

	<b>Subject Matter Area:</b> Environmental Compliance	<b>Note Reference/Version #:</b> 1
	<b>Prepared By:</b> Viratha Hariram Viratha.hariram@massmart.co.za	<b>Revision Date:</b> Click here to enter text.
	<b>Approved By:</b> Alexander Haw Alex.haw@massmart.co.za	<b>Effective Date:</b> October 2017
<b>Title: On-Site Water Management Guidance Note</b>		

This note documents Massmart’s position on operational on- site water management.

*Please note that it does not replace the relevant National and Municipal water management standards and assumes full compliance with these regulations.*

### **Background**

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Globally, a growing middle class, industrialisation and increased agricultural production have led to a dramatic increase in the demand for water. At regional scale, Sub-Saharan Africa is predicted to become both hotter and drier as a result of anthropogenic climate change. As a consequence of these changes programmes that reduce water consumption and water pollution are urgently required.

In South Africa, water is a scarce commodity with the country considered to be among the 30 driest countries in the world. This can be attributed to low annual rainfall and the irregular distribution of dams and rivers throughout the country. In addition, South Africa faces challenges relating to aging water infrastructure which has raised concerns regarding our ability to keep pace with growing urban water demands. To promote responsible water management practices the South African government has promulgated the National Water Act 36 of 1998, which expressly recognises the need to conserve water and ensure the sustainable utilisation of South Africa’s water resources.

### **Massmart Position**

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Although Massmart uses modest volumes of water in its operations we are committed to minimising our water intensity through the introduction of technologies such as: rainwater and condensate harvesting at our standalone Massbuild and Masswarehouse stores; dual flush cisterns; and low flow taps and fixtures at selected facilities. In addition, Massmart is intent on managing the water used in our operations responsibly and in a manner that does not contribute to the pollution of natural and municipal water resources. To do this we have are focused on stormwater and waste water management and the timeous and effective cleaning and disposal of spilled products which pose a water pollution risk.

### **Actions**

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Our aims are to reduce water usage and water pollution by managing stormwater, waste water and hazardous spills. Below is a summary of the steps required to achieve these objectives and comply with all applicable water and waste management regulations.

### *Stormwater Runoff*

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Stormwater runoff refers to water from precipitation that does not seep into the ground, but instead flows along the surface. This runoff can often pick up pollutants or harmful substances as it flows into drains or water sources nearby.

1. All stores must ensure that there is no loose litter or debris that could clog stormwater or municipal drains;
2. Under no circumstances should hazardous substances, specifically paint, oil, chlorine, petrol, diesel, grease, as well as excessive amounts of food waste be disposed down stormwater drains;
3. Hazardous chemicals must be stored onsite in manner such that they are not exposed to the elements. In particular, such items and products should not be exposed to extreme temperatures, precipitation or positioned in areas that are affected by stormwater runoff. In addition, all such chemicals should be kept in appropriate, securely lidded containers that do not leak or signs of corrosion.
4. All stores must ensure that all skips and waste containers located onsite are either lidded or positioned undercover. In addition, these containers should be intact and checked regularly for leaks or corrosion.

### *Wastewater*

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Wastewater is contaminated water that is discharged as a result of domestic, commercial, industrial or agricultural use.

1. All stores that have kitchens which are used for commercial food preparation purposes must take steps to avoid fats, oils and grease entering wastewater. It is recommended that in such instances fat traps are installed to prevent mixing
2. Under no circumstances are oils, grease, paint or any other potentially hazardous substances to be disposed of down waste water drains;
3. Excessive amounts (>10L) of domestic waste or food product waste (e.g. milk, sugar, alcohol etc.) are prohibited from being disposed down drains;
4. In the event that a store uses a Waste Water Treatment Plant, the water from this plant should be tested annually by a qualified water quality specialist to ensure that it meets municipal standards

### *Hazardous Spill Clean Up*

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Hazardous spills can cause water pollution and lead to the contamination of stormwater and/or nearby water bodies. The following steps should be followed in the event of a hazardous spill:

<b>Step 1</b>	<b><u>Isolate the Area</u></b>
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	<ul style="list-style-type: none"> <li>• Only those who have read and understood the steps stipulated in this checklist may approach the spill</li> <li>• Isolate the area and contain the spill</li> <li>• Remove any source of ignition and machinery.</li> </ul>
<b>Step 2</b>	<p><b><u>Wear Personal Protective Equipment</u></b></p> <ul style="list-style-type: none"> <li>• Make use of Personal Protective Equipment which is available in the spill kit</li> <li>• Avoid inhalation and skin/eye contact. Attempt to stop the source of spillage without risking injury.</li> </ul>
<b>Step 3</b>	<p><b><u>Collect the Spill</u></b></p> <ul style="list-style-type: none"> <li>• Use absorbent from the spill kit to soak up pooled liquid</li> <li>• Should your store not have a spill kit, use wood shavings or sand</li> <li>• Clean the area using appropriate oil cleaner or detergent</li> <li>• Under no circumstances should hazardous spills be flushed or disposed of down waste water or stormwater drains, or be disposed of into streams or nearby water bodies.</li> </ul>
<b>Step 4</b>	<p><b><u>Dispose of the Used Spill Materials</u></b></p> <ul style="list-style-type: none"> <li>• Collect all spill materials and absorbent used and place in suitable, lidded, plastic container</li> <li>• All materials and waste collected must be treated as hazardous waste</li> <li>• Appoint an approved waste disposal contractor to dispose of the waste</li> <li>• Request and retain a hazardous disposal certificate for the spilled chemicals.</li> </ul>
<b>N.B.</b>	<p><b>Ensure that the spill does not enter stormwater or waste water drains</b>  <b>Should the spill exceed 50L, please inform your divisional risk manager</b></p>

Stores can, at their discretion and with divisional approval, also take the following measure:

- Implement rainwater harvesting and/ or condensate harvesting programmes to reduce water consumption;

<b>Role</b>	<b>Responsibility</b>
<b>Store Manager</b>	<ul style="list-style-type: none"> <li>• Ensure that staff is aware that hazardous products are prohibited from being poured down wastewater or stormwater drains.</li> <li>• Ensure that drains are free of litter.</li> <li>• Maintain maintenance records of wastewater treatment plant testing (if applicable).</li> <li>• Report all environmental regulatory contacts in a timely manner.</li> </ul>
<b>Divisional Operations Director/ Divisional Risk Manager</b>	<ul style="list-style-type: none"> <li>• Appointment of an appropriate third party to conduct annual water quality testing on wastewater treatment plants (if present on site).</li> <li>• Work in partnership with Environmental Compliance Manager on water quality targets for wastewater treatment plants as necessary and communication of legislation/ internal standards to stores.</li> </ul>
<b>Environmental Compliance Manager</b>	<ul style="list-style-type: none"> <li>• Assist in developing, in consultation with operations teams, appropriate environmental policies/ controls regarding on- site water management.</li> <li>• Development of remediation plans where required.</li> </ul>