



## The City of Cape Town's Water Star Rating Certification 19 November 2019

### Certification participants and testimonials

The City of Cape Town's Water and Sanitation Department's Water Star Rating Certification system promotes best practices in water management, conservation and pollution control in the business sector; government departments; education and health institutions; and residential estates.

The certification underscores the continuation of the strong partnerships that were forged between the City and the private sector to Cape Town get through the recent severe and rare drought. These partnerships are ongoing as the drought recovery period continues. It ensures the wise use of water in the long term in a water-scarce region.

### The following entities have been certified:

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Martin Bruwer and Vennote Physio	1
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Intaka Island Environment Trust	2
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## **Testimonials by the water wise stars**

### **Atlantis Seafoods**

Atlantis Seafood Products is a fish and seafood processing company. We are IFS and ISO 14001 Certified and we are NRCS-approved and compliant to EU export standards. We are dedicated to producing high quality standards and having a positive impact on the environment.

The company installed air defrosting rooms to eliminate the use of water used for defrosting. Between 2016 and 2017, the water usage grew by 7% to 72 million kilolitres due to expansions in the company. The average quantities of fish we are processing have increased by 14% between 2016 and 2017. This was an opportunity the company took to look at ways of reducing the amount of water used. Air defrosting was the best way to reduce the amount of water used.

### **Air defrosting not water defrosting**

In the previous years, the company used water defrosting for 90% of the production and 10% of the production was air defrosted. Air defrosting rooms were built and this resulted in 90% of the production to be air defrosted and only 10% water defrosted.

The company is dedicated to playing a positive role in the society and the environment. The success that the company has achieved reduces water pollution and water and energy resources to treat water.

The company is aimed at continuous improvement in our environmental management plan. It is our goal to continuously improve in environmental management and to have a positive impact in the society.

The aim of the projects we put in place as a company was to reduce the amount of water used by the company for defrosting and to have less of an impact on the environment. However, the reduction in water usage resulted in a higher consumption of electricity which impacts the environment negatively as well. The increasing use of solar energy is thus the better option which does not impact the environment negatively.

### **Martin Bruwer and Vennote Physio**

There are two businesses on the premises:

- Pilates Studio
- Physiotherapy Practice

The premises are owned by three partners in their personal capacity, trading as F3 Vennote / F3 Partners.

### **Water collection tanks**

We are most proud of the installation of our water collection tanks. These tanks store our rainwater, and are connected to our irrigation system on the premises. We also only have water wise plants on our premises, making the use of the irrigation system less frequent.

As a company we are proud to be able to say that we contribute to a greener Cape Town. We realise how important it is to use water sparingly and to find alternative sources to municipal water where possible. We hope this Water Star Rating certification will encourage other businesses in the area to do the same.

It is important to look at all aspects of your business and where you can improve water usage. We need to take care of our environment and save water, whether we are in a drought or not.

Even the smallest change to what you are currently doing will make a difference. Start with the smaller things like using hand sanitiser instead of soap and water in bathrooms, using "no flush" products in the toilets and working yourself up to bigger changes. The most valuable lesson we learned is that so many small changes can be made at your premises to save water without disrupting your business or clients.

There is therefore no reason not to make an effort to make these changes.

### **Avis**

Avis car rental company has a fleet size of approximately 26 000 vehicles and a staff complement of around 2 000 employees nationwide. The star rating is for its Western Cape region, which accounts for 30% of the company's fleet countrywide.

We are most proud of the fact that non-drinking water is used within the Western Cape business to wash and clean vehicles only. We are also proud of our internal and external awareness campaigns.

### **Non-drinking water used for operations**

Around 95% of the business uses effluent water to prepare vehicles. Leaving a positive carbon footprint and continuously working towards being carbon neutral will lead to broader benefits to the organisation, society and the environment.

The value of this certificate instils pride and motivates us to implement further water saving initiatives.

The award means the physical and continuous efforts around saving water and moving toward carbon neutrality is tangible and can be shared and celebrated by all involved within the business and influencing positive carbon initiatives.

What we have learned is that water is a precious resource and must be treated as such. We need to protect and preserve and constantly create awareness around saving water.

Our advice to others is collective wisdom; believe in what you are going to do; lead by example; instil a sense of ownership; and be open to new ways of improving water saving initiatives.

There is always new technology that will assist in better processes and savings.

### **Bayside Mall – Growthpoint Properties**

Bayside Mall is a large regional shopping centre in the heart of the Blaauwberg area and owned by Growthpoint Properties. It is committed to reducing its carbon footprint by investing in alternative energy and water sources. Growthpoint, as one of the larger property owners in South Africa, is committed to increasing energy and water efficiencies in all its buildings through investment in alternative sources and best practices. At Bayside Mall, we are very proud of our water harvesting initiative launched in 2014. The harvested water is utilised for non-potable purposes particularly flushing toilets and landscape irrigation, which reduced our requirement for municipal potable resources.

Growthpoint has received numerous certifications for various initiatives across its property portfolio --including the award Bayside Mall received from the City of Cape Town Energy Efficiency Forum in the Large Building Retrofit Category in 2015. We value this water certification as it recognises our efforts as a large user to create a sustainable and mindful environment that may also encourage others to act.

When implementing any new initiative, there will always be challenges. Our advice would be to ensure that an effective maintenance plan is in place, as using natural water resources can be demanding on the system's mechanics. We also found that effective communication to the general public is key to ensure support for initiatives and to encourage awareness around water saving.

### **Freudenburg Nonwoven**

Freudenburg Nonwoven started operating in Parow in 1975 and has grown to 70 employees. It produces non-woven material for the apparel and industrial market and their customer base consists largely of manufacturers in the clothing, footwear, automotive, mining, and hygiene sectors.

### **68% reduction in water consumption**

For 2019 we are estimating an average monthly water consumption of 426 kl, which will be a 68% reduction over the last four years.

That was achieved by:

- Changing our open water system to a closed one. We are in the process of closing our last open water cycle system
- Installing meters for our biggest water consumers to track water usage in real time and online
- Switching off our air conditioners in the production areas as those were high water consumers. We are still assessing the impact on our employees and on the process, but we try to at least minimise the usage of air conditioners to an absolute minimum

To minimise water consumption in our office building, the following actions will be implemented:

- Cleaning of windows has been stopped
- Cleaning of floors is done only when spots are particularly dirty. Cleaning is then done with a cleaning agent and a glove. No water is to be used
- To minimise dish washing, we purchase paper cups which need to be used for all beverages. We are assessing the possibility of using paper plates as well
- Water coolers will be installed in all departments, for every employee to have access to drinking water
- We held several company meetings to speak about the importance of saving water and started to change behaviour (e.g. instead of cleaning a machine with a water hose for several minutes, we use a bucket of water and a cloth)

The next big projects are:

- Implementing rain water harvesting, which we can use for toilet flushing or cleaning activities in our process
- Installing an effluent treatment plant with the objective to reuse all process wastewater again in our process.

The certification is very valuable as it recognises the effort that was put in by everyone to implement water saving projects and to reduce water consumption.

This Water Star Rating will be shared locally with all employees as well as with the headquarters in Germany (and possibly shared on the company intranet).

Water saving is also in line with our company's principles: Our company and its family shareholders together are committed to protecting the environment and being responsible corporate citizens in all countries and communities in which we do business.

The lessons are:

- Measure, measure, measure: only when you measure you know what to improve.
- Monitor water consumption regularly to identify any leaks etc. which could cause a lot of water wastage
- Changing behaviour of everyone can already make a big impact. Creating awareness is very important
- Involve employees and gather their ideas as well

### **Intaka Island Environmental Trust**

Intaka Island, Century City's 16 ha wetlands and bird sanctuary, is home to 212 species of indigenous fynbos plants and 120 bird species and is a unique example of nature conservation and urban development co-existing in harmony.

The Intaka Island water management systems include rain water harvesting and the harvesting of greywater from hand basins for toilet flushing. During the dry summer

months, this supply is topped up with treated effluent water from the Potsdam Waste Water Treatment plant.

The above systems are clearly displayed as working exhibits in the Eco-Centre and form part of the environmental education programmes that are on offer. We received more than 9 000 learners from 190 school groups and a total of 35 000 visitors to the Eco-Centre in 2018.

The formal recognition adds credibility to our environmental education programmes.

### **Nedbank Limited Clock Tower**

The Nedbank Group is one of South Africa's four largest banks and offers a wide range of wholesale and retail banking services. It also boasts a growing insurance, asset management and wealth management offering.

#### **We are most proud of the five main sustainable initiatives we embarked on:**

- Switching to waterless urinals
- Reducing the water flow in the bathroom basin taps to a flow of 0,75 litres per minute
- Installing Propelair toilets which reduced water used to flush by 75%
- Using desalinated water from the Allan Gray plant
- Staff communication campaigns as without their buy-in these successes would not be possible

As a responsible corporate citizen Nedbank takes its responsibility to set an example of good water stewardship very seriously.

We partner with the Green Building Council South Africa (GBCSA) to rate our existing buildings using the Green Building Council Rating tool and we subscribe to the Sustainable Development Goals, a collection of global goals designed to be a 'blueprint to achieve a better and more sustainable future for all'.

Our stewardship commitment doesn't just focus on using less water although that is a significant part of it. It is also about supporting projects and organisations working to protect the quality of our water and ensures that all South Africans have access to clean water.

Our most successful water stewardship efforts are always achieved through partnerships and collaboration. As such, we work with our stakeholders, from clients and staff members to communities, NGOs, business partners, suppliers and government, to maximise the positive impact we have on South Africa's water future.

In addition to the initiatives we've implemented for our buildings and operations here are a few of the ways we have been delivering this impact in recent years:

#### **Investing in water ecosystems**

We are cognisant that in absolute terms Nedbank is a fairly small water user and so in addition to driving efficiencies in our buildings we have also partnered with the WWF to

invest in key water source areas and ecosystem infrastructure to protect the areas that our cities rely on for their water.

This is a R25 million partnership over five years and will support water security, reduce land degradation and improving local economic opportunities for rural communities particularly in the in the Eastern Cape. This partnership is in addition to work under taken by the WWF Nedbank Green Trust. Through this Trust we continue to provide extensive financial support to various environmental and social sustainability projects. Over the past five years, the Trust has invested more than R47 million into 23 national water stewardship and conservation projects.

### **Funding solutions to address water shortages and efficiencies**

We work closely with public and private sector parties on both the water demand- and supply sides, where we develop innovative funding solutions to help alleviate water shortages in South Africa and as well as the rest of the continent. This includes partnering with clients on their own Green Building initiatives with over R5 billion lent in this regard in the last financial year.

Even though we have always had a prudent approach to water conservation initiatives, Day Zero made us relook these initiatives and realise that there is always more that can be done both as a large corporate and in our personal homes.

### **Partnering and communication is key**

Staff members, clients, stakeholders, business partners and suppliers have assisted by embracing and adopting our initiatives to ensure a successful outcome.

The saving of water in commercial buildings is a partnership between tenant, occupant and landlord.

Legislation must enable and encourage building owners to protect our natural resources. The way we look at natural resources must change. Plumbing companies should be certified to encourage innovation and new developments in this area.

Greywater harvesting should be a standard (especially in restrooms) for all new buildings both commercial and residential.

### **Atlantis Foundries**

Atlantis Foundries manufactures commercial vehicle engine blocks for international truck manufacturers. The list of manufacturers of trucks that the company supplies are an indication of the quality standards demanded of and achieved by Atlantis Foundries.

Atlantis Foundries supplies commercial vehicle cylinder blocks to international engine plants. The engines in turn are supplied to manufacturers.

### **Reverse osmosis plant and cut water consumption in half**

The company installed a reverse osmosis plant and three supply boreholes. This was to take us off the grid and not be dependent on municipal supply. We also decreased our annual water consumption for 2018 by 50% (2015 used as a base year).

Water Awareness spread throughout the company and people were educated at work for home-related savings.

We are a corporate company that exports products internationally. As we get audited by international companies, they usually ask us what we do in terms of sustainability. The Water Star rating will go a long way in showing our clients/customers that we do indeed take the environment seriously.

We realised that water is life, without it we could not produce our products and we would not be able to make a living from this operation.

### **DoubleTree by Hilton Cape Town -- Upper Eastside Hotel**

Responsible water use isn't a Cape Town specific issue, it's a global one. Upper Eastside Development and DoubleTree by Hilton Cape Town Upper Eastside Hotel has taken the step of drilling a dedicated borehole and setting up a water management system to ensure that the property and its guests have access to an ample, sustainable water supply.

### **Borehole, water tanks**

The property's borehole, which was tested and licensed by GEOSS Groundwater and GIS Consultants can sustainably deliver 115 000 litres of water per day. Of this volume, about 98 000 litres of drinking water can be produced each day by the on-site treatment plant. This is an 85% recovery rate. A reverse osmosis process reduces saline dissolved minerals or salts to acceptable levels to bring it to drinking water levels, within the SANS 241 drinking water standard.

Tanks capable of holding 40 000 litres of this treated water at a time, are installed on the roof of the DoubleTree Hotel as well as the West Block of Upper Eastside building, with water quality continually monitored by a system that can be viewed by maintenance staff via an online platform to help ensure water quality is 100% optimal. The system automatically shuts the auxiliary supply down when quality parameters approach critical limits. The system can easily be switched over to back up council supply, if that should ever be necessary.

Responsible use of water is a non-negotiable consideration for us and we have several strategies in place to complement our borehole and water management system to ensure that the property operates on as small a water-usage footprint as possible.

While the obvious benefit of the system is that our guests and team have access to ample quantities of potable water to allow us to continue operating during high water-stress periods, we believe it's also our responsibility to the environment to make the most efficient-possible use of all our resources.



### **Groot Constantia**

Groot Constantia Wine Estate is the oldest wine-producing farm in South Africa. Their founder named his farm "Constantia" after the Latin word for constancy or steadfastness. This historic vineyard and wine producer nestled in the Constantia Valley is most proud of its team awareness campaign, which helped create a water-wise culture within the organisation.

This has led to an increased awareness of the need to save water. The major value of the certification is as a reminder of the importance to save water and to recognise the estate's efforts to date. The certification will help to inspire further savings within the organisation. The key lesson was that small, low cost interventions can make a big difference to savings water. It is not necessary to spend large amounts of money to save water. Some examples of the low cost interventions implemented include: using water efficient fittings on hose pipes and regularly checking for leaks.

### **Trade Call Investments Apparel**

Trade Call Investments Apparel (TCIA) aims to lead the revitalisation of the South African textile and apparel industry by enabling a collaborative, integrated ecosystem, thereby creating economic opportunity by building a sustainable supply chain.

### **Rainwater harvesting**

We are most proud of the system and tanks we installed to use rain harvested water to flush the toilets used in our factory and to water our gardens and vegetable/fruit plantations for our staff kitchen. We continue to try to improve on this system as it saves a lot of water as TCIA employs more than 1 000 people at our Epping factory.

The Star Rating initiative is great in the sense that TCIA as an organisation can take hands with the City to improve and understand where our shortcomings might be. The critical issues that we might sometimes overlook can be addressed in this way and new initiatives can be started and shared with our neighbours. We need to work together as inhabitants of this great city to ensure that we use its resources responsibly.

Water saving and rain harvesting is really simple if you just apply your mind. Include key stakeholders in your organisation and the City during planning to ensure it makes business sense and share the initiatives with the workforce to ensure they also understand what the goal is.

### **Woodstock Quarter (Swish Property Group)**

Swish Property Group, the developer of Woodstock Quarter. Woodstock Quarter is a mixed use development consisting of around 3 000m<sup>2</sup> of retail space, 4 500m<sup>2</sup> of office space and 384 apartments.

### **Water reuse**

The water treatment plant is currently producing around 80kl of treated domestic water per day for supply into the building and is completely off grid.

We are most proud of taking our development Woodstock Quarter off the municipal water supply. A challenging, wet start to our basement construction that dovetailed fortuitously with the drought and fears of Day Zero forced a collective effort from us, our builder and our engineers to control the ground water and eventually using it for domestic consumption.

Along with our partners Viscous Engineering, Alveo Water who installed the water treatment plant and Tesla Water Solutions that monitor the system, we are pleased to see our hard work and engineering designs providing enough potable water to supply the development without relying on the municipal supply.

Swish Property Group have learnt a lot through this process and our knowledge gained in planning, running and maintaining a water purification system will be refined and perfected for our future developments. This of course only if City intends supporting these private initiatives.

In terms of a benefit to the broader society, Swish saw the underground water resource as a community resource rather than a development resource. We installed water metres to every apartment in order for the individual users to monitor their usage but also to set up a revenue stream.

The revenue collected is used to offset running costs and any excess profit generated is to be used for local community initiatives. Upgrades to our neighbouring Trafalgar Park are one of the first projects we would like to tackle.

The certification is an invaluable asset to the organization. It is recognition of our efforts in terms of developing Woodstock Quarter with water sustainability in front of mind. It will become a constant reminder for us to continue to push the envelope of water sustainability and design our new developments with this as a key design consideration.

There can be no shortcuts in the process of water purification for domestic consumption. The technology of monitoring water quality is continually evolving and with this, the reporting functions and fail safes in terms of water quality are improving. It is crucial to have a team of knowledgeable and experienced water service providers involved in the plant installation, commissioning and maintenance.

It is also important to recognise the City, not only as the regulator of the water service intermediaries, but as an expert partner in the field of water treatment.

### **GrandWest Casino and Entertainment World**

The only casino in Cape Town, GrandWest Casino and Entertainment World is a wonderland of around-the-clock entertainment, with all the thrills and excitement of a Las Vegas-scale casino.

### **Water purification plant**

We are most proud of the establishment of our water purification plant, which was the highlight of all our water saving initiatives.

This was a two-phased approach. We sank two boreholes first and supplied water to our air conditioning system with a small purification plant.

As the drought continued we invested R18 million into a fully-fledged water purification plant with an additional two boreholes. We are currently making use of this and have reduced our reliance on municipal water by more than 50%.

A number of other initiatives were implemented to reduce our water consumption. This included the reduction of the amount of functioning taps per bathroom (front and back of house), adding hand sanitiser units and aerators on the remaining functional taps, as well as flow restrictors in hotel showers and the removal of all bath plugs.

An extensive communication plan was rolled out to educate our visitors and hotel guests in terms of using water sparingly and wisely.

In addition, effluent water is used for the gardens – this contract was entered into in 2016 and we are busy with the renewal. Our gardens were converted to indigenous water wise plants.

The Ice Station recycles 60% of its own water for reuse and the balance is used in our gardens.

Rainwater harvesting off our parking roof is utilised for irrigation.

The star rating will assist in our environmental performance and create further awareness in using water sparingly. We can also put it on all our electronic media on our complex to keep members of the public and our stakeholders informed.

Water is a scarce commodity. Individually and as a collective we can continue with our day-to-day activities using less water. Through effective communication and awareness drives we have managed to change behaviours in using water.

### **Hotel Verde**

Hotel Verde Cape Town Airport is likely Africa's Greenest Hotel where eco-leadership and luxury accommodation meet.

We are proud of our staff's ability to engage with our guests on a level that is not just informative, but inspiring as well by involving them in our constant journey to reduce our water use at the property.

We firmly believe, in the adage that when you do something well you should do it often. This certification is really seen as a reward shared with all our employees on the wonderful efforts they have put into creating a water conscious hospitality experience. Internally this will be celebrated and used to motivate future projects with a focus on environmental impact reduction.

Technology plays a very big part in the water saving initiatives we have deployed at Hotel Verde Cape Town Airport. It is therefore important that funds are allocated to projects such as this. Adding this into the budget and providing a project team access to these funds drives a project to success.

The addition of specific targets and budgets drives day to day savings, and most importantly awareness, of these resources within the management circle.

Measurement and verification of results places a sense of responsibility on the team tasked with achieving these set goals to reduce the use of our scarce resources.

### **Kansai Plascon**

We are a coatings manufacturing company and approximately 95% of our products are water-based paints for the retail, commercial and industrial sectors.

Products such as Double Velvet, Wall and All and Velvagro are part of our well-known flagship ranges and as such water is a significant resource for us.

### **Change in how we view water**

We created continued awareness among staff to regard water as a precious resource and not a resource that's just on tap. These learnings transferred to their home life as part of an overall lifestyle.

It should not just be something that takes place at work but rather be an outlook that changes behaviour.

It's an honour to be recognised because it means that we are living our environmental vision for the company, it's not merely a certificate.

That said, it does place Plascon in a positive light and serves as valuable marketing to indicate that environmental conservation is part of our bottom line.

In conserving water, you should also include your service providers (i.e. cleaning staff, security staff and kitchen staff, etc.) as part of your team in your water conservation journey. Everyone needs to know how they add or take away from the goal of saving water.

It's everyone's challenge and opportunity.

### **NGK Ceramics South Africa Pty Ltd**

NGK Ceramics South Africa is a substrate manufacture for the catalytic converter industry. We are a third-tier component supplier to international motor-car manufacturers. The company was established in 2000 and has produced over 100 million substrates.

### **Sub-metering and awareness**

We ran plant wide water saving campaigns (awareness training) throughout the company and we have sub-metered (zoned/sectionalised) the water usage of our plant so that we can see fluctuation and can respond to irregularities almost immediately.

We didn't just target one thing we targeted a few initiatives like:

- no flush
- switching off alternative taps at the wash basins
- introducing hand sanitiser
- installing tap aerators
- getting buy-in from our members to report leaking taps and continuous running toilets cisterns

We had quick response from our maintenance department to fix the water-related problems like leaking taps within the same day it was reported.

Our water usage per person reduced. For example, 2017 our staff members' usage was 12,75kl per member annually compared to 11,57kl per member annually in 2018.

This certification is recognition for all our efforts to support the greater goal, which was to avoid Day Zero and to operate more sustainably going forward. It shows our active participation in water saving initiatives not only at management level, but also at ground level.

Together we can achieve more.

The City's request for a 45% saving on our 2015 usage was not an easy task, especially if you had water saving initiatives in place prior to 2015. Small changes were easier to achieve. It's the bigger things like return on investment items (e.g. installation of water purification equipment) that are more challenging.

It's not easy for companies to invest in the future without looking at the bottom line. Water saving initiatives require investment in the future without the focus on what the immediate benefits are to the company.

Water saving does not ask for a blank cheque, but it asks for companies' commitment to a sustainable future. It includes tough conversations with top management, but it is worth the effort at the end of the day.

When you start on this journey, start with a concept and do a review of your design. Don't just jump in with both feet because you want to save water but have a plan on where and how you can save water and costs.

### **Victoria and Alfred Waterfront**

The V&A Waterfront is a mixed-use property development company spread across 123 ha of property and housing more than 800 tenants in various sectors. The Waterfront is the most visited tourist destination in Africa attracting over 26 million visitors a year.

The Waterfront has a great commitment and approach to sustainability and has integrated sustainability into the business strategy. The challenges presented by load-shedding and the water crisis presented the opportunity to become a leader in energy and water efficiency.

**Ultra-low-flow taps with aerators, propelled toilets and green leases**

Water efficiency initiatives such as ultra-low-flow taps with aerators (lowering flow from 6 litres per minute to 1,25 litres per minute), the installation and trial testing of air propelled toilets, and the implementation of green leases measuring and tracking water and energy efficiency and consumption have been implemented.

Achieving this level of efficiency was key to allowing us to continue business as usual while conserving the planet for future generations.

The Waterfront has become self-sustaining by implementing innovations such as boreholes, desalination plants, water recycling systems and district cooling plants. This allows us to operate normally even during water shortages.

As a world-class tourism destination, the V&A has a duty to raise the bar on environmental sustainability. We are therefore particularly proud of this accomplishment because it indicates the organisation's level of commitment towards a sustainable future and showcasing our efforts on a national level.

Focusing on improving the performance of existing assets makes sound business sense, particularly in the constrained financial times we're currently experiencing. It starts with understanding these assets better in terms of their operating costs and efficiencies.

Training is critical to the success of any innovative implementation as the end users are often new to the equipment. Efficiency of management systems, interventions and policies also plays an important role in improving water management across the precinct.

**Vineyard Hotel**

The Vineyard Hotel is an award-winning leader in 'responsible hoteling' and a certified member of Fair Trade Tourism, with many programmes and practices that support a unique 'Living Green' ethos

**Choose not to use campaign and going off-grid, 50% reduction in water usage**

Some of our most significant savings came as a result of interventions followed up from information gathered on our numerous loggers on site. Our "choose not to use campaign" communicated to both our guests and our staff the need to save water.

Preparing to go off-grid came with a lot of challenges, costs and processes we never knew were going to be required. Who would have thought when embarking on the installation of a greywater system, the greywater and borehole water would react

badly together causing calcium to settle, blocking all the pumps and almost derailing the whole process.

Preparing and sharing a daily water consumption report has been massively successful in raising awareness. You quickly pick up the trends and any consumption out of the normal range can be identified for further investigation.

It is nice to be recognised for the extra effort we made to reduce our consumption by as much as 50% on occasions at the height of the drought.

### **Glaxo Smith Kline (GSK)**

Glaxo Smith Kline (GSK) is a science-led global healthcare company on a mission to help people "do more, feel better and live longer". Its three core business categories are pharmaceuticals, vaccines and consumer healthcare. The Cape Town factory is one of over 90 worldwide and is part of the Consumer Healthcare division.

#### **Our top three successful initiatives are:**

- The rollout of an extensive **smart metering** system to help quickly identify and respond to high water use incidents
- Recovery of reject **reverse osmosis** water for use in our air conditioning cooling towers and then the capture of the cooling tower bleed off water for toilet flushing purposes. Re-purposing water three times is something we are very proud of
- The **harvesting of rain** water has also been a very exciting new development. When available, we use this to top up water to the cooling tower and to top up the toilet flushing system.

#### **58% reduction of water usage since 2010**

These initiatives have reduced our draw on municipal water by 10% year to date (expecting 1 650kl savings for 2019). We have achieved a 58% reduction in water use since 2010.

Every organisation is different and presents different opportunities but smart metering (and monitoring) is a "no brainer".

The idea of repurposing process water is something that most organisations can do. Rainwater harvesting is viable if you can safely use it somewhere.

Risk management is critically important for all water-related projects.

The Water Star Rating certificate displayed in our reception area helps communicate to visitors and partners that GSK is serious about environmental sustainability and water stewardship.

We believe it helps to build trust with consumers at the end of the supply chain, as well as a sense of pride for employees and other parties associated with GSK.

We will share news of this award within our GSK network and on any other appropriate public platforms where we are asked to share our water stewardship journey.

Validations such as these are supportive to our corporate water-use strategy and water stewardship commitment, which are integral to our continuous improvement sustainability programmes.

Recognition of this nature helps us to stand out from other organisations, which in turn stimulates a culture of water conservation inside and outside of our organisation.

#### Tips

- Single-point accountability within the organisation is critical. The person assigned to drive the water (and environmental) agendas needs to be passionate about what they do and make every effort to learn best practices, know and understand the water by-laws etc.
- Develop a core team that knows the facility well to support the delivery of the targets and to acts as a "brains trust" to come up with new ideas
- There need to be targets and there needs to be full endorsement and support by senior managements (release of finances as well as resources)
- Make full use of burning platforms to drive improvements when they emerge (rising water and sanitation costs, water restrictions, threat of "day Zero")
- You cannot manage what you don't measure. Understand your water balance and know where most of your water is being used
- Develop a list of opportunities then rank them in order of ease of implementation and cost. This will then feed into another list of JDIs (Just Do It), one of projects and another of feasibility studies.
- Consider smart metering

#### **Peninsula Beverages Company**

Peninsula Beverages Company has been on a sustainable water use journey for many years.

We have invested heavily in new technology over the past number of years, and this has assisted us in driving our water use down. Two of our most recent projects were the installation of boreholes and our involvement in The Greater Cape Town Water fund.

#### **Boreholes and water treatment facilities**

The boreholes and water treatment facilities have allowed us to supplement our municipal water supply with treated potable borehole water. Water security is a global concern, and also in the City of Cape Town. Through the Greater Cape Town Water Fund, we are able to partner with the City, The Nature Conservancy and other businesses in removing alien vegetation, and by doing so, ensuring significant improvements in river flows and aquifer recharge.

We have over the years built a close partnership with the City. The water star rating is evidence of Peninsula Beverages Company's commitment to being a responsible



citizen of Cape Town, and always striving to not only be legally compliant, but to be a leader in water management.

One of the most important lessons has been to build partnerships, not only partnerships with service providers, but also with regulators and our broader consumers.

Sustainable water use is a journey, and it takes commitment from leadership to make it part of your everyday life in business.

We have also seen how the people of Cape Town, our consumers, have been able to respond in a very responsible manner to this very valuable source of life.

### **The Beverage Company**

The Beverage Company is South Africa's leading independent manufacturer and distributor of carbonated soft drinks, energy drinks, mixers and still beverages.

Established in 2018 following the merger of Little Green Beverages and SoftBev (Quality Beverages and Shoreline), the Beverage Company proudly produces many of South Africa's most loved local hero and global champion drinks. With a national footprint and distribution supply-chain, we provide customers and consumers with high-quality beverages at a more affordable price.

### **Borehole and water treatment plant**

We have invested millions of rand in the installation of a borehole and water treatment plant, which have reduced our municipal water consumption.

Our plant activities have been re-designed in a way that there is no unnecessary use of water and our staff are educated about being water wise. Water compliance is enforced through, for example, no unnecessary hosing down of floors.

These initiatives have benefited the organisation by keeping the plant running during the water crisis and low pressure supply. This meant fewer bills to pay for treated effluent.

It also benefitted society by helping people keep their jobs and keeping shelves stocked with our most loved products.

We also saved water and did our bit to save planet by reducing water consumption and effluent.

### **Value of certification**

We are not just a business but we embrace sustainability and we value environment and society as much as we do to our business.

We will use this certificate to encourage everyone in the business to do the right thing regarding water savings. As well we will use it to encourage our sister companies,

suppliers and business partners as well as our competition and water users as a whole to be very cognisant of water use and saving.

The lessons we learned included:

- Environmental management (water management) is as essential as managing the business
- Managing water wisely can reduce company costs
- It is possible to change perceptions on water use
- If we take care of the environment it will take care of us
- It is essential to incorporate water management in daily business operations