

THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF WATER



**IRINGA URBAN WATER SUPPLY AND SANITATION AUTHORITY
(IRUWASA)**



IRINGA URBAN WATER SUPPLY AND SANITATION AUTHORITY SUSTAINABILITY POLICY

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TABLE OF CONTENTS

1.0 INTRODUCTION	1
1.1 Background	1
1.2 Mandate	1
1.3 Mandate of IRUWASA Board of Directors	1
1.4 Core Function of the Board of Directors	2
1.5 Vision: leading	2
1.6 Mission:	2
1.7 Core Values:	2
2.0 PURPOSE	3
2.1 The objectives of this policy are to:	3
3.0 SCOPE	4
3.1 Internal Operations	4
3.2 External Relationships	5
4.0 POLICY STATEMENT	5
a. Environmental Stewardship	5
b. Social Responsibility	6
c. Good Governance and Integrity	6
d. Service Excellence and Innovation	6
5.0 GUIDING PRINCIPLES	7
6.0 KEY FOCUS AREAS AND OBJECTIVES	8
6.1 Environmental Sustainability	8
6.2 Social Sustainability	8
6.3 Governance Responsibility	8
7.0 ROLES AND RESPONSIBILITIES	9
8.0 IMPLEMENTATION PLAN	10
8.1 Planning and Institution Setup:	10
8.2 Capacity Building and awareness:	10
8.3 Operational Integration	10
8.4 Monitoring and Evaluation:	11
8.5 Resource allocation:	11
9.0 MONITORING AND REPORTING	11
9.1 Monitoring Framework	12
9.2 Roles and Responsibilities	12
9.3 Reporting Schedule	12

9.4	Implementation and Review	12
10.0	REVIEW AND CONTINUOUS IMPROVEMENT	13
11.0	APPROVAL	13

ABBREVIATIONS AND ACRONYMS

EWURA	:	Energy and Water Utilities Regulatory Authority
IFAC	:	International Federation of Accountants
IRUWASA	:	Iringa Water Supply and Sanitation Authority
MoW	:	Ministry of Water
OTR	:	Office of Treasury Registrar
NRW	:	Non-Revenue Water
SDG	:	Sustainable Development Goals
UN	:	United Nations

1.0 INTRODUCTION

1.1 Background

The Water Supply and Sanitation Act 2019 provide the legal institutional framework for the management and provision of water supply and sanitation services. The Water Supply and Sanitation Act aim at addressing the weaknesses and challenges that face the water sector.

Iringa Urban Water Supply and Sanitation Authority ('the Authority') was established under the Water Works Ordinance Cap. 281 in accordance with the Government Notice No. 371 published on 25 July 1997. Subject to Section 3 (1) of the Water Works Regulations, the Minister responsible for Water declared Iringa Urban Water Supply and Sanitation Authority as an autonomous body with effect from 1st January 1998. It commenced operations on 1st July, 1998.

The principal activities of Iringa Water Supply and Sanitation Authority are production, distribution and delivery of potable water including collection, treatment and disposal of the waste water emanating from the urban area of the Iringa Municipality, Kilolo and Ilula towns.

IRUWASA started its operation as a category 'C' Authority in 1998. It was promoted to category 'B' in August 2003 and to category 'A' in May 2007 and AA in 2023. IRUWASA aims at becoming the entity that covers fully its costs.

1.2 Mandate

The Water Supply and Sanitation Act make the Boards of Directors the sole mandated authorities to obtain the licenses for the provision of water and sanitation services, in the area of their jurisdiction.

1.3 Mandate of IRUWASA Board of Directors

IRUWASA serves an area of 162 Km in Iringa Municipality. The population in 2012, extrapolated from 2012 national census is estimated at 151,345 people with a growth rate of 1.1% per annum. During the deliberations the Board of Directors, Management, and other Stakeholders developed their Mission, Vision, Core Values and expressed their objectives, strategies and action plans that would deliver the mandate of IRUWASA and help the process of monitoring and evaluation (M & E).

1.4 Core Function of the Board of Directors

IRUWASA Board of Directors has a clear mandate with the core functions including but not limited to: -

- a. Approval of plans, annual reports and budgets
- b. Efficient and economic provision of water supply and sanitation services as authorized by the Licensee.
- c. Development and management of assets.
- d. Hold/lease assets and water services infrastructure.
- e. Ensure efficient and economical provision of services.
- f. Plan development of services and facilities to increase access to water and sanitation.
- g. Ensure compliance with licensing requirements by EWURA.
- h. Ensure available human resource developed and maintained for sustainability of the organization.

1.5 Vision: leading

“To be the best water supply and sanitation authority in Tanzania in the provision of modern, quality and sustainable services”.

1.6 Mission:

To provide adequate and safe water and sanitation services to Iringa Municipal, Ilula and Kilolo Townships population at affordable and cost reflective prices in order to enhance their health and quality of life”.

1.7 Core Values:

In order to fulfill her vision and mission statements, IRUWASA adheres to the following core values:

- i. **Reliability:** IRUWASA aims at offering and performing the promised services accurately and all the time;
- ii. **Accountability:** Willingness to help customers and provide prompt services and take responsibility for the intended poor performance;
- iii. **Competence:** Ensuring that staff have required skills and knowledge to deliver water supply and sanitation services;
- iv. **Security:** Ensuring customers’ freedom from danger, risk, or doubt concerning the services of IRUWASA;
- v. **Sustainability:** To ensure financial, economic, operational and environmental sustainability is guaranteed;
- vi. **Creativity and innovation:** Involving the use of skills and imagination to offer mandated services, and

- vii. **Integrity:** Being honest and having strong moral principles in the delivery of mandated services.

2.0 PURPOSE

The purpose of this Sustainability Policy is to articulate the commitment of the Iringa Urban Water Supply and Sanitation Authority (IRUWASA) (hereafter “the Authority”) to sustainable development through responsible management of water and sanitation services. The Authority recognizes that access to clean water and safe sanitation is essential to public health, environmental integrity, and socio-economic development.

This policy establishes a guiding framework for integrating **environmental, social and governance sustainability** into all aspects of the Authority’s operations, governance, and service delivery. It ensures that the Authority contributes positively to environmental conservation, promotes social inclusion, and exercises economic responsibility through efficient use of resources, transparent governance, and stakeholder engagement.

The policy specifically guides the integration of sustainable practices into the Authority’s:

- a. Business/Strategic planning and daily operations;
- b. Infrastructure development and maintenance;
- c. Community engagement and public awareness;
- d. Resource management and service delivery.

2.1 The objectives of this policy are to:

- a. Enhance operational efficiency by minimizing water losses, optimizing energy use, and reducing waste generation;
- b. Promote water conservation, climate resilience, and environmental protection within all operations;

- c. Foster a safe, inclusive, and equitable work environment that supports staff well-being and professional growth;
- d. Strengthen accountability, transparency, and ethical governance in resource use and service provision;
- e. Align the Authority's practices with national water and sanitation strategies and the United Nations Sustainable Development Goals (SDGs).

The Authority commits to ensuring that sustainability is not treated as a separate initiative, but as an integral component of its **mission, planning, and day-to-day decisions**.

3.0 SCOPE

This policy applies to all Directorates, Units, Zones, Sections and staff of the Authority, and extends to contractors, consultants, and stakeholders engaged in water supply and sanitation projects.

3.1 Internal Operations

- a. Administrative Functions:** Efficient use of energy, water, waste management and reduction of environmental impacts from offices and operations.
- b. Infrastructure and Asset Management:** Incorporation of sustainability criteria in the design, construction, operation, and maintenance of water and wastewater systems.
- c. Digital Transformation:** Adoption of digital metering, billing, and record systems to reduce paper consumption and improve efficiency.
- d. Human Resources:** Promotion of gender diversity, inclusion, employee wellness and continuous professional development.
- e. Finance and Governance:** Ethical and transparent management of funds, integration of sustainability in procurement, budgeting and risk management.

3.2 External Relationships

- a. **Procurement and Supply Chain Management:** Preference for suppliers, service providers and contractors that adhere to environmental and social responsibility standards.
- b. **Community Engagement:** Collaboration with communities, schools, and institutions to raise awareness about water conservation, efficiency water use, sanitation, and hygiene.
- c. **Stakeholder Collaboration:** Partnerships with Ministry of Water, Local Government, environmental agencies, development partners, Government Institutions and Regulators (EWURA and TRO) to promote sustainable water resource management.

4.0 POLICY STATEMENT

The Authority recognizes sustainability as central to its mandate of providing reliable, safe, and affordable water and sanitation services. It acknowledges the interconnectedness of water security, climate change, and socio-economic resilience, and commits to integrating sustainability into all facets of its operations. The Authority acknowledges the urgent need to address environmental challenges, promote social equity, and uphold economic resilience in a rapidly changing global and national context. Through this Sustainability Policy, the Authority declares its commitment to managing its environmental footprint, promoting a fair and inclusive workplace, and advancing sustainable practices within its mandate.

The Authority is dedicated to:

a. Environmental Stewardship

- i. Promote water conservation, efficient use water and protection of water sources;
- ii. Implement energy-efficient technologies and renewable energy where feasible;
- iii. Manage wastewater and sludge in environmentally sound ways;
- iv. Incorporate climate change adaptation and disaster resilience into planning and operations.

b. Social Responsibility

- i. Ensure equitable access to water and sanitation services, especially for vulnerable groups;
- ii. Foster inclusion, gender equality, and safe working conditions;
- iii. Promote hygiene education and community participation in water governance;
- iv. Support local livelihoods through fair employment and community engagement initiatives.

c. Good Governance and Integrity

- i. Uphold transparency, accountability, and ethical conduct in all decisions;
- ii. Enforce anti-corruption measures and compliance with regulatory frameworks;
- iii. Strengthen financial integrity and responsible use of public resources.

d. Service Excellence and Innovation

- i. Encourage innovation in water treatment, metering, leak detection, and reuse technologies;
- ii. Invest in staff training, research/survey, and public awareness;
- iii. Continuously improve efficiency, service quality, and environmental performance.

This policy aligns with Tanzania's Water Sector Development Programme (WSDP), National Water Policy (NAWAPO), National Ant-Corruption Strategy and Action Plan Phase IV (NACSAP IV) 2023-2030, Tanzania National Development Vision 2050, The Water Supply and Sanitation Act, No. 5 of 2019, Environmental Management Act 2004, and the UN Sustainable Development Goals (SDGs) and other related instruments.

5.0 GUIDING PRINCIPLES

a. Leadership by Example:

The Authority will demonstrate sustainable behaviour in all operations, setting a benchmark for public service utilities.

b. Integration:

Sustainability will be embedded into governance, budgeting, planning, and service delivery.

c. Compliance and Alignment:

The Authority will comply with all national environmental laws, Public Services laws, labour laws and water management laws and align with international sustainability standards.

d. Transparency and Accountability:

Regular monitoring, reporting, and stakeholder communication will be conducted to ensure trust and openness.

e. Continuous Improvement:

The Authority will review and enhance sustainability practices through innovation and staff capacity building.

f. Stakeholder Engagement:

Collaboration with Ministry of Water, customers, local authorities, environmental agencies, Partners, Government Institutions, development partners and Regulators (EWURA and OTR) will ensure shared ownership of sustainability goals.

g. Ethical and Inclusive Practices:

The Authority will promote integrity, inclusion, and social responsibility in all its activities.

6.0 KEY FOCUS AREAS AND OBJECTIVES

6.1 Environmental Sustainability

The Authority recognizes the importance of minimizing its environmental footprint and promoting resource efficiency in all areas of operation.

Objectives:

- a.** Reduce non-revenue water by at least 18% by 2031.
- b.** Improve energy efficiency and adopt renewable energy.
- c.** Implement watershed and catchment protection initiatives.
- d.** Promote recycling and reuse of treated wastewater and biosolids.
- e.** Reduce single-use plastics and promote proper waste segregation in offices and field operations.
- f.** Develop and implement a green procurement policy that prioritizes environmentally friendly and locally sourced goods and services.
- g.** Encourage sustainable travel practices, including virtual meetings and environmentally conscious transport arrangements.

6.2 Social Sustainability

The Authority is committed to fostering a socially inclusive, safe, and empowering work and professional environment, both within the institution and across its mandate.

Objectives:

- a.** Ensure fair and affordable access to water and sanitation for all communities within the service area.
- b.** Strengthen community awareness on water conservation and hygiene.
- c.** Promote gender equality and equal opportunity in recruitment and leadership.
- d.** Ensure occupational health, safety, and wellness programs for all staff.
- e.** Ensure 100% of staff receive annual training on ethics, sustainability, workplace safety, and diversity.
- f.** Foster partnerships with schools and local groups for environmental and water awareness.

6.3 Governance Responsibility

As a public institution, the Authority upholds principles of integrity, transparency, and prudent resource management, while promoting sustainability in the broader of its mandates.

Objectives:

- a. Ensure full compliance with national financial management and procurement laws.
- b. Enhance transparency in billing, revenue collection and reporting.
- c. Integrate sustainability into planning, budgeting, procurement, investment decisions and risk management.
- d. Publish annual sustainability performance updates.
- e. Strengthen partnerships with donors and agencies to mobilize funding for green and resilient infrastructure.

7.0 ROLES AND RESPONSIBILITIES

Effective implementation of the Authority Sustainability Policy requires clear definition of roles, responsibilities and accountability across all levels of the organization. The following roles are designated to ensure integration, oversight, and continuous improvement of sustainability practices:

- a. **Ministry of Water:** Provide Strategic oversight of Policies and laws governing water sector.
- b. **OTR:** Provide and oversight guidelines, policies and regulations on sustainability goals
- c. **EWURA:** Regulates the implementations of strategic plans, Business Plans and Budget.
- d. **Board of Directors:** Provide strategic oversight and approve sustainability goals.
- e. **Managing Director:** Champion and oversee the sustainability agenda.
- f. **Sustainability Committee/Focal Person:** Coordinate implementation and reporting.
- g. **Head of Directorate/Sections/Units:** Integrate sustainability objectives into directorate plans and day-to-day activities.

- h. **All Staff:** Conserve resources, minimize waste, uphold ethical behaviour, and participate in sustainability initiatives.
- i. **Suppliers, Service providers and Contractors:** Comply with environmental and social sustainability standards. Ensure that goods and services provided to the Authority to reflect principles of environmental responsibility, ethical labour practices, and cost-effectiveness.
- j. **Communities and Stakeholders:** Participate in water conservation programs and provide feedback.

8.0 IMPLEMENTATION PLAN

The implementation of the Authority's Sustainability Policy will be carried out in a phased, systematic, and participatory manner. This plan outlines the key steps, activities, timelines, and support structures required to operationalize the policy and ensure its integration into the Authority's core functions and strategic direction.

8.1 Planning and Institution Setup:

Key Activities:

- a. Appoint a Sustainability Focal Person or Sustainability steering Committee to lead and coordinate implementation efforts.
- b. Develop a detailed sustainability action plan, including timelines, budgets, and indicators aligned with Authority business/strategic plan.
- c. Incorporate sustainability into Authority annual action plans, performance appraisal systems, and departmental objectives.

8.2 Capacity Building and awareness:

Key Activities:

- a. Conduct orientation sessions for Board members, staff, and key partners on the policy and their roles.
- b. Roll out mandatory sustainability training for all Authority staff, with modules on environmental management, ethics, social responsibility, and digital transformation.
- c. Launch an internal communication and awareness campaign using newsletters, posters, emails, and intranet messages.

8.3 Operational Integration:

Key Activities:

- a. Digitize key services to reduce paper usage.
- b. Implement green procurement guidelines that prioritize environmentally and socially responsible suppliers, service provider and Contractors.

- c. Introduce waste management protocols including waste separation, recycling points, and reduction of single-use plastics in events.
- d. Upgrade office infrastructure to promote energy and water efficiency (e.g., energy-saving bulbs, timers, low-flow fixtures).

8.4 Monitoring and Evaluation:

Develop sustainability indicators (KPIs) and conduct regular assessments.

Key Activities:

- a. Develop a sustainability dashboard or tracking tool for regular monitoring of key indicators.
- b. Submit quarterly updates to the Managing Director and an annual sustainability progress report to the Board.
- c. Review and revise the action plan annually based on progress, challenges, and emerging priorities.
- d. Promote external transparency by including sustainability highlights in the Authority's Annual Report or publishing a standalone Sustainability Report every two years.

8.5 Resource allocation:

- a. Allocate dedicated budget lines for sustainability-related investments (e.g., training, infrastructure, reporting).
- b. Mobilize external support or partnerships where necessary to scale up efforts or introduce innovations.

This implementation plan ensures a structured, inclusive, and results-oriented approach to embedding sustainability into the Authority's operations.

9.0 MONITORING AND REPORTING

Effective monitoring and reporting are critical for tracking progress, ensuring accountability, and facilitating continuous improvement in the implementation of Authority's Sustainability Policy. This section outlines how the Authority will measure performance, report outcomes, and refine its sustainability efforts over time.

9.1 Monitoring Framework

The Authority will establish a Sustainability Monitoring Framework that defines key performance indicators (KPIs), data sources, responsible units, and reporting frequencies. The Authority will track key indicators under three pillars:

Focus Area	Key Indicators
Environmental	% reduction in water losses, energy use per m ³ pumped, wastewater reuse rate, % green procurement.
Social	% of low-income households served, Number of staff trained in sustainability and ethics, staff gender ratio, number of community outreach programs.
Governance	Timely publication of reports, % of budget allocated to sustainability projects, audit compliance rate.

9.2 Roles and Responsibilities

- The Sustainability Focal Person or Committee will coordinate data collection, validate submissions from departments, and prepare reports.
- Directorate/Units/Zones/Sections** will collect and submit sustainability-related data for their respective areas.
- The **Managing Director** will review sustainability performance and recommend strategic adjustments as needed.
- The **Board** of Directors will review formal reports and provide oversight and direction.

9.3 Reporting Schedule

- Quarterly Internal Progress Updates:** To be submitted to the Managing Director to review ongoing implementation efforts and resolve bottlenecks.
- Annual Sustainability Summary:** To be included in Authority's Annual Report, highlighting key achievements, challenges, and next steps.
- Biennial Sustainability Report:** A standalone, public-facing report prepared every two years, aligned with recognized reporting standards such as the Global Reporting Initiative (GRI), IFAC sustainability guidance, or UN SDG indicators, where applicable.

9.4 Implementation and Review

- The policy shall be implemented through the Authority Sustainability Framework (2026–2031) and its related roadmap.
- A mid-term review will be conducted every 18–24 months to assess progress against targets and make policy adjustments as needed.

- f. A comprehensive policy review will be conducted every three years to update goals, strategies, and implementation mechanisms based on lessons learned, stakeholder feedback, and emerging sustainability trends.

10.0 REVIEW AND CONTINUOUS IMPROVEMENT

The policy shall be reviewed every **three years** or as needed to reflect new laws, technologies, and sustainability priorities. Feedback from employees, customers, and stakeholders will guide revisions. Lessons learned will be documented and shared to strengthen institutional learning and innovation.

11.0 APPROVAL

This Sustainability Policy has been reviewed and approved by the **Board of Directors of Iringa Urban Water Supply and Sanitation Authority (IRUWASA)** on this day, ...

By approving this policy, the Board commits the Authority to its implementation and continuous improvement in advancing sustainable, inclusive, and reliable water and sanitation services.

Signed:
Chairperson, Board of Directors

Date: _____

Managing Director

Date: _____