LANDSCAPE AND WASTE MANAGEMENT AGENCY

PUBLICATION INFORMATION MANUAL

Prepared in terms of Section 53 of the
Promotion of Access to Information Act 2018

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1. List of Acronyms and Abbreviations

1.1	"HOIH"	Head of Information Holder
1.2	"IC"	Information Commission
1.3	"IO"	Information Officer
1.4	"ATIA"	Access to Information Act
1.5	"LWMA"	Landscape & Waste Management Agency
1.6	"MECENR"	Ministry of Environment, Climate, Energy and Natural Resources

2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

1. Check the nature of the records which may already be available at the Landscape & Waste Management Agency, without the need for submitting a formal ATIA request;

2. Have an understanding of how to make a request for access to a record of the Landscape & Waste Management Agency:

3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;

4. Know all the remedies available from the Landscape & Waste Management Agency regarding request for access to the records, before approaching the information commission;

5. The description of the services available to members of the public from the Landscape & Waste Management Agency, and how to gain access to those services;

6. A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;

7. If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subject and of the information or categories of information relating thereto;

8. Know if the Landscape & Waste Management Agency has planned to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and

9. Know whether the Landscape & Waste Management Agency has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information, which is to be processed.

3. Establishment of the Landscape & Waste Management Agency

a) The Landscape and Waste Management Agency (LWMA) was established under S.I 29 of 2009 – Environment Protection Act (Cap 71). It came into operation on 01st January 2009.

b) The Agency is responsible for the management of waste and urban landscaping and management of Seychelles. LWMA's jurisdiction covers primarily Mahe, Praslin and La Digue, but through the MACCE extends to other inner and outer islands for specific areas in waste management such as waste sorting, disposal of expired goods, hazardous waste and waste oil.

c) As of January 2026, the LWMA has a total 83 full time staff. Casual workers and trainees through various established employment schemes may be added to satisfy needs or support professional development on a temporary basis. The Agency's operation is organized into several centers of operation. The main headquarters of the LWMA is located at 2nd floor, K B Emporium, Avenue Diolinda, Providence, but there are other staffed satellite offices and outstations dispersed on Mahé, Praslin and La Digue.

3. Vision and Mission

a) Vision:

Residents and visitors of Mahe, Praslin, La Digue, and other islands enjoy public-friendly gardens and green spaces that enhance the quality of life, safeguard the environment, and stimulate economic activity, all supported by an integrated waste management system.

b) Mission:

To develop vibrant green spaces on Mahe, Praslin, La Digue, and other islands, and to support these areas with a waste management system that enhances community well-being and preserves natural resources.

4. Structure of the Landscape and Waste Management Agency and functions

4.1 CEO's Secretariat

The CEO's Secretariat plays a pivotal role in facilitating efficient operations and strategic decision-making within the Agency. Comprising several key sections, it serves as a central hub for technical expertise, project oversight, communication strategies, data management, contract management and regulatory compliance. The Technical Support Section provides invaluable expertise and guidance on complex technical matters relating to waste management, ensuring that national strategies, policies, international commitments, emerging concepts, and projects align with the Agency's strategic goals. The Project Portfolio Management Section oversees the Agency's portfolio of projects, ensuring proper prioritisation, resource allocation, and strategic alignment. In the Communications and Corporate Relations Section, professionals work to enhance the Agency's public image, manage stakeholder relationships, and effectively communicate its mission, mandate, challenges, and achievements. The Data Management Section is responsible for collecting, analysing, and interpreting data to inform decision-making processes and drive organisational performance. Lastly, the Regulatory and Compliance Section engages in contract management and ensures adherence to relevant laws, regulations, and industry standards, mitigating risks and fostering a culture of integrity and transparency throughout the Agency.

4.2 Human Resources and Administration Section

Responsible for the management and development of human resources within the Agency, including recruitment, training, and employee relations. Provides comprehensive administrative and support services to ensure the smooth operation of all Sections. Prepares and implements organizational policies and procedures to maintain compliance and efficiency. Administers salary payments and benefits to employees in accordance with established protocols. Oversees the maintenance and safety of Agency buildings and manages inventory and storage facilities to ensure proper organization and accessibility of resources.

4.3 Accounts Section

Responsible for maintaining financial management and control within the Agency, handling all aspects of financial transactions including revenue, expenditure, payroll processing, and payments. Provides expert advice on accounting matters and ensures adherence to accounting policies and procedures. Installs and manages accounting systems to streamline processes and enhance efficiency. Prepares and certifies financial statements, submits statutory financial returns, and generates financial reports to inform decision-making. Manages the annual budget through budget forecasting and monitoring expenditure. Collects, safeguards, and deposits revenue while promoting sound accounting practices to ensure transparency and accountability.

4.4 Procurement Section

Leads the initiation, development, and execution of all project documents related to service procurement within the Agency, including tender documents and long-term contracts with external entities. Ensures strict adherence to the Ministry of Finance's Procurement Act and other relevant regulations throughout the procurement process. Maintains rigorous quality control standards and supervises methodologies during project implementation to guarantee optimal outcomes and compliance with established guidelines.

4.5 Cleaning & Waste Management Section

This Section holds the mandate for the supervision, regulation, and oversight of all waste disposal sites, ensuring adherence to rigorous standards in waste management practices across the country. It meticulously monitors the operations of contracted entities to uphold contractual quality benchmarks when conducting cleaning in public places but also monitors adherence of businesses to responsible disposal of commercial waste. Additionally, it actively fosters public awareness and education initiatives aimed at promoting responsible waste management practices. Furthering its commitment to sustainability, the Section advocates for widespread adoption of waste recycling, re-use, and reduction practices among households, private entities, and commercial establishments.

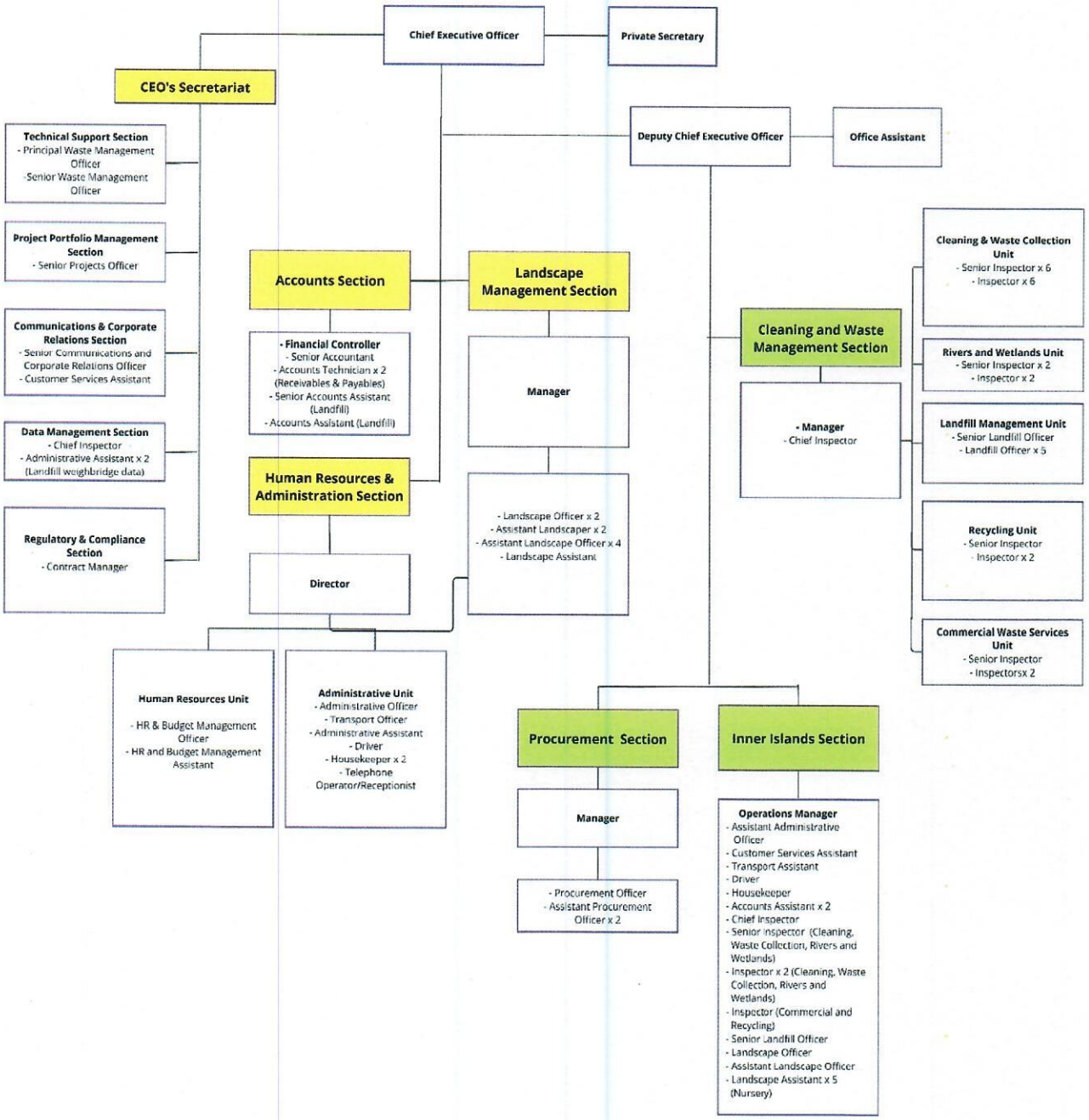
4.6 Landscape Management Section

Spearheads efforts to transform Victoria into formal landscaping areas. It meticulously plans, coordinates, implements, and oversees the comprehensive landscape development initiatives encompassing Victoria, Roche Caiman, Perseverance, Providence Highway, Seychelles International Airport, and Ile Soleil. Vigilantly monitors the activities of all contractors under its purview to uphold stringent quality standards stipulated in contractual agreements concerning landscaping and cleaning works. Provides expert advice to government bodies and other organizations on landscape planning, development, and management strategies. Assumes responsibility for the maintenance and oversight of all fountains and water features falling within its jurisdiction.

4.7 Inner Islands Section

This Section is tasked with the coordination, implementation, and oversight of waste management, landscape development, and landfill management activities across Praslin and La Digue. It assumes responsibility for managing and monitoring all projects relating to waste and landscape management within these islands. Additionally, the Section actively promotes waste recycling, re-use, and reduction initiatives to foster sustainable practices and environmental stewardship among communities on Praslin and La Digue. The support staff involved in landscaping and waste management programmes will now be required to liaise directly with senior staff at the Head Office on technical matters instead of liaising directly with the Operations Manager on Praslin.

LANDSCAPE AND WASTE MANAGEMENT AGENCY



4.1 List of Committees

1. Executive Management
2. Senior Management
3. Performance Management System Committee
4. Landfill Technical Committee
5. Project Portfolio Committee
6. Finance Committee
7. Procurement Evaluation Committee
8. Wellbeing Committee

4.2 Functions of LWMA

a. Developing, planning, contracting and landscaping public spaces in the country or as designated by government.

b. Responsible for the maintenance of all drains.

c. Carry out maintenance works and improvement of landscape in urban centers, roads, highway corridors, public parks and any other public places.

d. Being responsible for the management of waste including the monitoring and control of a waste disposal site.

e. Issue technical instructions that provide for technical acceptance conditions for the deposit and discharge of waste at a waste disposal site and designate and approve sites for collection for disposal of waste.

f. Entering into contracts or agreements with any person or companies for the collection and disposal of waste, cleaning of waste bins and any other matter relating thereto.

g. Ensure compliance of companies or persons responsible for waste collection, collect waste, clean waste bin sites and dispose waste at a waste disposal site with applicable rules.

h. Permitted to collect fees relating to collection of disposal services it is responsible for and is obliged to collect data on waste generation. It is also responsible for advising the Minister on issues relating to waste management plans and laws, and any other matter which the Agency may consider necessary in connection with the performance of its functions.

i. LWMA oversees municipal waste collection contracts on the island of Mahé, Praslin and La Digue and also three landfills located on each of these islands. It also manages a pool of under 300 contractors performing landscaping, cleaning and waste collection contracts on these islands, and also undertakes landscaping works at Victoria and other built up area and environs on Praslin and La Digue.

j. Engage in public education, clean up the world campaign, provide support for educational activities run by its staff and the Ministry and also one-off support for districts.

5. Key contact details for Access to Information of the Landscape and Waste Management Agency

5.1 Information Officer

Name:	Lynn C.E. Betsy
Tel:	4324334
Email:	lynn.betsy@gov.sc / lwmainfo@gov.sc

5.2 Head of Information Holder

Name:	Shane Emilie
Tel:	4324334
Email:	ceo.lwma@gov.sc / lwmainfo@gov.sc

5.3 Head Office Contact

Postal Address:	P.O Box 1153
Physical Address:	2nd Floor, K B Emporium, Avenue Diolinda, Providence
Tel:	4324334
Email:	lwmainfo@gov.sc
Website:	www.lwma.gov.sc

6. Description of all remedies available in respect of an ATIA or failure to act by the Landscape and Waste Management Agency.

Refer to the "How to Manuel" on the website of the Information Commission on www.infocom.sc/how-to-manuel\ where procedures and administrative compliances are clearly laid down. The LWMA attempts to mirror the same procedures to ensure uniformity of compliance.

a) Write to the Chief Executive Officer of the Landscape and Waste Management Agency to the attention of the Information Officer

Write to the Information Officer stating clearly the information being requested. Expect a reply in writing within 21 days unless it relates to information, which reasonably appears to be necessary to safeguard the life or liberty of a person, then the Information Officer shall reply within 48 hours.

b) Apply for a review to the Head of the Information holder being the CEO.

Being not satisfied with the decision and information provided by the Information Officer, apply to the Head of the Information holder to review the decision of the Information Officer. Expect a reply within 15 days.

c) Appeal to the Information Commission

Still not satisfied with the decision of the Information holder, appeal to the information Commission, attached all previous correspondences received in relation to the matter.

d) Payment of fees for reproduction of documents

Presently, no fees have been established for the reproduction of documents requested under ATI. While LWMA is prepared to assist with free photocopying of documents required; a limit on the quantity of pages and copies of documents required must be set as it is consuming on both time and resources.

7. Categories of records of the Landscape and Waste Management Agency which are available without a person having to request access

NB: Please specify the categories of records of the body, which are available without a person having to request access in terms of this Act, types of document and how document can be accessed. These are mostly records that maybe available on website and a person may just download or request telephonically or by sending an email or a letter. Below is the template that can be used.

Information published on LWMA's website found at www.lwma.gov.sc

Categories	Document Type	Available on website	Available upon ATIA request
Tender Document	- Procurement of Good Services, Projects / civil works and Consultancy on open tender advertised on social media or local newspaper(s). - Name of Successful Bidder *(specific per project)	X	X X
Legislations / Regulations	- S.I 29 of 2009 - Waste Service Regulation - Environmental Protection Act 2016	X X X	X X X
Strategic Documents (Plans and Reports)	- Organizational profile (overview, objectives, functions); - Actions and Monitoring Plan - Strategic and performance Plans;	X X	X X
Technical Documents	Solid Waste Master Plan 2020 - 2035	X	

8.Services available to members of the public from the Landscape and Waste Management Agency and how to gain access to those services.

8.1. Services available

a) Tender for Cleaning and Landscaping

View the website – www.lwma.gov.sc or enquire from the Procurement Section at LWMA offices.

b) Landfill opening hours, contact numbers and waste disposal Fees

View the website – www.lwma.gov.sc or call at the Landfill Office on all 2 islands. Tel # 4 37 49 72 for Mahe, 4 23 3053/4 for Praslin.

c) Application forms for special disposal: Hazardous waste, waste oil, Expired goods, confiscated/bonded goods, glass waste, tyres.

Forms are available online via the website and also accessible at all LWMA offices on the 3 islands or contact the Head Office on 4 32 43 34

d) Enquiries related to payment to service providers or procurement of goods

Contact the Head of Accounts on Mahe on 4 32 43 34.

e) Sale of flowerings plants and decorative shrubs and Opening hours

Contact the 2 nurseries on 4 32 33 55 for Mahe and 4 23 30 52 for Praslin. Public opening hours being: Sans Souci Nursery Morne Blanc from 08:00am to 14:45p.m and Amitié nursery, Praslin from 08.00a.m and 15.00p.m.

9. Public Involvement in the formulation of policy or the exercise of powers or performance of duties by the Landscape and Waste Management Agency.

By default, policies are formulated by the parent Ministry being Ministry of Environment, Climate, Energy and Natural Resources (MECENR) where the LWMA is consulted along with other stakeholders.

For the setting up of administrative procedures relating to performance of duties and compliance, LWMA on its part engages with target groups already registered with the Agency providing the service in question, through consultative discussions and site visits for their input on specific areas of focus. Usually this is done with service providers classed in different groups pre-registered with the Agency

10. Availability of the Manual

This Manual is made available in the following official language -

English;

A copy of this Manual or the updated version thereof, is also available as follows-

1. On www.lwma.gov.sc of LWMA's website;

2. At the head office of the public body for public inspection during normal business hours being 08.00hrs – 12.00hrs and 13.00hrs to 16.00hrs:
3. Request made via the Information Officer of LWMA either via the physical address or e-mail address listed above.
4. To the Information Commission upon formal written request on its physical address or via e-mail.

11.The Landscape and Waste Management Agency will, if necessary, update and publish this Manual when necessary or otherwise annually.

Updating of the Manual

The Landscape &Waste Management Agency will, if necessary, update and publish this Manual annually.

Issued by:

Lynn C.E.Betsy (Ms)

Information Officer **Date**

Shane Emilie (Mr)

Head of Information Holder **Date** 26/01/2026

OFFICIAL STAMP