalty as well as saves our clients the burden of replacing potentially faulty goods. In that respect we are also cognisant of the fact that provision of quality services may prompt a customer to spend more than they had initially planned as they opt for more services due to work perfectly done by the company for one service. On top of this it is very likely that satisfied customers are more likely to buy from the business, and in that respect we do strive to carry out any service with maximum precision. Thus we are aware that customers do not simply choose our products and services simply because of our affordable prices, but more often on the level of quality that we provide.

Our customers are always willing to pay more for a product or service that they are convinced is well manufactured or exceeds their expected standards. Quality is not simply about offering a product or service that exceeds the standard, but also about the reputation that we gain for consistently delivering a customer experience that is above and beyond expectations, which is vital in the increase of our market share as a business. Wwaterworks as a business provides its customers with the option of paying for our services in installments as they are given payment plan options. This is mainly dependent on the customer's financial situation at a given time as we are aware that this is something that varies over time for any individual. Through this we ensure that individuals that require urgent services in a tricky financial position are not frustrated and this inevitably builds a bond between the customer and business as they feel that they can rely on the company at any particular time, inevitably building customer loyalty. Such flexibility has enabled the company to increase its market presence with time through the acquisition of new customers and retention of old ones as well

## **GRI 202: Market Presence 2016**

At Wwaterworks limited, 85% of our senior management is recruited locally and these officials take part in company decision-making. These include the general manager, the accountant, and the department heads, among others. Senior management is generally the team of individuals at the highest level of management of the organisation who have the day-to-day tasks of managing the company. In regards to salary the company is proud to state that their lowest minimum wage provided to the least paid worker is 550.000 Ugandan Shillings which is a yardstick that reflects the amount of money that other employees in the company earn. As management we are aware of the fact that our employees have various personal demands in their own lives as well as families to take care of and this compassionate perspective enticed us to set this figure as our lowest minimum payment to any employee in the business. Amounts of salary paid to each worker vary according to different factors such as level of qualification held in a particular field, level of expertise held in a field, level of experience held in a particular field as well as level of performance that one has shown in the execution of his or her tasks.

## **GRI 400 Social Impact**

### **Management Approach (GRI 103) -2016**

As a company, we are cognisant of the fact that conflicts and deteriorating relations at a workplace have an adverse effect on the overall productivity of the organisation. In this year's report we considered *labour management relations* as our material topic because we understand the pivotal role our employees as stakeholders play in the expansion and success of our company and, in that respect, we endeavour to provide the best working conditions possible to our workers to ensure that they are content and focused on achieving set business goals. Apart from potentially increasing legal implications, such a situation adds up to an environment of distrust among the labour force and hampers their levels of motivation. Thus, as management, we work towards promoting an environment of collaboration, understanding and mutual trust among the employees and management by carrying out various training programmes of our staff in installment services specifically. We also conduct training programmes for our newly recruited workers to enable them to adapt to carrying out required assignments. We also run workshops and joint training exercises between the labour force and the management customised to the specific needs of the organisation. Workers are kept happy and motivated through consistent payment of salaries of all employees as well as provision of vital incentives such as transport and lunch allowances daily and bonuses for outstanding performance for employees. The company also provides each employee with an option of leave during the year, a day off during the week for each worker, and special leaves such as maternal leave, grievance leave, etc. This has also fostered the creation of a desirable labour/management relationship in the business as a general touch of humanity is established in the company all the way from the management down to the employee.

## GRI 402: Labour/Management relations 2016

At Wwaterorks limited, we have strived to maintain excellent labour management relations through ensuring that employee expectations are met by the business in order to create a favourable working environment focused on achieving company targets. In case of potential serious organisational changes that the management takes, the business drafted a policy to extend a notice of four weeks to its employees to allow them to cope with and prepare to adapt to any demands that the change may require. Last year, the company carried out a significant change of the addition of a Mida solar inverter to our variety of products and, in that respect, the employees were given ample time as mentioned to learn how this new equipment/product functions for the benefit of our customers.

## The UN Sustainable Development Goals [SDGs]

At W. Wwater works Limited, we joined the global community as partners in contributing to Uganda's achievement of the Sustainable Development Goals. Thus, through our business practices and principles, the following goals have been achieved.

Through our market presence, we are contributing to Uganda's achievement of the 1<sup>st</sup> goal of 'No Poverty' through the creation of various employment opportunities for many people in Uganda mainly in the central region where our offices are located and where the majority of our operations carried out. We have eight permanent and ten non-permanent employees (male and female) and this is a significant way of contributing to the struggle to eradicate the problem of unemployment in Uganda. Through employment, people are generally in a position to acquire basic needs such as food, hence easily achieving the 2<sup>nd</sup> goal of 'Zero Hunger' in both the short and long runs. Our market presence has also contributed to the 8<sup>th</sup> goal of "Good Jobs and Economic growth" due to the fact that we consistently fulfill our legal obligation of paying taxes to the Uganda Revenue Authority, which is a statutory body under the Government of Uganda and it is important to state the fact that a large tax base of the country reflects a faster rate of economic growth. In the process of supplying our water services, we have also been able to achieve the 6<sup>th</sup> goal of 'Clean Water and Sanitation' as our services involve the supply of clean water to rural areas which many people use for domestic purposes. We also carry out filtration of water in areas with unclean water.

Through our labour/management relations policies such as enabling our employees with access to yearly leave, maternal leave and sick leave as well as medical allowances, we have been able to achieve the 3<sup>rd</sup> sustainable goal of 'Good Health'. Such policies enable our employees to preserve a state of good overall health that is vital in the general wellbeing of any human being.





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## About this Report

This is W.water works' annual sustainability report, covering the period of 2019. This report addresses the parent company and all stakeholders including the Government of Uganda, customers, employees and service providers.

## Acknowledgements

We would like to thank all our colleagues, suppliers and customers for their support in providing the information required for completion of this report. In particular, we are grateful for the assistance provided by Daphine Kemigisha and Dickens Dembe, the research assistants in drafting this report and Professor Ven Taurigana of the University of Southampton, the UK for providing the technical expertise. Finally, we acknowledge the funding from Business School Small Research Grants which made the preparation of this report possible.

## Further Information

Further information about Wwater works Limited Sustainability Report 2019 can be found at our Website <https://www.wwaterworks.com>

## Contact Person

If you have any comments regarding this report, please contact

**Walter Cuccu**

[info@wwaterworks.com](mailto:info@wwaterworks.com) (+256 777 183 369)