eThekwini is an African City (on the eastern seaboard of South Africa, in Kwa-Zulu Natal) embracing a full range of global sustainable development challenges. eThekwini’s population ranges from the rural to the urbanised. It is a multi-cultural society which faces a mix of social, economic, environmental and governance challenges. eThekwini Municipality is the local government body responsible for managing the Durban eThekwini area.

The eThekwini Municipal area (EMA):
- Is 2297 square kilometers in size (1.4% of the province)
- Has a population of 3.4 million (over 1/3 of the province)

The Economy
The Global Credit Rating Company awarded eThekwini Municipality with the highest credit rating in Africa.
- eThekwini has the biggest port on Africa’s east coast – over 7 million tons of cargo handled annually.
- The four largest economic sectors are finance, transport, manufacturing and tourism.
- Tourism is concentrated along the coast, with emerging eco and cultural-tourism opportunities in the western areas.

The Ecosystem
South Africa is the third most diverse country in the world, and eThekwini contains:
- Three of the country’s eight bio domes
- Seven broad vegetation types
- Over 2000 plant species
- 97 Kilometers of coastline
- 18 catchments, 16 estuaries
- 4000 Kilometers of rivers
- An open space system of 63 115 ha

Valued at approximately R3.2 billion per annum, the environmental services provided by eThekwini’s open space system makes the preservation of this resource a priority.

The People
eThekwini is ethnically diverse, with cultural richness of mixed beliefs and traditions. These add vibrancy and depth to the experience of living, working and visiting the city.

The demographic breakdown of the population is as follows:
- Black African 68%
- Asian 20%
- White 9%
- Coloured 3%

The city’s demographics indicate that 68% of the population are of working age, and 35% of the people in eThekwini are under the age of 19 years.
Waste Management is tailored to meet the needs of each customer to ensure consistent exemplary service. Strategically located within the eThekwini region, the department’s network of business and operations includes 32 Depot, 7 Transfer Stations, 3 Landfill Sites, 22 Recycling Plants, 3 Landfill Gas Projects and 2 Leachate Plants. These assets enable DSW to offer a full range of services to 3.4 million residential, industrial and commercial customers.

Drawing on its resources and experience, DSW endeavors to make a positive difference for the environment and the communities. DSW offers a broad range of services:

- Collection and transportation of domestic, commercial and industrial waste.
- Managing of landfill sites.
- Street cleaning and litter removal services.
- Recycling and minimisation of waste.
- Management of illegal dumping.
- Community waste management awareness and education programmes.
- Research and development of new waste management processes.
- Recovery from landfills of naturally produced methane gas as an energy source for generating electricity.

VALUES

DSW have adopted a number of core values which we feel best illustrate what is necessary for us to achieve our mission. These are:

- **Customer Care**
  DSW is dedicated to serving its customers in the best possible fashion, by always responding to their needs in a friendly, positive and enthusiastic manner.

- **Cost awareness**
  DSW takes every step possible to ensure that the unit operates in a cost-effective and financially responsible manner by constantly evaluating and streamlining its processes.

- **Teamwork**
  DSW can never be as effective on its own as when they function as a team. The unit also acknowledges that the skills and contribution of each member of our operation is necessary for the continued success of its service.

- **Honest work**
  In order to be as effective as possible, DSW resolves to end each working day satisfied with the efforts being made to ensure a successful outcome to the task at hand.

To protect the environment and enhance the health of the communities of eThekwini Municipality, by providing reasonable measures for the prevention of pollution and ecological degradation. To ensure compliance and enforcement through an environmentally acceptable, cost effective and sustainable waste management service recognising waste as a valuable source.

**BATHO PELE PRINCIPLES**

Batho Pele (a Sesotho name meaning ‘people first’) is a policy framework which seeks to introduce a people-centered approach to service delivery. It focuses on systems, procedures, attitudes and behavior within the public service. It is an integral part of all activities, ensuring that every process is aimed at improving service delivery and customer satisfaction. DSW subscribes to this policy and it forms an integral part of all activities.

DSW’s ongoing success has been built on a simple ethos of teamwork.

DSW services are administered by three divisions:

- Strategic and new development
- Operations
- Plant and engineering
DSW is able to maintain its leadership role in the waste management industry by employing a focused marketing strategy. Several innovative strategies have been adopted in order to ensure that DSW continues to meet its high standards. These include: Adoption of an ‘open market’ culture in the waste industry, by competing with the private sector for new business in the commercial and industrial waste markets. (DSW is the only local authority in South Africa that competes with the private sector in the waste industry).

**Business Branch**

DSW through its business unit employs waste management consultants whose main task is to visit customers and customise a package service to meet the needs of each customer to ensure consistent exemplary service.

**Bulk and Resources**

**Special events**
DSW provides refuse removal services at all kinds of special events including marathons, company sports day, school fetes, fun runs, etc. Our service is tailored to meet each customer’s needs, thus enabling the event organisers to host a clean, environmentally friendly function.

**Skips/containers for bulk refuse**
Skips are steel containers used for the storage of high volume, bulky refuse. DSW is able to offer skips with capacities ranging from 5.5 cubic metres to 27 cubic metres.

**Trade Refuse**
Wheeled containers
DSW has successfully introduced the wheeled refuse container to customers as a more hygienic facility for solid waste. The containers are cleared on pre-determined days, arranged in consultation with our customers. There are two sizes of wheeled containers available: 240 litres and 600 litres.

**Education and Waste Minimisation**
DSW’s commitment to waste diversion, waste minimisation and recycling is enforced through our Integrated Waste Management approach. The triple R’s – Reduction, Re-use and Recycling have become key elements of waste management. Waste materials are resources which, if given sufficient consideration and careful management, can lead to long term cost savings and thereby increase profitability in the business sectors. DSW therefore encourages customers to achieve these goals by providing on-site recycling and source separation facilities.

The departments up streamed waste management and education programmes accommodate the diverse needs of its population. DSW’s trained Education Officers and Assistant Education Officers facilitate such programmes in the community.

**Research and Development**
DSW is continually investigating alternative treatment techniques for managing waste with the objective of minimising landfill use, enabling us to remain at the forefront of industry advancements.

**Environmental Education**
Tourism and open days are an effective means for customers, schools, interest groups and individuals to view and learn more about waste management, waste minimisation and recycling. Situated on 188 Sandile Thusi Road is a media centre that is open to the public and school groups.

**Adopt a Spot:** Individuals, organisations or groups are given an opportunity to take ownership of maintaining a spot/verge. Recognition is given by placing an Adopt a Spot sign with the contributing parties’ names on it. DSW has 148 approved Adopt a Spot programmes.

**Enviro-Forums:** are established with the purpose of achieving a greater degree of co-ordination and effectiveness on various issues, especially those of an environmental nature. The forum is inclusive of business proprietors, health organisations, members of the public and councilors.

**Landfill Site Tours:** Marianhill and Bisasar Landfill Site tours are offered on a weekly basis. There cover a variety of waste related topics, including waste management, landfill construction, financial implications, recycling, conservancy management and the benefits of the concept of Integrated Waste Management.
STRATEGIC & NEW DEVELOPMENT

Door to Door: to educate residents on proper waste management.

Masakhane Road Shows: are held regularly throughout the eThekwini Municipality area to inform residents of the municipal services available to them.

Education Bus: Is a mobile classroom which is focused on educating learners on waste minimisation. Visits to schools involve learners receiving training effectively on site.

Special Days: Is a general name given to days or weeks which have been set aside to mark a particular aspect of the environment. Prominent among these are Water Week, World Environment Day, Arbor Day and National Clean Up Week.

Doorstep Environment Programme (DEP): is a component of the Association Clean Community Trust education programme. It is an award scheme which extends from grade one to grade twelve. There are four levels which are age appropriate and in each level there are 23 activities for the learners. At each level a learner can be awarded a bronze, silver and gold certificate. At present 648 schools are active in the programme and certificates are regularly presented to the learners.

Buy back centers and drop off centers: are a major part of our recycling. Residents can either drop off their recyclable materials at a Drop Off Centre without receiving reimbursement or take the materials to a Buy Back Centre and receive a cash payment. Currently DSW has 22 recycling centers strategically situated within the eThekwini region allowing easy access to residents.

Gardening projects: This is an extension of the Adopt a Spot programme where residents are encouraged to plant vegetables as part of the poverty alleviation programme.

Integrated Waste Management: Promotes all techniques in the integrated waste management hierarchy recognised by the National Waste Management Strategy (DEAT, May 2000), namely:

- Waste minimisation or avoidance – to reduce or eliminate waste at source.
- Re-use – putting waste items to new use without reprocessing them.
- Recycling – processing material so that it can be made into a new product.
- Composting – creating compost for soil enrichment purposes.
- Disposal – disposal of waste residue at permitted landfill sites.

A balanced approach is important as not all items in the waste stream can be recycled or composted at present. Waste should be avoided wherever possible and resort to landfill only when nothing further can be done to re-use, recycle or compost the waste items. DSW promotes integrated waste management through:

- Manuals and workshops
- A range of posters and pamphlets
- Newsletters, competitions and award schemes
- Forums
- Tours of facility
- Contacts and advice
- Re-use projects
- Library and Resource centre

Waste management partnerships have been formed with the communities with the aim of developing a cleaner environment and creating employment. Currently 12 co-operatives have been employed and a further 405 community base contracts are in existence. Employment created through contractors jobs in excess of 1215. A substantial amount of R94 million is awarded to community based contractors annually and 23 major contracts.

DSW’s administration offices provide support services to the unit as a whole. The offices are located strategically within the eThekwini region.

Electron Road, Springfield
188 Sandile Thusi Rd, Moringside
William Lester Drive, Westville Civic Centre
9 Sailor Road, Kloof
235 Main Road, Tongaat
2 Tacoma Place, Kingsburgh

At the head office, DSW has systems that manage both the income and expenditure. The income section controls and manages the contracts of our 38 533 customers. The expenditure system controls the unit’s budgets and oversees account payments and orders, ensuring that the policies are implemented.

DSW utilises the Contract Management System to manage our business contracts which determines service levels and income revenue.

The Landfill Management System monitors weighbridge operations at Landfill sites, Weighbridge sites, Garden sites, Transfer stations, BRS – Bulk Refuse System and commercial service for fixed contracts and adhoc requests.
The immense increase in the generation of solid waste has become a major issue within the eThekwini region in both industrial and domestic realms. The challenge is to provide a waste management service to a population of 3.4 million people and maintain the roads within the eThekwini’s boundaries. DSW’s operation’s success administers the following service ensuring the cleanliness of eThekwini Municipality.

Refuse Removal
DSW provides a collection service to 524,582 formal households, 421,329 informal households as well as 33,616 industrial and commercial customers. Operating with a fleet compliment of 523 vehicles currently, an estimated amount of 1,466,037 tons of waste is cleared annually.

Domestic Service
A once a week refuse collection service is provided to households. It consists of a curb side service which requires the homeowner to place his or her refuse bags on the curb on the predetermined day for collection. DSW distributes 5 million black bags per month.

Garden Refuse
The Blue Garden Refuse bags are supplied at a cost to the homeowner, either on contract or it can be purchased at any retail outlet. Approximately 143,132 blue bags are sold annually, collection of these bags takes place on the same day as the domestic collection.

The Orange Bag Recycling Project
This project was developed in line with eThekwini’s vision to minimize waste production. The project involves a resource recovery initiative, reducing waste to landfill, benefiting the municipality both environmentally and economically. In eThekwini, over 800,000 households participate in DSW’s recycling project, (one of the ways they do this is by using the Orange bags for all their paper and plastic and then simply leaving it out with their regular refuse).

Street Sweeping, Washing and Litter Picking
The cleanliness of streets and roads are maintained through litter picking, street sweeping and washing of streets. Approximately 0.6 million bags are cleared annually from this service. The streets are washed on predetermined days with a mechanical sweeper.

Illegal Dumping
The department faces a major challenge in combating illegal dumping. The cost incurred by the department is close to R180 million a year. To help curtail the problem, DSW’s programmes include law enforcement officers, environmental programmes and the implementation of new regulation which will assist in reducing illegal dumping.

DSW operates the largest network of landfills in its industry with 3 sites managing the disposal of more than 1,466,037 tons of waste per year. The sites are operated according to standards of safety and environmental compliance that go beyond regulatory requirements. DSW is focused on solutions that impact the future of solid waste management including the construction of new landfill sites and converting landfill gas to energy.

Mariannhill Landfill Site
The Mariannhill Landfill Site, located south-west of the centre of Pinetown and south of the N3, has been in operation since 1997. The site accepts approximately 790 tons of solid waste per day.

The application of naturalistic engineering to landfill development is crucial to environmental acceptance of the landfill site – specifically where a conservation site is to be created and sustained. Naturalistic engineering encompasses many landfill facets for example: the provision of landfill capping layers that would stimulate vegetation growth; the use of simple and low cost, yet robust, natural systems to treat landfill leachate; and the installation of wetlands to reduce storm water energy and to simultaneously re-introduce valuable bird life into the site.

Since the signing of the Host Country Agreement, South Africa now has access to carbon financing; this makes landfill-gas-to-electricity-generation financially viable. Methane gas is a distinctly serious greenhouse gas and projects much like this one will assist in reducing global carbon emissions.
Continuing human population growth ultimately results in the loss of natural ecosystems, either directly through the development of land, or indirectly through inappropriate land use practice. Restoration has become an essential tool for improving ecosystem functioning, minimising biodiversity losses and increasing the connectivity in nature reserve networks.

Some of the results achieved through the landfill conservation are:

- Mariannhill was the first landfill site, arguably worldwide to be incorporated into an ecosystem restoration site and be a registered National Conservancy site.
- The maintenance of the indigenous ecosystem minimises biodiversity loss in the area.
- The landfill site serves as an important natural corridor for species migration.
- Significant near and long term cost savings are realised to the city for landfill rehabilitation.
- Numerous job opportunities and skills development have been created.
- Education of learners, students and general public is effective and ongoing.

PLANT AND ENGINEERING

The Plant Rescue Unit (PRUNIT)
The value of the original soil profile at the Mariannhill Landfill was identified from the onset of a Conservancy creation plan as a vital component to environmental equation that must be rescued for effective rehabilitation to be realised.

This led to the creation of a large holding nursery for the storage of all the indigenous vegetation, along with the surrounding soil profile, rescued from within the landfill footprint development area. This rescue operation to the holding nursery is referred to by DSW as "PRUNIT" (Plant Rescue Unit).

PRUNIT has proven to be both environmentally and economically successful. PRUNIT has provided indigenous vegetation for the remediation of the peripheral "buffer-zone" areas of Mariannhill, as well as the ongoing rehabilitation of the Bisasar Road Landfill Site.

The Landfill Conservancy
The Mariannhill Landfill Site is an excellent example of an ecosystem restoration project, which has become an increasingly important part of Biodiversity conservation.

Mariannhill Leachate Treatment Plan
In October 1998 a joint research and development programme between Enviros and DSW was conducted to demonstrate that the Mariannhill Landfill leachate may be treated to high standards with the limits of the discharge standards required by the Department of Water Affairs and Forestry. The finding of the treatability trials has thus allowed DSW in association with Enviros (UK) to design the full scale leachate treatment plan at the Mariannhill Landfill. The plant was opened in 2004. The overall treatment philosophy of the plant is the use of "natural, low cost and robust" treatment processes. This plant therefore, adapts biological primary treatment processes and secondary "polishing treatment: by reedbed."

General Objectives for Leachate Treatment at Mariannhill Landfill
DSW aims to utilise the treated landfill leachate for dust suppression, for general irrigation to the rehabilitated sections of the landfill and for general irrigation to vegetated areas of the Mariannhill conservancy which lie within the site area.

- Water wastage must be minimised and general water management strictly applied. In this regard, an objective of the newly declared Mariannhill Conservancy Site is to provide for closed-loop engineering where water re-use and recycling initiatives are realised. Onsite treatment of landfill leachate will economically realise such an objective.
- The protection of our precious ground and surface water reserves in South Africa is paramount. Landfill leachate from the Mariannhill landfill contains high levels of Ammoniacal-nitrogen which is toxic to plants, animals and fish life. The landfill leachate will therefore be treated on site prior to usage or irrigation.
- Previously, leachate was disposed into the sewer system, being pumped through a distance exceeding one kilometre. We recognise disposal to sewer to not be a treatment method, but rather one of dilution. Raw leachate does potentially pose a risk of corrosion and elevated methane gas levels to the municipal sewer systems. Such a risk is avoided by the treatment of leachate on site.
- If treatment standards achieved by the treatment process permit, it may be a later objective to discharge limited quantities of treated effluent to establish wetland systems on site, which will in turn flow out to the natural watercourse – ultimately the Umhlatuzana River in the case.

Treatment and Re-use of Landfill Emissions
For the past few years, DSW’s team of engineers has been working closely with the University of KwaZulu-Natal. The aim of the research is to combat the odour trails that emanate from waste disposal sites and the advanced technology used in this research is similar to that used in aeronautical engineering.

Associated with landfills are localised weather patterns that if correctly understood, can be utilised to ensure the public living near a landfill never smell it. Simply stated, the flow of air or wind will carry the odour with it.

With the odour emissions linked to the local weather patterns on the Mariannhill Landfill, DSW is now able to predict ahead of time when and where odour will be carried.
HARNESSING METHANE TO ADDRESS GLOBAL WARMING

The project which was started in 2002, is aimed at addressing global warming and climate change which is a most serious environmental issue facing the world today. In fact, Africa is already suffering significant effects of this.

The recent ratification of the Kyoto Protocol, by numerous National Governments worldwide, is a significant step towards cost effectively reducing greenhouse gas emissions and averting impacts of climate change. According to the Kyoto Protocol, methane (CH₄) is a listed greenhouse gas (GHG). It is widely known that landfill sites, with wastes undergoing a methanogenic stage of bio decomposition, produce large volumes of landfill gas (LFG) typically containing some 40-60% methane.

The recent availability of Carbon Finance, since South Africa’s recent signing of a Host Country Agreement, allowing for the acceptance of Clean Development Mechanism (CDM) projects, has realised the potential for financially viable landfill gas utilisation projects on the African continent.

eThekwini Municipality has implemented the simple and proven method of extraction of the landfill gas through pipe work systems from the landfills.

LANDFILL GAS TO ELECTRICITY PROJECT

This multi million rand project that is in its 7th year of operation was split into two components which have both been registered with the Clean Development Mechanism (CDM), executive board of the United Nations Framework Convention on Climate Change (UNFCCC) under registration numbers 1545 and 1921 respectively. Approximately 1,349,030 tons of carbon dioxide equivalent have been destroyed since the inception of the project. A total of 7.5 Mega Watts (MW) have been registered with the Clean Development Mechanism (CDM) executive board of the United Nations Framework Convention on Climate Change (UNFCCC) under registration.

Due to the continued landfilling of waste and the increase of the gas yield at both Landfills, additional extraction wells are being installed on a regular basis. To date some 77 vertical wells and 130 horizontal and riser wells have been constructed on the projects. Feasibility investigations are being conducted to assess whether it will be viable to extend the project to the new landfills that the City has and will be commissioning.

Brief Description: The project involves the extraction of landfill gas (comprising of 40-60% methane) through gas wells and interlinking pipe work installed at the landfill sites. Electricity is generated through purpose built 1MW engines generating a total of 7.5MW.

Emission reductions: The project will cause a reduction in the release of harmful greenhouse gas emissions, currently removing approximately 20,000 tons of carbon dioxide equivalents per month.

Project Financials: The Durban Landfill Gas to Electricity CDM project is financed by Grant donor funding from the Department of Trade and Industry, namely their Critical Infrastructure Programme (CIP). Funding also comes from The Department of Minerals and Energy as well as loan funding from the French Development Bank.

Project management: This is a strategic eThekwini project requested by the Mayor with project management reporting directly to the City Manager. A specially formed project team within the eThekwini Municipality made up of the Department of Cleansing and Solid Waste (DSW), eThekwini Electricity, Environmental Management Branch, eThekwini Water Services, Treasury and Legal Services.

Sustainable Development: The construction phase complied with the city’s procurement policies. They required a portion of the work to be sub-contracted to emerging contractors and the use of local labour was encouraged. A number of local community members have also been employed at Bisasar Road Landfill. 25 skilled associated jobs, 38 semi-skilled, 61 unskilled jobs and 1 technician in training were employed over the duration of the project. The city has also awarded bursaries to three black male students and one black female student who are currently studying civil engineering at UKZN.

Electricity generated is relieving the national shortage of electricity generation capacity and reducing the amount of CO₂ produced in conventional coal-fired power stations and the gas extraction and destruction is reducing greenhouse gas emissions and improving air quality to the surrounding community.

PLANT AND ENGINEERING

DSW has 16 garden sites strategically located for residents. The sites are open daily allowing domestic conditional disposal and recycling facilities to residents.

GARDEN SITES

DSW has a fleet complement of 523 vehicles consisting of M150 Compactors C200, HC250, skip loaders, rotopresses, hooklifts and long haulers. The fleet and plant is maintained internally by Pit Stop Workshop. The workshop operates an 18 hour shift, ensuring that the vehicles and plant are serviced timeously ensuring there are no disruptions to the work schedule and ensuring DSW’s efficiency and service delivery.

TRANSFER STATION

With the majority of the waste being collected by DSW and being disposed of at it’s own landfills, a supporting network of transfer stations provides an important link for efficient disposal.

DSW has 7 strategically located transfer stations to consolidate and compact waste from collection vehicles into long haul vehicles for transport to the landfills.

Existing Transfer Stations:
- Hammarsdale
- Mount Edgecombe
- Chatsworth
- Flower Road
- Umlazi
- Amanzimtoti
- Electron Road
TRAINING PROGRAMMES

DSW offers various training programmes to the private sector and other government departments locally and internationally. The training focuses on all aspects of waste management involving management of landfills, operations, consulting with customers, education and waste minimisation and administration. The following have had training thus far: Buffalo City Municipality, Vryheid Municipality, Umlazi port Shepstone/Ugu municipality, Botswana, Mozambique, Kenya, Mali, Iran, Kampala, Tehran, Tanzania delegation and Kuala Lumpur, Erkuleni. New training programmes have also been planned.

Wellness Programmes

DSW recognises the peril that Acquired Immune Deficiency Syndrome (AIDS) poses to both the health of our employees and the well being of the Company. DSW has committed itself to increasing the awareness and knowledge of the virus amongst all employees as well as support to those who have been infected with HIV.

Being aware of the consequence the Company could face, DSW has identified areas where adverse effects may be experienced such as absenteeism, productivity, safety, promotions and employee benefits. In order to safeguard its employees and itself, DSW has implemented a comprehensive wellness programme as well as management training and peer education training.

Training aims:

- To create awareness of HIV/AIDS and assist employees to adapt to the change.
- To broaden the knowledge of the employees.
- To limit the effect of the spread of the virus by education and encouraging safe sex practices.
- To protect the interests of the Company in limiting the impact of the condition by using ethically and legally defensible means.
- To provide guidelines for managerial staff and sufferers on the management of the condition in the workplace.
- To effectively monitor and evaluate the effectiveness of the measures taken and manage the condition and its effects on the workplace.

DSW provides a safe working environment for all and does not discriminate against either directly or indirectly or differentiate between HIV/AIDS sufferers and any other employee. Whilst the maintenance of strict confidentiality regarding the employee’s HIV status is of paramount importance, DSW encourages employees to be open about it. To encourage openness DSW has trained peer educators within its realm to assist the employees by providing therapy, providing empathy and care.

The Workplace Skills Plan (WSP)

The Workplace Skills Plan is a system that the department utilizes to develop staff. Annually the WSP is reviewed in conjunction with the staff to identify their training and development needs and plan accordingly. Some of the training that is offered are computer skills, customer service, sales and waste management training.

Including in the training schedule are Diesel Mechanic Apprenticeship Programmes. Apprentices are taken on and trained at DSW’s in house Workshop Pit-Stop. In addition to this recognition to prior learning has been given to 16 artisans who have now been certified.

DSW’S ACHIEVEMENTS

<table>
<thead>
<tr>
<th>YEAR</th>
<th>NAME OF AWARD</th>
<th>RECEIVED FOR WHAT PROJECT</th>
<th>AGENCY MAKING AWARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>Greenest Municipality Competition</td>
<td>Greenest Municipality</td>
<td>Department of Agriculture, Environmental Affairs and Rural Development</td>
</tr>
<tr>
<td>2011</td>
<td>The National Supplier of the Year Award was awarded to DSW by Compass Waste for being one of the top suppliers for 2011</td>
<td>Service Delivery</td>
<td>Compass Waste</td>
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<tr>
<td>2010</td>
<td>Impumelelo Platinum Award</td>
<td>Gas to Electricity Project</td>
<td>Impumelelo Trust</td>
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<tr>
<td>2010</td>
<td>Impumelelo Gold Award</td>
<td>Domestic Orange Bag Recycling Project</td>
<td>Impumelelo Trust</td>
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<tr>
<td>2009</td>
<td>EKZNW Conservancy Award</td>
<td>Mariannhill Landfill Project</td>
<td>EKZNW</td>
</tr>
<tr>
<td>2009</td>
<td>Energy Globe</td>
<td>World Award for sustainability</td>
<td>European Union</td>
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<tr>
<td>2009</td>
<td>PMR Golden Arrow Award</td>
<td>Recognises DSW as an achiever in leadership excellence and improving economic growth and development in waste management</td>
<td>Professional marketing review group</td>
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<tr>
<td>2009</td>
<td>International Best Practice Award</td>
<td>Best practices to improve the environment</td>
<td>Impumelelo Innovations Award Trust</td>
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<tr>
<td>2008</td>
<td>Recognition Award</td>
<td>Funding civil engineering students</td>
<td>University of KZN</td>
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<td>2008</td>
<td>National clean town award</td>
<td>Cleanest Town</td>
<td>Department of Environmental Affairs</td>
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<tr>
<td>2008</td>
<td>Kagiso Awards</td>
<td>Best Environmental Waste Management Project</td>
<td>Department of Public Works</td>
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<td>2007</td>
<td>South African Civil Engineering Award</td>
<td>Mariannhill Landfill Site</td>
<td>South African Institute of Civil Engineering</td>
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<tr>
<td>2007</td>
<td>PMR Diamond Awards</td>
<td>Recognises DSW as an achiever in leadership excellence and improving economic growth and development in waste management</td>
<td>Professional marketing review group</td>
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</tbody>
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Corporate Social Responsibility

Corporate Social Investment

As corporate social responsibility gains more attention from the world’s leading organizations, DSW has recognised that our business is not detached from the rest of society, and therefore understands the necessity of shouldering corporate social responsibility. It is our role in society to aid in building a better future for the community. Behaving in a socially responsible manner is not just performance of ethical duty for DSW but is an initiative undertaken by DSW employees.

Immense commitment to the organization’s social responsibility projects have improved staff morale and serves as a team building exercise. DSW embarked its corporate social investment projects in 2004. The first charity drive was held to assist the Open Door Crisis Centre who offers assistance in the following cases of abuse: child and youth issues, HIV/AIDS, rape and shelter.

A substantial amount of R10 000 was raised amongst all staff as well as food, clothing, toys were collected.

Following the success of 2004’s Charity Event DSW continued in 2005 in a fund raising project to assist the Agape Home. The Agape Child Care and Support Centre is situated near Molweni in the Upper Highway and is a home to 37 AIDS orphans. The home’s small kitchen was completely destroyed by a fire. Employees contributed towards purchasing a fridge for their kitchen, groceries, clothing and toys were donated and a considerable amount of money was raised for school fees.

In 2006 DSW sponsored the “Zamokuhle Pre-School and Orphanage”. Their fee for pre-schoolers is just R50 per month which includes food and teachers fees, clothing, meals and shelter for 16 orphans. This home does not receive funding from government. The home was in desperate need for assistance. DSW then assisted by holding a fund raising event to support the home.

In 2008 the department undertook the commitment of supporting the Mother Theresa Home in Shallcross. The home is open to individuals who have endured difficulties such as illness, the elderly in fragile conditions, the destitute and homeless. The department embarked on a year-end charity drive, raising R4500 for the home, including groceries, nutritional snacks and clothing was donated.

In 2009 the Cherish Care Centre was selected as the beneficiary by the department. Cherish Care Centre is a home to babies that have been orphaned at birth. The demands at the home is high. With the help of DSW staff, groceries, clothing and meals were donated to the home to try and assist with their basic needs. A cash amount of R3300 was raised.

Between 2010 and 2014 DSW raised a total of R8500.00 for The St Thomas Children’s Home in Sydenham. DSW are looking forward to maintaining an on-going relationship with The St Thomas Children’s Home and are hoping to do more fund raising for the future generations.

ESSENTIALLY BETTER

REDUCE

REUSE

RE-ENGINEER

RECYCLE

www.durban.gov.za