



# Integrated Water Governance System

## Water Stewardship

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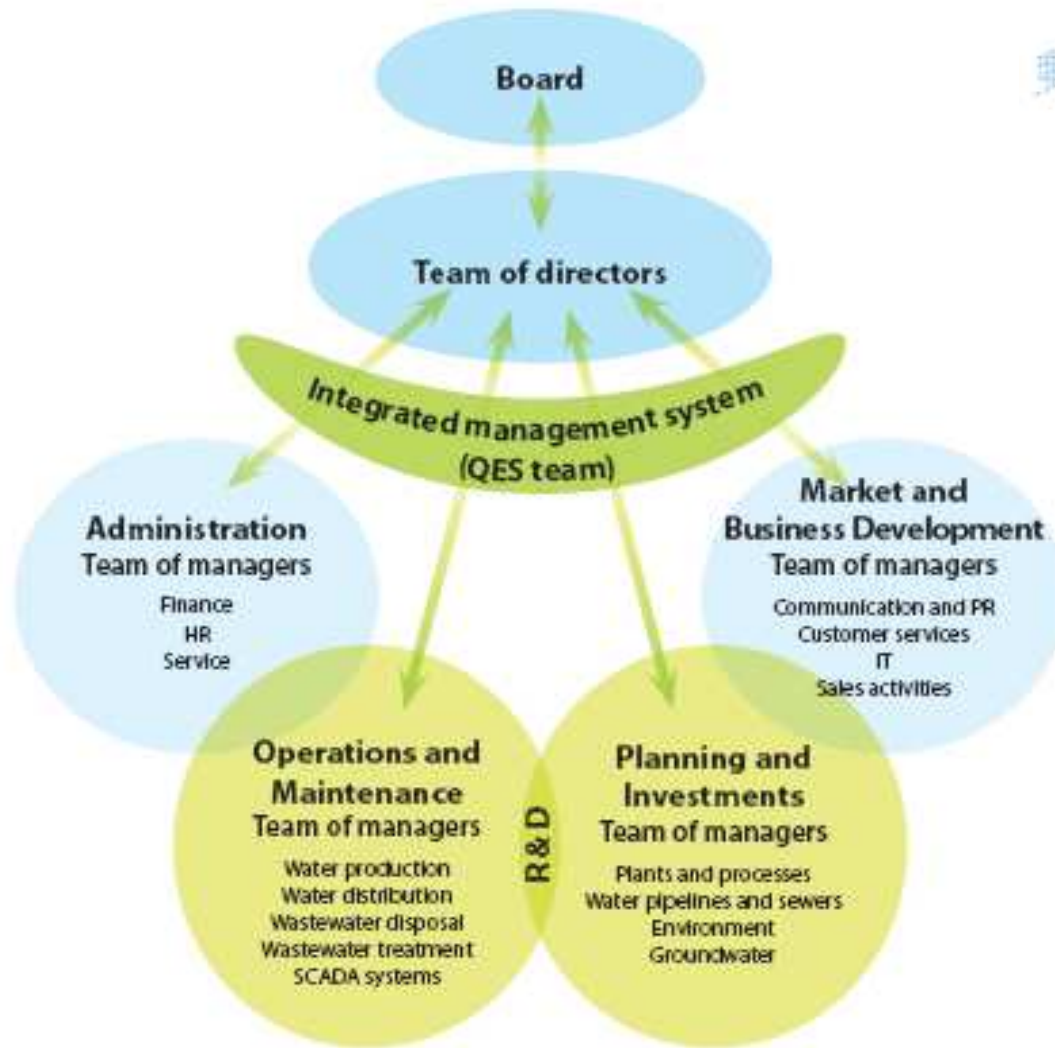
Danish Water Forum  
September 8th, 2010



# About us

- Water company since 1853
- 6 waterworks
- 11 million m<sup>3</sup> groundwater pumped per year
- 1000 km water pipelines
- 3 wastewater treatment plants
- 25 million m<sup>3</sup> wastewater treated per year
- 1400 km of sewers
- 170 employees







## The Bonn Charter for Safe Drinking Water (2004) key principles

1. Management of the water supply chain should always be set in context of management of the whole water cycle (resources, pollution, ..)
2. Risk assesment to ensure drinking water quality
3. Close co-operation and partnership with the stakeholders
4. Open transparent communication between all stakeholders
5. Clearly defined roles and responcibilities for the different institutions involved
6. Transparent decision making
7. Water should be safe, reliable and aesthetically acceptable
8. The price of water should not prevent consumers from obtaining water of sufficient quantity and quality to meet fundamental domestic needs.
9. Any system for assuring drinking water quality should be based on best available scientific evidence and be flexible.....



# The Constitution of Water

Water is an asset. It is the foundation of life for the nature and for human beings.

Water is defenseless and must be protected.

Nature made water clean, abundant and enjoyable.

Water must be experienced and used.

We share the responsibility for water.



# The Constitution of Water

## Article 1

- Water must promote quality of life and health.

## Article 2

- All people are entitled to have wetlands and natural resources in the vicinity.

## Article 3

- Sustainability is the basic principle when the cycle of water is interfered with.

## Article 4

- All consumers are entitled to healthy, fresh and cold drinking water.



# The Constitution of Water

## Article 5

- Rainwater is a positive resource which must be utilized and managed.

## Article 6

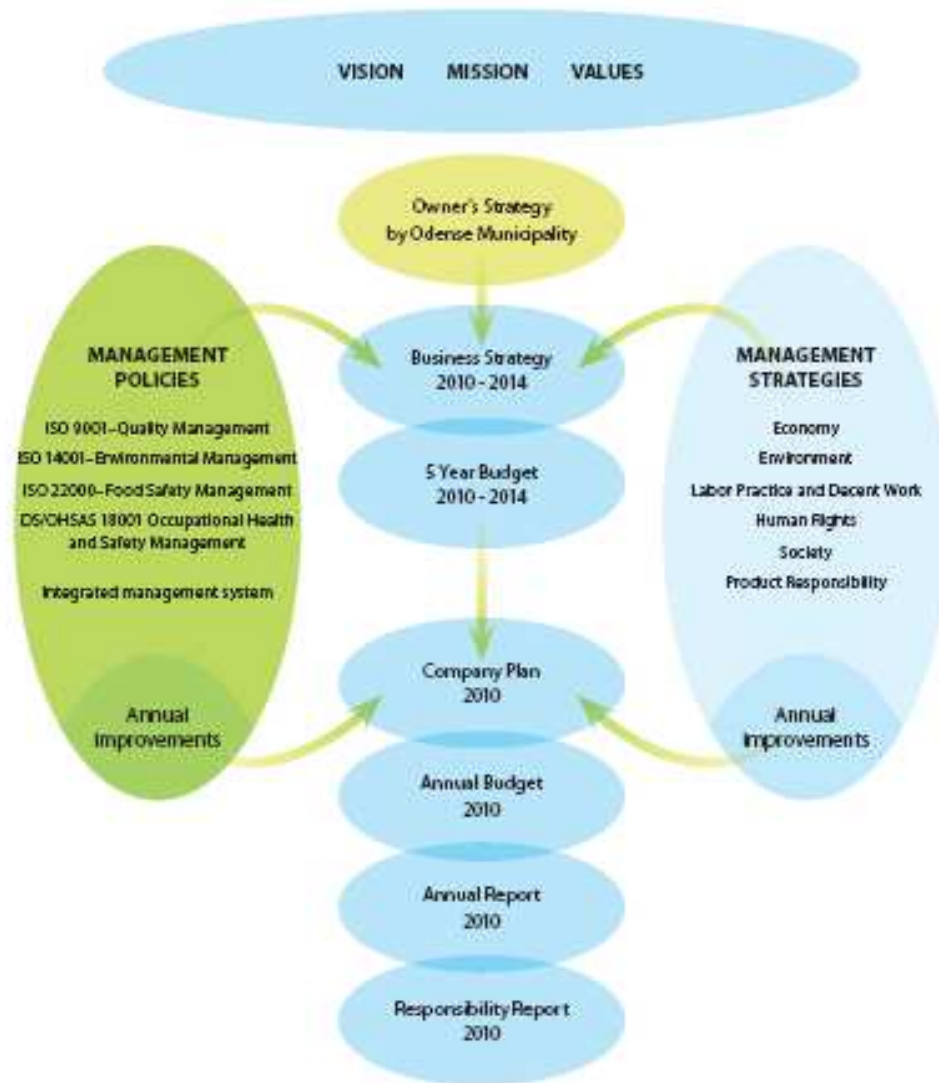
- The management and production of water must be energy efficient.

## Article 7

- He or she who harms a water cycle component must pay the cost of remedying the damage.

## Article 8

- Denmark must be a pioneer country in relation to water and must use this position to export knowhow and technology that promotes healthy water in a sound aquatic environment globally.





## Certifications

**At VCS Denmark, we believe that responsibility is about always doing your best – while constantly striving to do even better.**

We are certified in accordance with 4 international management standards:

ISO 9001 (Quality Management)

ISO 14001 (Environmental Management)

ISO 22000 (Food Safety Management)

OHSAS 18001 (Occupational Health and Safety Management)

Our certifications document our compliance with the best practices in our field. However, we do not just follow the best practices in water and wastewater management; we shape them.

We have developed our own wastewater safety management system, based on the same principles as the ISO 22000 standard, which we apply to our drinking water – securing an equally high level of risk management in the handling and treatment of wastewater. All the way from consumer to recipient.



# Examples...

Hygiene zone in waterworks



Risk at consumers  
nonreturn valve



Rules and regulations for  
external suppliers

# Handling of materials



9-1-2006



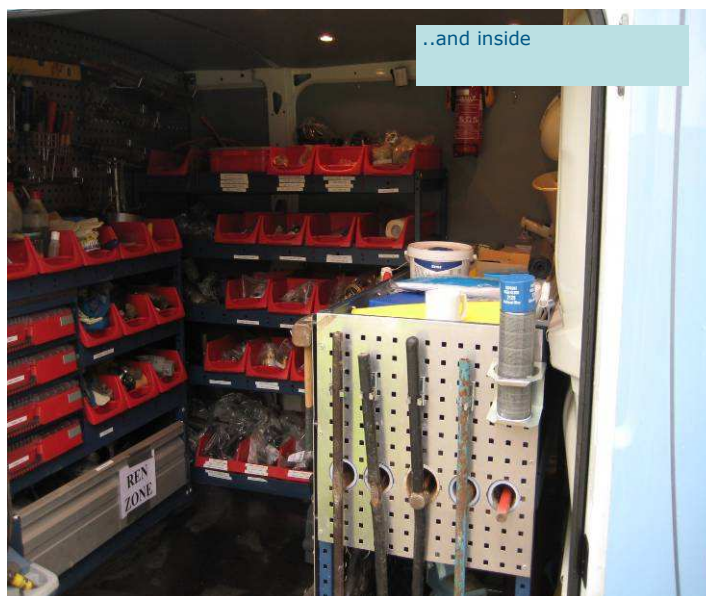
Utility van, outside...



Materials on stock



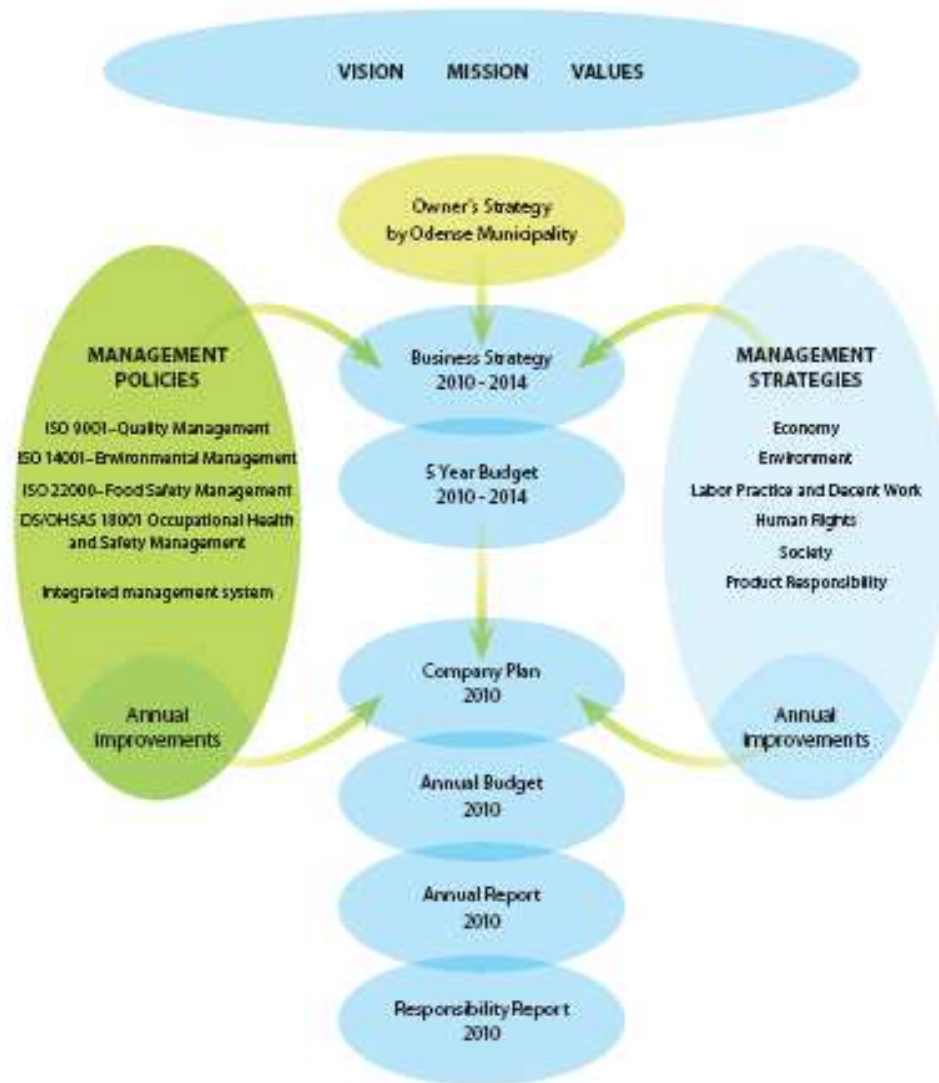
Materials on stock

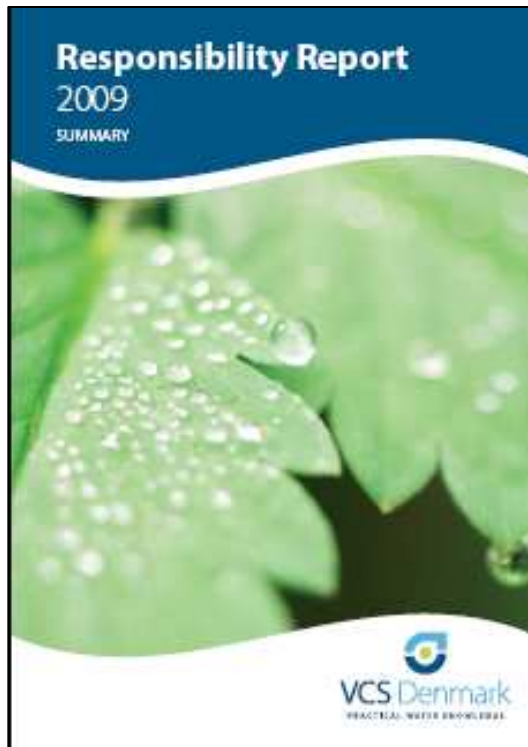


..and inside



At work





Being a water and wastewater services company, our economic, environmental and social responsibilities overlap. They also coincide with our corporate goals. Protecting our precious water resources becomes a matter not only of environmental responsibility, but of social and economic responsibility as well – and responsibility becomes a matter of good business sense.



## Vision & values

Our vision is simple, yet ambitious: We wish to be a role model – locally, nationally and internationally. We wish to create maximum value for our customers – and, preferably, more than they expect.

Our actions are shaped by our core values: *responsibility, commitment, innovation, professionalism and loyalty.*

We practise value-based management and have developed our own integrated management system, in order to ensure that all our processes live up to the high standards we set for ourselves.



## Sustainability strategies

Our values also guide us in our strategic approach to sustainability.

We are dedicated to:

- optimizing our plants and processes – securing the highest possible level of sustainability in all areas of operations
- protecting our precious water resources – and promoting a wider understanding of the importance of both catchment area and recipient protection
- ensuring the highest possible quality of drinking water
- ensuring wastewater discharge levels well below the official limits
- creating a healthy and safe work environment – and a work place, where our employees thrive and grow as individuals
- being a competent and visionary partner for government and stakeholders
- supporting the Universal Declaration of Human Rights, the Declaration on Fundamental Principles and Rights at Work and the UN Convention against Corruption



Thank you for your attention