



RAND WATER

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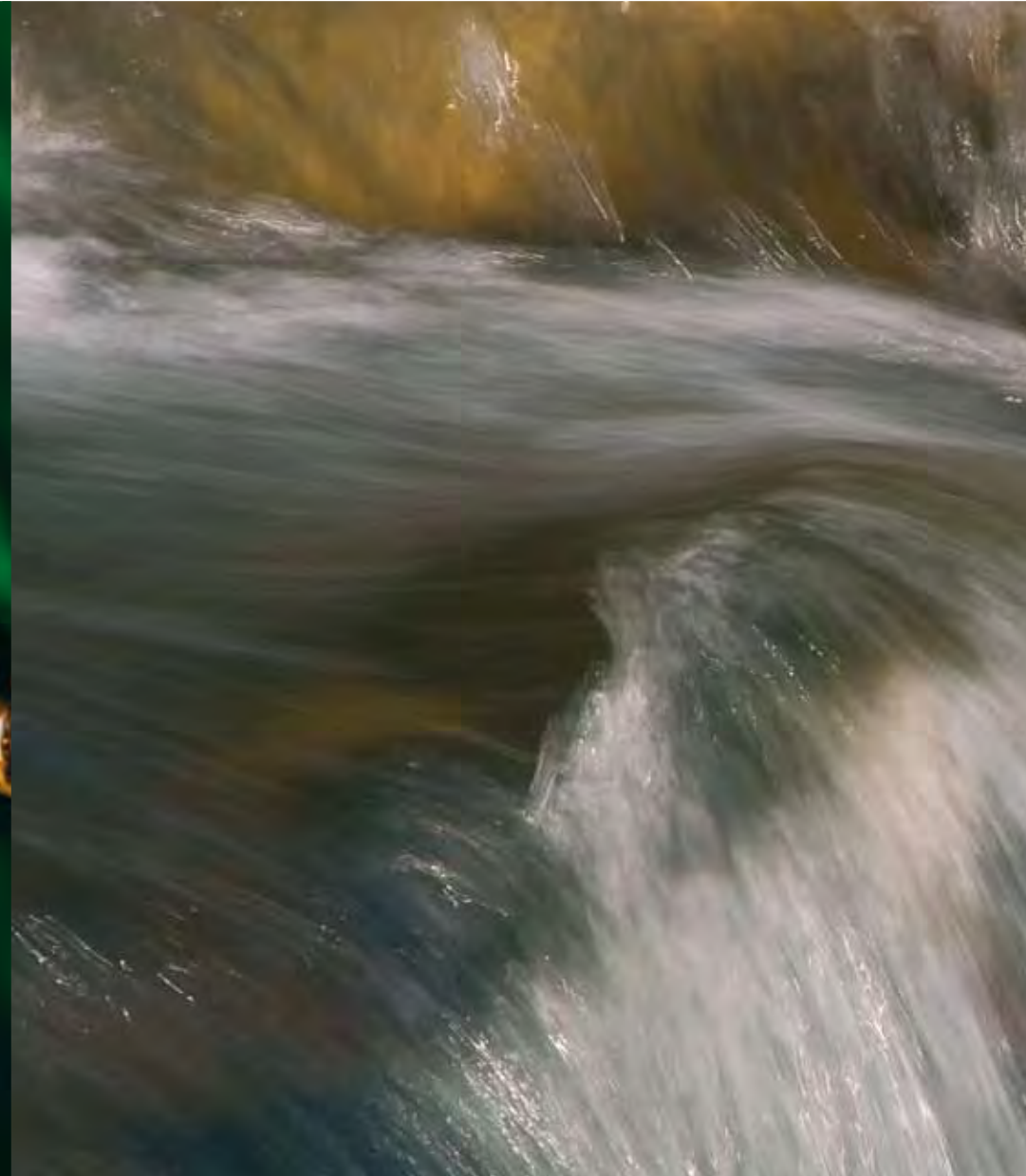
sixty percent sugar cane fibre, chlorine-free, sustainable afforestation.



“To life!”

2008 Annual Report

"I have never seen a river that I could not love. Moving water... has a fascinating vitality. It has power and grace and associations. It has a thousand colours and a thousand shapes, yet it follows laws so definite that the tiniest stream is an exact replica of a great river." – Roderick Haig-Brown



GLOSSARY OF TERMS

ACI	Africans, Coloureds, Indians	SABS	South African Bureau of Standards
ASGISA	Accelerated and Shared Growth Initiative for South Africa	SAICE	South African Institute of Civil Engineers
BBBEE	Broad-based black economic empowerment	SALGA	South African Local Government Association
BEE	Black economic empowerment	SAMWU	South African Municipal Workers' Union
BWS	Bulk water services	SANS	South African National Standards
CBPB	Community based projects department	SAP	Systems Application Products
CSR	Corporate social responsibility	SHEQ	Safety, Health, Environment and Quality
COR	Cost of risk	SLA	Service level agreement
CVM	Customer value management	SLE	Service level evaluation
DIFR	Disabling injury frequency rate	SOE	State-owned enterprise
DPLG	Department of Provincial and Local Government	TCTA	Trans-Caledon Tunnel Authority
DWAF	Department of Water Affairs and Forestry	UASA	United Association of South Africa
EIA	Environmental impact assessment	WHO	World Health Organisation
ERM	Enterprise risk management	WQSP	Water Quality Safety Plan
HACC	Hazard assessment critical control		
ISO	International Standards Organisation		
JIPSA	Joint Initiative on Priority Skills Acquisition		
KPIs	Key performance indicators		
LGWSETA	Local Government and Water Services Sectoral Education and Training Authority		
MDGs	Millennium Development Goals		
MFMA	Municipal Finance Management Act		
NEPAD	New Partnership for Africa's Development		
OHSAS	Occupational Health and Safety Assessment System		
PFMA	Public Finance Management Act		
PIC	Portfolio Integrating Committee		
RWF	Rand Water Foundation		
RWS	Rand Water Services		
SAAWU	South African Association of Water Utilities		

