

# ZONEBEAT

OFFICIAL NEWSLETTER OF THE *east london idz*

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**east london idz**  
business streamlined

# ELIDZ STEERS CLEAR OF PPE DEBACLE

*It has been six months since South Africa went into a nationwide lockdown - a concerted effort by government to wrestle to the ground an invisible enemy that has almost collapsed the country's healthcare system and the economy.*

Although many lives have been lost as the result of this pandemic, millions of lives have been spared. Apart from all the hard work put in place by our government and the rest of the country, this period has however seen a surge in media reports alleging corrupt activities involving senior government officials relating to the procurement of Personal Protective Equipment (PPE).

Leaders within all three spheres of government have unequivocally spoken out against the appalling actions by trusted members of the society. Thus, on 23 July 2020, President Cyril Ramaphosa signed a proclamation allowing the Special Investigative Unit (SIU) to probe the misuse of COVID-19 relief funds by high ranking government officials.

According to Fariet Titus, ELIDZ Manager: Supply Chain Management (SCM), National Treasury issued emergency procurement instructions of PPE items and clearly stipulated the processes that should be followed when procuring items relating to COVID-19.

"Upon receipt of the instructions, the SCM Sub-Unit took a decision to share these with the rest of the organisation for colleagues to familiarise themselves with the directives and to mitigate against unintended transgressions. The move was widely welcomed by the organisation."

Titus added that to ensure compliance by all, the organisation relied on internal disciplinary measures and the Delegation of Authority Matrix (DOA) put in place to guide the procurement process.

"The ELIDZ's DOA Matrix ensures that proper reviewing of all transactions is executed before any activity is undertaken."

To date the ELIDZ has spent more than R1.6 million on COVID-19-related requirements. The purchase orders were issued to Small, Medium and Micro Enterprises (SMMEs) based in the Buffalo City Metropolitan Municipality area.

"It is an objective of the ELIDZ, as a public entity, to utilise state resources to advance previously disadvantaged groups as widely as possible. The spend on these groups, therefore, will in turn impact positively on the Preference Procurement Pillar of the BBEE scorecard," said Titus.

Meanwhile, due to the alleged abuse of the emergency instructions by senior government officials, the National Treasury has moved to suspend the directives in favour of the normal procurement processes. This has effectively meant that the ELIDZ had to revert to the approved SCM policies and procedures that were in place before the outbreak of COVID-19 to ensure that the goods and services required are procured as per the protocols set out by the National Treasury.

"As the SCM Sub-Unit, we cannot over emphasise the advantages of abiding by the procurement regulations which will lead to greater efficiency and value from procurement activities, a better brand image for the organisation, and increased loyalty from end-customers and appreciation from the public in general. Transformation will be achieved which will benefit both the public and the organisation," he concluded.



## ELIDZ RECORDS FIVE SUCCESSIVE CLEAN AUDITS

*The East London Industrial Development Zone SOC Ltd (ELIDZ) marks the end of a successful implementation of a five-year corporate strategy (Vision 2020) period with a fifth consecutive clean audit.*

The ELIDZ has achieved a 5th successive clean audit outcome from the Auditor General of South Africa (AGSA). The 5th clean audit result comes at a time when the ELIDZ marks the end its five-year cycle for Vision 2020 (ELIDZ Corporate Plan 2015/16-2019/20). A "clean audit" relates to three aspects; the financial statements are free from material misstatements, there are no material findings on the annual performance report and lastly, there are no material findings on non-compliance with key legislation.

Explaining the significance of the achievement, ELIDZ Chief Financial Officer (CFO), Gift Matengambiri, said it is a great feat for the organisation especially as it enters into a new five-year cycle for the implementation of the new corporate plan (Vision 2025).

"Achieving the 5th successive clean audit is indicative of a concerted effort by the organisation's executive management to prioritise clean governance. Our Board of Directors committed to maintain this outlook unabated thus ensuring that all organisational resources are utilised as provided for in the Public Finance Management Act (PFMA) and other guiding prescripts. To this end, no wasteful and unauthorized expenditure was incurred in the period under review," he said.

He added that for the 2019/20 Financial Year (FY), the AG found no matters of concern on the organisation's financial statements and provided the organisation with a clean audit.

However, while preparing for the end 2019/20, the country went to into a nationwide lockdown, which meant that the organisation had to swiftly adapt to the new ways of providing AG with information.

“The nationwide lockdown is a constant learning curve for us as we have to ensure strict adherence to governing prescripts while relying mainly on the Information Communication Technology (ICT) equipment with limited face-to-face meetings. Due to our success in this audit, the organisation has moved to adopt the new way of doing things and will align its processes accordingly in terms of financial reporting.”

Matengambiri concluded that the achievement of five successive clean

audits was testament to the teamwork that underpins the ELIDZ’s approach to delivering on the set mandate and aligns to the “4Es” of the value for money framework which are efficient, effective, economic and equity. And that moving forward, the organisation will be focusing on maintaining the audit status it has obtained for the past five years.

“Each year, the ELIDZ family’s hard work, dedication and diligence exceeds their accomplishments from the previous year. I cannot begin to express how extremely proud I am of all of them. Their strict compliance to internal processes and extensive knowledge of governing prescripts assures our oversight officials that they can expect nothing short of excellence from us,” he concluded.

# ZONE’S CONSTRUCTION SITES ABIDE BY COVID-19 REGULATIONS

*On 18 March 2020, President Cyril Ramaphosa announced a nationwide lockdown for a period of 21 days in line with the Disaster Management Act 57 of 2002. The announcement was a bid by government to minimise the spread of the Novel Coronavirus (COVID-19) in the country.*

In his address, President Ramaphosa outlined that the country will effectively move to alert Level 5 with effect from 27 March 2020. This effectively meant that some of the activities that underpin the country’s economic development agenda would have to temporarily shut down, including thousands of construction sites across the nation.

As the country moved through the different levels of the nationwide lockdown, government adopted a risk-adjusted strategy, which outlines activities that can take place at various coronavirus alert levels. Accordingly, as the country prepared to move to alert Level 3 on 1 June 2020, construction companies were directed to finalise appropriate sector-arrangements to help curb the spread of the virus within their respective workplaces upon resumption of work.

The announcement meant that building owners and contractors were going to incur additional costs while reinforcing health and safety measures on site. However, contractual obligations on project delivery, given the unforeseen delays, were left to both parties to iron out. To understand the complexities brought about by the global pandemic, the *ZoneBeat (ZB) Magazine* caught up with *Gary Whittaker (GW)*, ELIDZ Project Manager: Operations.

*(ZB) With the delays brought about by the COVID-19 nationwide lockdown, are the various construction projects on course for completion within the agreed times?.*

*(GW)* Upon declaration of the national disaster by President Ramaphosa and the subsequent mitigative and preventative measures that were enacted thereafter, it became clear to us that we were not going to complete the projects on time with the Levels 5-4 regulated shutdown period.

Fortunately, the contracts we have entered into with the respective constructors allow for such delays and the contractors were granted time to complete work on the projects with no further or additional cost implications. Therefore, project timelines were revised to allow for completion of all projects and indeed as we speak some are ahead of the revised schedules.



***(ZB) What measures has the ELIDZ put in place to ensure that it does not incur additional costs in relation to completing the projects?***

***(GW)*** Given the holistic and drastic change in the environment – additional costs, in this regard, were unavoidable. As an organisation we are contractually obliged to accommodate these additional costs to ensure compliance to COVID-19 regulations for construction sites to include signage on site, personal protective equipment, additional eating areas, toilets, wash basins, to mention just a few.

***(ZB) At the start of the nationwide lockdown, the ELIDZ would have had to ensure that government directives to halt all construction projects is adhered to – with that said, is the ELIDZ liable to pay any penalties to the construction companies given the unexpected delays?***

***(GW)*** The ELIDZ uses Joint Building Contracts Committee (JBCC) suite of contract agreements which takes into consideration unforeseen events which may lead to a temporary or complete shut down of the construction site. As such and as per the terms of this contract, the ELIDZ was not liable for costs in this regard. However, where revised Occupational Health and Safety (OHS) regulations dictate measures which will incur delays and / or costs, such costs would need to be absorbed in the contract.

***(ZB) What has the ELIDZ done / is doing to ensure strict adherence to COVID-19 regulations on site?***

***(GW)*** Within a week after Level 4, OHS requirements - in collaboration with contractors – were put in place and the contractors re-commenced with construction work. A testament to the class of contractors we have working for the ELIDZ.

Of the factories being built by the ELIDZ within the Zone 1A precinct, three investors have already taken occupation of their newly built facilities while the rest are expected to move into their buildings at the end of 2020.





# COVID-19 LEADERSHIP LESSONS

*The best leaders are facing this crisis by reinforcing accountability in a positive manner, engaging their teams with foresight, putting their people first with their actions and being decisive. Through it all, leaders have to take tough decisions and work through tough choices faster than normal.*

It goes without saying that the issues that are keeping CEOs and their leadership teams awake at night these days are far different compared to just a few months ago. Worries such as talent shortages, politics and cybersecurity have given way to things like managing a remote workforce, cashflow management as well as trying to figure out how to position for an uncertain future, to mention but a few. Indeed, these are incredibly difficult times and those in leadership roles in organisations like ours continue to be tested in areas where their leadership skills are stretched.

Despite these challenges the world over has witnessed countless examples of leaders stepping up and embracing the challenge as if it were their calling. This article is a second instalment of the East London Industrial Development Zone SOC Ltd (ELIDZ)' Chief Executive Officer (CEO), Simphiwe Kondlo, where he shares some of his key lessons. In this article he unpacks four important leadership skills that continue to emerge, such as positive accountability, foresight, people first and decisive adaptability.

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## **POSITIVE ACCOUNTABILITY.**

The ability to recognise that people approach work, stress and personal challenges with myriad styles and mindsets is critical for managing in times of crisis. This recognition better enables Executive Managers, Managers / Supervisors to help their teams and employees focus on running the business in a positive, forward-looking manner. In as much as there is no doubt that this is much easier said than done, it is also worth noting that the alternative is simply destructive.

As a business we have learned that to maintain positive accountability, Executive Managers, Managers / Supervisors have to demonstrate sincere appreciation for the professional and personal challenges their teams are going through and taking a forward-looking approach to mistakes—for example: "Thanks for all your efforts through an extremely challenging period full of ups and downs. We got through it and I am confident that we will fix our mistakes and embrace new challenges as they come." It is also important for leaders not to avoid tough discussions which are sometimes required to maintain focus on running the business. Again, this should be done in a forward-looking

manner—e.g., "Your team seems to be struggling a bit. Is there something we can do to help you guys get refocused?"

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## **FORESIGHT.**

Foresight is not about predicting the future, but instead it is an important capability that helps leaders manage, harness and leverage the constant change around us. It includes being able to sift through large amounts of conflicting information and being astute observers of the environments in which your organisation operates. These are obviously important abilities in normal times, but the need gets heightened in a crisis. Foresight helps leaders anticipate challenges and avoid letting situations fully dictate and overwhelm their organisations. In early March, as the country was starting to appreciate the severity of COVID-19, the ELIDZ activated the organisation's business continuity plan, thus allowing employees to continue meeting work obligations while working from home. This was the ELIDZ leadership having a foresight of what lied ahead, not only for South Africa but the world at large.

In that regard, there are a few important skills that enable leaders to build and maintain foresight. Firstly, Executive Managers, Managers / Supervisors must not let their own biases get in the way. Great leaders have the discipline required to overcome their biases by seeking multiple perspectives and being curious about viewpoints or information that does not sync with their own views. Leaders enhance their foresight greatly by engaging their teams and others to anticipate challenges and think through potential alternatives. They are open to differing views as this is often the magic behind creative solutions. Finally, when leaders decide on courses of action, they should articulate the rationale behind the actions.

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## **PEOPLE FIRST.**

In many organisations leadership talks about putting their people first, but their actions do not necessarily support their words. In normal times this is very unfortunate, but in a crisis, it is potentially disastrous. Left untended, the uncertainty of the moment, coupled with remote working while caring for families and

other challenges can lead to unpredictable behaviour, decreased productivity and lost loyalty. Management has to reinforce that employee's health and well-being matter and must demonstrate appreciation for their hardships. As indicated above this is not only the right thing to do but it also helps to reassure employees that the organisation has their backs covered. "People first" also means being transparent and honest—e.g., "We are doing everything we can to ensure that we curb the spread of the virus within the workplace while also ensuring business continuity." Through our Information and Communication Technology and Human Capital Management Sub-Units we ensured that multiple channels were used to transmit information to employees. Microsoft Teams, emails, intranet and WhatsApp are just a few channels that support a people first value which are used by the ELIDZ.

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## **DECISIVE ADAPTABILITY.**

The magnitude of this crisis hit most businesses by surprise and the situation continues to change weekly and sometimes even daily. There has been a great deal of conflicting and incomplete information about how to respond, how to operate, and how to transition to a new normal. Priorities and interests sometimes clash, and anxieties and emotions have been tested.

Handling these types of pressures in a much more productive manner not only ensures business continuity but also preservation of human life. Rather than engage emotionally, react rashly or over analyse, management should process available information, make trade-offs and rapidly determine what matters most. It is important not to be comfortable; plan ahead of changing circumstances and ready your organisation to adjust course quickly and without remorse.

These are tough times that are testing the resolve and character of CEOs and their leadership teams. Those who are rising to the challenge are doing so by reinforcing accountability in a positive manner, engaging their teams with foresight, putting their people first with their actions and being decisive. It is such organisations that, when the dust has settled and the crisis has passed, will remain standing—and even stronger than before.

# ISO 27001 RECERTIFICATION FOR AN EAST LONDON SEZ

*The East London Industrial Development Zone SOC Ltd (ELIDZ) has retained its International Organisation for Standardisation (ISO) certification - ISO 27001 Information Security Management System Certification - after demonstrating that the quality of the organisation's systems are aligned to the standard.*

After initially being recognised as ISO 27001 compliant two years ago, the ELIDZ undertook the annual surveillance audit which is similar to the extensive initial ISO auditing process. The surveillance audit reviews the complete company processes and systems from beginning to end, alongside investigating continued commitment to continual improvement.

***“We are very excited to announce that we have maintained our ISO 27001 Certification and have successfully retained our certification status,” said ELIDZ ICT Manager, Mzuyanda Nontshinga.***

“ISO 27001 is an internationally recognised Information Security Management Standard that proves the ELIDZ's commitment to its clients and employees,” adds Nontshinga.

“With ISO 27001 still in place, the ELIDZ is able to minimise risks of potential data security breaches and reduce errors and costs, while demonstrating credibility and trust.”

The ISO 27001 Certification ensures:

- **Customer Trust:** by achieving the ISO/IEC 27001 certification, we prove that we maintain a rigorous information security management system (ISMS)
- **Manage and Protect Information:** implementing an ISMS that complies with the ISO 27001 requirement helps us to maintain, manage and protect our data and customer information
- **Enhance Reputation:** by having an effective ISMS that complies with the standard, we demonstrate the efforts the ELIDZ management puts in to protect the organisation against breaches and cyber threats
- **Data Breach Fines and Penalties:** implementing ISO 27001 enables us to protect and manage information assets. This will help us to be well prepared against threats and prevent any penalties in the event of a breach.

The news comes as the organisation continues to enforce a work from home strategy in line with government regulations on curbing the spread of the Novel Coronavirus (COVID-19) within the workplace. Furthermore, as way of explaining the importance of the standard to those less familiar with it, we have put together an overview which explains what it is and why it is valued in the industry. The overview below provides a run-down of the essentials to give you an idea of what is involved.

## WHAT IS ISO 27001

ISO 27001 is an international information security standard, part of the ISO/IEC 27000 family of standards, which provides the specification for a best-practice ISMS. The ISMS is a framework of policies, processes and procedures that involves legal, technology, physical and people. It helps an organisation to protect and manage its information security through effective risk management. Achieving certification to ISO 27001 shows that independent and expert auditors have assessed your ISMS framework and that information security is managed in line with international best practices and business objectives.

## HOW ISO 27001 IS ALIGNED TO THE BUSINESS STRATEGIC GOALS?

As mentioned above, it is essential that organisations should carefully identify and understand their own information security requirements to help maintain and protect crucial information. As such, there are three basic methods that are used industrywide to assist an organisation identify its security requirements, which include:

- Assessing all risks that may impact on the organisation's ability to achieve its business strategies and objectives, such as identifying threats, vulnerabilities, and the probability and impact such risks bear to the organisation's assets
- Evaluating the organisation's rules for information processing, storing, collecting, and communicating to support its business operations
- Understanding the internal and external issues that are relevant to the organisation's purpose to achieve its goals; this includes areas such as contractual obligations, legal and regulatory requirements.

Once these information security requirements have been identified, the organisation will then be able to choose the applicable ISO 27001 controls tailored for their needs. Documenting all the processes followed, before initial certification, further prepares the organisation for the recertification audit in three years' time.

# STP DELIVERS FIRST VIRTUAL TRAINING FOR LOCAL SMMEs

*The East London Industrial Development Zone Science and Technology Park (ELIDZ STP) successfully delivered its very first virtual training for the emerging entrepreneurs in the technology and innovation sector.*

The Basic Introduction to Intellectual Property (IP) for Entrepreneurs course took place on 09 September 2020 and was delivered by Rhodes University (RU) Technology Transfer Office - one of the members in the Regional Innovation Networking Platform (RINP) programme - as an enterprise development initiative.

According to the Operations Manager: STP, Ludwe Macingwane, the purpose of the session was to create awareness around the importance of IP. IP is a critical element to in driving sustainability for innovations within regional economies hence the trainings conducted.

“As we know that for innovators to market their inventions, their ideas should be protected to avoid exploitation and having their ideas stolen. Protected ideas can be marketed far and beyond our borders because there is no worry

of someone using your property without acquiring the necessary and legal permissions. This has a positive effect on funding as investors are somewhat comforted that they are investing with the correct owner.”

Macingwane further stated that the training session was coordinated as part of the RINP programme. As such, we engaged with the four regional institutions - RU, University of Fort Hare, Walter Sisulu University and Nelson Mandela University to look at options for hosting virtual networking sessions in light of the current regulatory framework that does not allow for large gatherings and training to take place.

“Due to the current regulations on Novel Coronavirus (COVID-19), all four institutions availed their facilities to entrepreneurs that sought to be part of the session. This was done to enable those entrepreneurs who would not be able to log into the session online. As partners of the Department of Science and Innovation (DSI) funded RINP which is coordinated by the ELIDZSTP, these institutions played a huge role in ensuring that this virtual session was a success,” explained Macingwane.

The ELIDZSTP Operations Manager also stated that for the first session of this nature, it was fairly attended, and it set the tone for many more planned virtual sessions.

Topics covered in the very first virtual session included the following:

- **What is IP and when does it start to matter?**
- **How does patenting work and when is it the best way to protect your IP?**
- **How is IP different to building a strong brand?**

The ELIDZSTP has lined up numerous workshops in a bid to provide local Small, Medium and Micro Enterprises (SMMEs) and individual innovators with much-needed training.



## MULTI-MILLION RAND JOINT VENTURE FOR ELIDZ-BASED INVESTOR

*East London-based dairy processing company, Sundale Dairy, has broken ground in a bid to expand its existing facility located at the East London Industrial Development Zone (ELIDZ). This as the family-owned business prepares to launch Sundale Schreiber, a joint venture (JV) that is set to create 100 new jobs, stimulate the regional economy and drive local content uptake.*

The new JV will produce processed cheese for quick-serve restaurants. Currently about 70% of slice on slice (SOS) cheese in South Africa is imported from abroad. Sundale Dairy currently supplies McDonalds South Africa and Burger King with imported cheese slices, however once the new facility is operational, this will be replaced with local content.

Sundale Dairy Chief Executive Officer, Pierre van Rensburg, said: “The negotiations have been underway for three years and we now eagerly await the manifestation of this iconic partnership that is a value-add solution for the local economy. Our shared vision to deliver exceptional quality, service and innovation and our commitment to sustainability

underpins our strategy to deliver approximately 7 000 tonnes of cheese slices to the African market per annum.”

Schreiber is an international leader in processed cheeses. In 2019 the multi-national company celebrated 50 years of supplying Big Mac with cheese slices.

Van Rensburg added that the key for takeout companies, particularly McDonalds, is this functionality that allows the cheese slice to stick to the patty and bun.

“The end-product is preservative free, contains natural dairy proteins and fats and offers excellent functionality which results in consistency in colour and cut of the slices, making it ideal for the quick-serve sector.”

This latest venture is part of Sundale’s aggressive growth strategy and complements its continuous investment in their expanding cheese business. In 2018, Sundale joined forces with Just Milk to buy the old Dairybelle Cheese factory in Cookhouse, a R20 million investment, and in August 2019 invested a further R10 million to open a cheese factory in Braelyn, where they process 200 tonnes of cheese per month into fixed weight sizes. Sundale is a market leader in the Eastern Cape in cheese, cream and butter categories.

The partnership with Schreiber creates opportunities for skilled labour in the Eastern Cape for food technologists, process engineers and technicians and is a welcome boost for the sector that relies on export opportunities for sustainability.

# ELIDZ HANDS OVER PPE AND SCHOOL UNIFORM TO THE WARD 46 COMMUNITY

*On Friday, 14 August 2020 - The East London Industrial Development Zone SOC Ltd (ELIDZ) handed over school uniforms and personal protection equipment (PPE) to the Ward 46 Committee as part of the organisation’s Corporate Social Investment (CSI) programme.*

The handover ceremony was held at the ELIDZ Head Office under strict adherence to the novel coronavirus (COVID – 19) regulations and was attended by the local Ward 46 Councillor, Nceba Kilimani and Committee, as well representatives of the organisation’s CSI Committee. This CSI initiative formed part of the organisation’s continued support to neighbouring communities. Over the years the ELIDZ’s support to the neighbouring communities has varied from a rolling bursary programme, school uniforms for children and a women’s month targeted programme to mention just a few.

According to Sibusiso Ralarala, ELIDZ Manager: Corporate Communications and Marketing, the organisation responded to a plea for help by local leaders when five homes from the nearby Leaches Bay community were gutted by fire in the cold winter season where school going children lost their uniforms. “As a good corporate citizen and neighbour, we could not stand by as an onlooker when tragedy strikes, and families lost most of what they had. Through the CSI Committee we decided to lend a helping hand to the families,” he said.

Meanwhile, the organisation also handed over personal protection equipment (PPE) to the Ward 46 COVID-19 Rapid Response Team (RRT) led by Cllr Nceba Kilimani. The Councillor and his team partnered with the Provincial Department of Health to roll out a COVID-19 Awareness Programme in the Ward 46 communities.

“As an organisation that is traversing through the pandemic, we realise the importance of rolling out such an important programme to help curb the spread of the virus within our communities. Through this donation we want to ensure that the team is protected and safe from the ravaging virus as they will be interacting with various members of our community,” added Ralarala.

Passing a word of gratitude to the ELIDZ for their continued support, Cllr Kilimani stated that Ward 46 is the first Ward in the Buffalo City Region to formulate a COVID-19 RRT as instructed by the National Command Council. “When the word came that we needed to formulate a COVID-19 RRT to help create awareness within our communities, we did not wait nor hesitate. As such we are the only COVID-19 RRT in the region to be fully kitted for the task - we thank the ELIDZ for that,” said Kilimani.

Furthermore, Kilimani committed his team to working with the ELIDZ in addressing and finding lasting solutions to some of the ills plaguing neighbouring communities. “We will partner with the ELIDZ to find lasting solutions to some of the challenges that may jeopardise the organisation’s delivery on its mandate”.

PPE donations are as follows:

- **15 x 5 litres hand sanitizer**
- **5 x 1 litre hand sanitizer pump action**
- **3 hand sanitizer stands**
- **13 reusable protective gear**
- **1 box of disposable face masks**
- **26 ELIDZ branded cloth masks**
- **15 boxes of disposable gloves**
- **13 face shields**





# PERFECT PRECISION

THE ELIDZ SCIENCE & TECHNOLOGY PARK CONSULTING  
AND ANALYTICAL SERVICES (CAS) LABORATORY



The **East London IDZ CAS Laboratory**, a SANAS No T626 accredited laboratory, has highly skilled and trained staff with sophisticated state of the art instrumentation. The laboratory's capabilities of analysing water samples range from potable quality to industry effluents and waste sample leachates. As such, the laboratory is fully equipped to carry out wastewater characterisation as per the Department of Environmental Affairs & Tourism regulations.

The ELIDZ CAS Lab's Services are but not limited to the following:

- *Surface water analysis (Rivers, lakes, dams, pools)*
- *Groundwater analysis (Boreholes, wells, spring water)*
- *Drinking water analysis (Tap water, Bottled water, treated surface or ground water)*
- *Waste water analysis*
- *Inorganic analysis - major cations/anions*
- *Physico chemical analysis*
- *Organic analysis*
- *Microbiological analysis*
- *Borehole water quality testing and analysis*
- *Metal Scan*

Chemical Analysis Offered

- *pH*
- *Electrical Conductivity*
- *Ammonia*
- *Chemical Oxygen Demand*
- *Total Alkalinity*

Microbiological Analysis Offered

- *Heterotrophic Plate Count*
- *Faecal Coliforms*
- *Total Coliforms*
- *E.Coli*

**14** ACCREDITED  
**METHODS**  
OFFERED BY  
THE LAB.

**SANAS ACCREDITED**



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