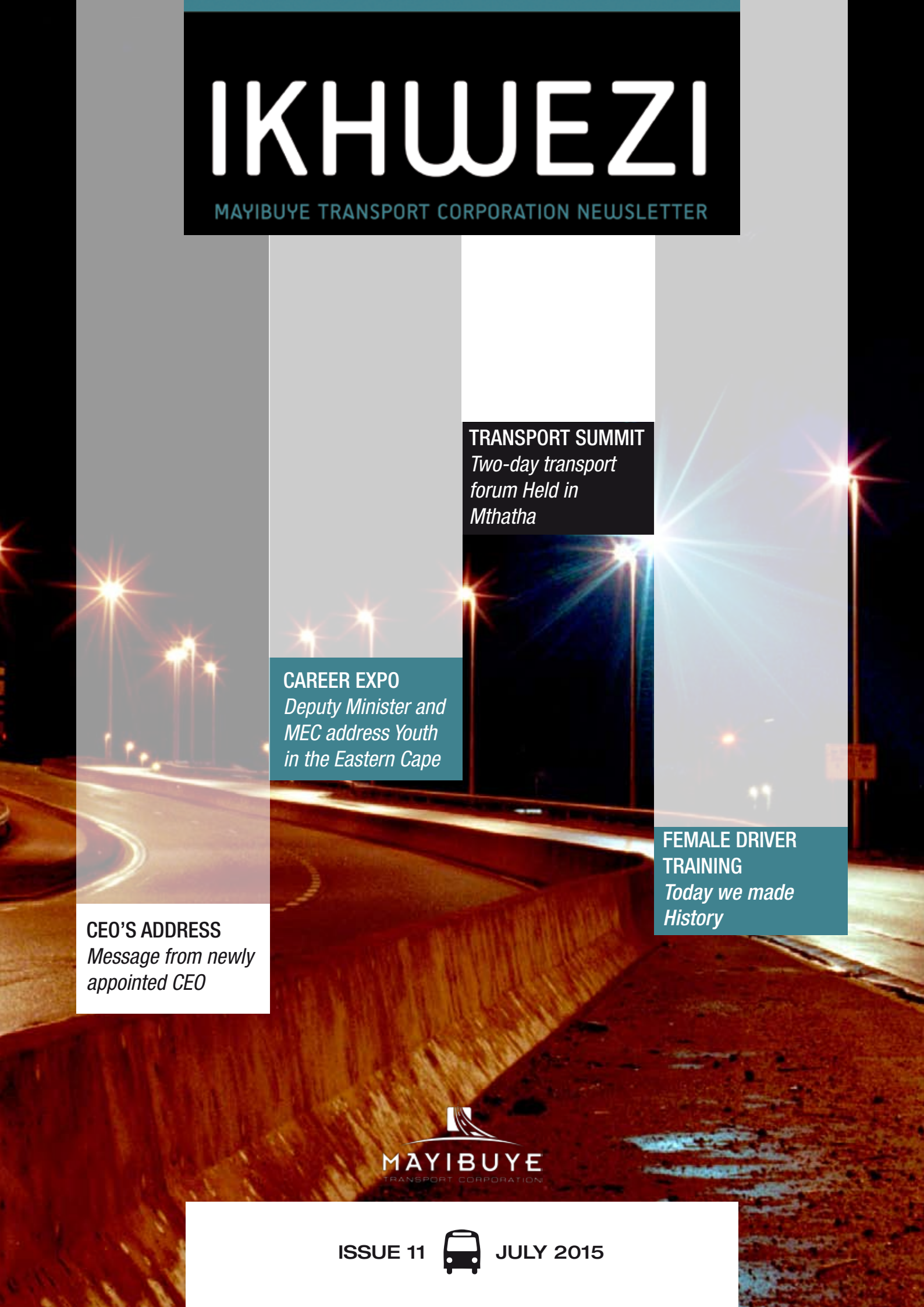
IKHWEZI

MAYIBUYE TRANSPORT CORPORATION NEWSLETTER



TRANSPORT SUMMIT
Two-day transport forum Held in Mthatha

CAREER EXPO
Deputy Minister and MEC address Youth in the Eastern Cape

FEMALE DRIVER TRAINING
Today we made History

CEO'S ADDRESS
Message from newly appointed CEO

MAYIBUYE
TRANSPORT CORPORATION

ISSUE 11 JULY 2015

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LETTER FROM THE EDITOR

"The starting point of all achievements is desire" *- Napoleon Hill*

Welcome to the 11th issue of your Corporate Newsletter, Ikhwezi!

It is with great pleasure to welcome all the readers to this very exciting edition. We hope the changes that are made in the Newsletter will be liked by you all. Welcome!

This issue is diverse and filled with interesting topics ranging from in-depth interviews with staff members and exciting events such as the Youth Expo hosted by the Department of Transport in Queenstown.

As always we strive to promote and provide well researched articles and intriguing topics which will allow for an informative and interesting read for you. We would also like to thank the MTC Family for supporting the Corporate Newsletter and by adding value to the publication every quarter.

We will gladly accept any suggestions you may have on how we can make a success of this newsletter. Please feel free to send your comments to webmaster@mtcec.co.za.

You can also visit the MTC's facebook page at www.facebook.com/mayibuyetransport. Your views and continued feedback will enable us to tailor make this newsletter according to your needs and those of the Corporation.

We trust you will enjoy this issue.

Ashwin Pillay

Associate Editor

CEO 's ADDRESS

MRS NTOMBIZINE MADYIBI

CEO

Welcome family and friends to this issue of Ikhwezi

The first quarter of the 2015/2016 financial year, has been filled with many exciting opportunities, not only for our female staff members of the Mayibuye Transport Corporation (MTC), but also for the Department of Transport, as significant contributions were made to the upliftment of youth in the Eastern Cape. We are proud to tell you all about it in this newsletter.

As the newly appointed CEO I am proud to be part of the development of our female driver training programme, in partnership with the Transport Education and Training Authority (TETA). Upon successfully acquiring their code 14 drivers' license, the ladies will join our team of bus drivers. We are very excited for them and wish them all the best on their journey.

The Department of Transport has been on the forefront of development of the youth in the Eastern Cape. The Transport Career Expo was hosted by the Honourable Deputy Minister for Transport, Sindisiwe Chikunga, who was accompanied by the Honourable MEC for Transport, Safety and Liaison, Weziwe, Tikana. It was a day set out for the youth to assist and guide them on their future career paths.

We are also happy to report that the MTC received a clean Audit Opinion on Performance Information from the Auditor General. The MTC is also set for an Improved Financial Audit Report. I would like to thank the MTC Managers for their hard work and support.

We hope you enjoy reading this newsletter and look forward to your views.

Thank you for your dedication and commitment to the MTC.

Mrs. Ntombizine Madyibi

Chief Executive Officer

LET US STRIVE TO BE EMPLOYEES OF CHOICE

Today we made **History**

The Mayibuye Transport Corporation (MTC) in partnership with the Transport Education and Training Authority (TETA) has launched the **Female Driver Training Programme** on 8 June 2015 in Zwelitsha. The twenty five (25) female candidates that were selected for training were filled with joy and gratitude; this in turn created a humbling atmosphere.

The Chief Executive Officer (CEO), Mrs Ntombizine Madyibi welcomed the TETA Officials and the candidates to the launch of the Driver Training Programme and stated that the project is extremely close to her heart because it empowers woman, **"especially in rural areas"**, the CEO stated.

The CEO was not alone in welcoming the delegates; she was accompanied by Board Member and Full Time Shop Steward - Mrs Zandile Pakati, Executive Manager: Human Resources – Mr Christopher Mtise, Executive Manager: Operations – Mrs Nolufefe Leni and Managers of the MTC.

Mrs Madyibi reiterated that this project is of vital importance to empower disadvantaged woman and youth and to fight poverty in our beautiful province and country. This vision is also shared in the National Development Plan and strongly supported by the Honourable MEC Weziwe Tikana who has mentioned the Female Driving Programme in her Policy Speech. The CEO gave words of inspiration to the candidates and said

"We are Proud of you and I wish you all the Best for this exciting journey".

She also reminded the candidates to keep the Vision of the MTC in mind…'to be the Public Transporter of Choice' and that is coupled with Professional Customer care and being an "Employee of Choice".

The CEO stated that she's pleased that the women have availed themselves for this opportunity so that they do not allow their past disadvantages to determine their future. It was also stated by Mrs Madyibi that this initiative is aimed at changing their lives and that of their families for the better as they would be promoted from being bus cleaners to being bus drivers.

"I am excited to announce that MTC is in the process of buying 23 new buses as it means that there will be a fleet available for you to drive when you obtain your licence"

Mr Mtise explained to the Candidates that this is a unique opportunity and that this project benefits from a R350 000 investment with support from TETA. He pleaded that all the female candidates should give their best. Mr Mtise then said proudly "I will be so happy to see you drive our buses and I hope all of you are successful on this journey."

Daisy Malele from Dee's Training welcomed the group with great excitement and said that this is the fourth group to go through such development and training; with the first group in Kwazulu Natal, the second and third in Pretoria and now the MTC in the Eastern Cape. Daisy proudly said

"Females are anchors of this country and that TETA is here to support the candidates all the way. All we ask of you is to be dedicated and to give your ultimate best".

Mrs Nolufefe Leni also gave words of inspiration to the group when she said

"I wish you everything of the best; I am truly excited for this project and lastly… make us proud"

Honourable MEC Weziwe Tikana stated in a project launched in partnership with Coega Development Corporation (CDC) in July 2014; to benefit women in transportation in the Eastern Cape:

"TETA has committed R4.2million targeting 70 beneficiaries from all districts for the SANWIT driver training initiative," Tikana said. "This will be an intervention which we will collectively drive until March 2016 in order to help the people of our province, whose majority is youth and we believe that having such a youthful population is an asset that should be harnessed for economic and social development".

EYE ON RISK

Welcome to the MTC's informative guide on Enterprise Risk Management (ERM).

The guide consists of a series of articles which will be released over several corporate newsletters. Coming editions will cover topics relating to implementation of risk management, how to apply risk management to your unit, the functions of the Risk Management Committee and the role of Internal Audit just to name a few.

The main purpose of the Eye on Risk Management segment is to "Raise basic awareness of risk management concepts and instruments, to enable employees and stakeholders alike to identify and manage risks in their own units and to strengthen project management through adequate forward planning of potential risks and to strengthen project management through adequate forward planning of potential risks" (United Nations Educational, 2010). The ultimate benefit of adequate risk management is the achievement of the MTC's performance objectives.

In the previous edition we looked into understanding the various risk management components within the MTC as well as the benefits of Risk Management. In this segment, we will focus on key risk terms being used at the MTC such as Inherent Risk, Residual Risk, Risk and Risk Appetite. We will also present the new Strategic Risk Register for the period 1 April 2015 to 31 March 2016

Key Risk Management Terms

Whatever your role, it's likely that you'll need to make a decision that involves an element of risk at some point.

Risk is made up of two parts: the probability of something going wrong, and the negative consequences if it does. Risk can be hard to spot, however, let alone prepare for and manage. And, if you're hit by a consequence that you hadn't planned for, costs, time, and reputations could be on the line. In order for you to successfully navigate the risk management environment at the MTC, it is important that you gain an understanding of the following key terms relating to risk:

Term	Description
Control	A control is an activity that prevents or detects errors to mitigate risks. Examples include System controls preventing unauthorized access or Exception reports which are reviewed by management review and action taken on the exceptions.
Inherent risk	Inherent risk is a category of threat that describes potential losses or pitfalls that exist before internal security controls or mitigating factors are implemented. There are four basic ways of dealing with risk: reduce it, avoid it, accept it or transfer it. Inherent risk, which addresses the possibility that some human mistake or natural event will adversely affect an organization's assets, cannot be avoided or transferred away. If controls are not introduced to reduce inherent risk, it must be accepted. In short – it is the Worst Case Scenario
Risk Appetite	Risk Appetite is the amount and type of risk that an organisation is willing to take in order to meet its strategic objectives. Risk Appetite could be defined as the Best Case Scenario
Residual risk	Residual risk is the threat that remains after all efforts to identify and eliminate risk have been made. Residual risks takes the current controls in place into account. This could be described As things Stand Now
Likelihood	The probability that an adverse event, which could cause materialisation of the risk, may occur
Impact	Impact may be defined is the outcome of an event and has an effect on objectives. A single event can generate a range of consequences which can have both positive and negative effects on objectives. Initial consequences can also escalate through knock-on effects.

The larger the difference between the inherent and residual risk factors the more effective the controls in place are perceived to be, and therefore reliance placed on the controls.

The smaller the difference between the inherent and residual risk factors, the more management actions and improved control effectiveness is needed to ensure that the risk is properly managed. It should be noted that the higher the inherent risk factor, the greater the need for effective controls. The items should therefore attract more management in order to:

- Maintain the quality of control where control effectiveness is considered adequate
- Improve quality of control further where residual risk is considered to be too high.

Putting the above terms to good use, let's take a closer look at the MTC's top strategic risks.

The MTC Strategic Risk Register

Risk management is an important function in organizations today. Companies undertake increasingly complex and ambitious projects, and those projects must be executed successfully, in an uncertain and often risky environment.

As a responsible manager, you need to be aware of these risks. Does this mean that you should try to address each and every risk that your project might face? Probably not – in all but the most critical environments, this can be much too expensive, both in time and resources.

Instead, you need to prioritize risks. If you do this effectively, you can focus the majority of your time and effort on the most important risks. This is where the MTC's Strategic Risk Register steps in – it is a representation of the prioritised risks facing the Corporation.

As part of the annual processes relative to the identification, update and ongoing management of risks across Mayibuye Transport Corporation ("MTC"), the Corporation underwent a strategic risk assessment update and rating workshop on 12 March 2015. The workshop was conducted in accordance with the MTC Risk Management Policy.

The Strategic Risk Assessment workshop for the MTC was conducted with a view to best direct Executive Management's efforts towards the management of the highest risks to which the MTC is exposed.

The main purpose of this workshop was to involve and assist the Chief Executive Officer and Management of the MTC in assessing and prioritising the risks that need to be addressed in order to achieve the vision, mission, and strategic objectives of the MTC. The workshop was also designed to assist management in the establishment of a risk management process as required by recognised governance practices, as well as provide guidance to the internal audit function in the development of a risk based internal audit strategy and annual internal audit plan for the Corporation.

The participants included amongst others:

- Executive and Senior Managers
- Managers and Supervisors
- Organised Labour Representatives

We extend our appreciation to the various members of the MTC's management team and Organised Labour who participated in the strategic risk identification process.

Strategic risks were identified by the workshop participants of the MTC. The risks were rated in terms of inherent risk as expressed by impact and likelihood. The workshop participants agreed and confirmed the strategic objectives of the MTC and linked risks identified to the strategic objectives. Participation and discussion during the workshop was open and constructive.

The top 10 strategic risks currently faced by the MTC, as identified by the participants during the strategic risk workshop, are presented in the adjacent Strategic Risk Register.

In Closing

We trust that this edition of "Eye on Risk Management" has proven informative and that you now have a better understanding of the types of risks identified at the MTC. In the next edition we will take a closer look at Operational Risks. We will also present the Operations and Engineering Departmental Risk Registers – so keep watching this space!

For guidance on any MTC risk management related matters, please contact the Office of Strategic Management via email at spcp@mtcec.co.za.

References

Mayibuye Transport Corporation. (2012). Risk Management Framework and Fraud Prevention Plan. East London.

United Nations Educational, S. a. (2010). Risk Management Training Handbook. Paris: UNESCO.

MTC Strategic Risk Register 2015/2016

#	Risk name	Description	Root cause(s) of the risk	Consequence of the risk	Impact	Likelihood	Inherent Risk Exposure			
1	Buses	Shortage of equipment, buses	Inability to recapitalise fleet – unable to sustain growth, unreliable and unsafe fleet. Inadequate/ ageing infrastructure. Status of ownership of land.	Increased Operating Cost; Affects branding, Customer care negatively affected, Service Reliability hampered, Insufficient funding. Negative audit opinion.	Critical	90% chance of the risk occurring;	High	8.10	EM: Engineering	CEO Stakeholder Roadshow developed and implemented. Racap plan presented to key stakeholders and Stakeholder Forum. Land Claims Commissioner and CEO has regular interactions. CEO has regular interactions with senior AG officials.
2	Revenue	Financial constraints	Cash operations of the corporation Lack of long term funding strategy	Loss of revenue	Critical	80% chance of the risk occurring	High	7.20	CFO	Adequate control over the management of cash in the operations of corporation. Improvement of controls in revenue analysis and monitoring.
3	Human Capital	Inexperienced personnel, poor project management; bus drivers not fit for duty, age profile, Lack of special needs technical skill	No HR Development Strategy, Inadequate recruitment selection processes, Lack of procedure documented procedure to conduct reference checks and fit for duty applicants , lack of accredited training institutions, lack of reward and recognition, lack of change management, lack of management development programmes, insufficient WSP funding, Inadequate labour markets (resource pool), inadequate pool of artisans to mentor apprentices	Poor Corporate performance and blemished image. Qualified Audit findings. Poor staff performance and incompetency due to outdated skills. Unrecognised quality of training and withdrawal of SETA funding. Decreased staff morale and demotivation. Burnout syndrome and high turnover. Poor leadership skills, insufficient change management skills, Cultural inertia (Resistance to change), Delayed appointment and increased recruitment expenses. Non implementation of corporation's WSP and redundancy of skills. On- compliance with TETA requirements and Non- Progression to Artisanship.	Significant	80% chance of the risk occurring	High	6.40	EM: HR	Development of a HR Development strategy. Development of Corporation Competency Framework Adherence to recruitment policies. Develop Human Resource Plan Upskilling and empowering of staff through training .Develop a strategy to manage poor performance. Pilot beyond the Eastern Cape Province to broaden the search for experienced accredited service providers. Recognise excellent performers by providing excellence awards. Acknowledge good performance develop change management frame works provide capacity building workshops for managers. Improve bursary skills broaden the search for prospective employees through advertising in national newspapers
4	Compliance	Non-compliance to policies and procedures	Inefficient business process and ineffective consequence management.	This results in overriding and non-adherence with internal controls which have been put in place in order to ensure compliance with policies and procedures.	Significant	70% chance of the risk occurring	High	5.60	CEO	Development of policy compliance diaries which are linked to the relevant standard operating procedures. These procedures must be monitored on all levels and reported on regularly. All identified non-compliance must be immediately investigated in order to identify the responsible and accountable official so that the necessary action is taken.

#	Risk name	Description	Root cause(s) of the risk	Consequence of the risk	Impact	Likelihood	Inherent Risk Exposure			
5	Infrastructure	Lack of investment (PartsPlantEquipment), infrustructure does not fully support MTC business goals. Shortage of bus shelters	Inadequate funding leading into focus on basic necessities, no institutionalised engagement with municipalities, lack of participation in IDP processes	This may lead to shortened life of assets i.e. buses, leading to non-compliance to Health and Safety issues which is punishable, MTC and passenger needs not considered by municipalities in their budgeting process. Inability to attract more people to the public transport system	Significant	70% chance of the risk occurring	High	5.60	EM: Engineering	Allocation of dedicated funding for infrastructure say a minimum of 5% of total budget each year. Facilities manager to participate in IDP processes on behalf of MTC
6	Routes	Bad Roads, Poor Condition of Routes	Poor scheduling processes i.e. route planning and rollout	Loss of revenue, increased maintenance costs	Major	80% chance of the risk occurring	Moderate	5.60	EM: Operations	Stakeholder Engagement Forums with Department of Roads and Public Works for Road Maintenance Plan.
7	Safety	Inadequate Security Measures	Ineffective internal controls, inadequate funding for proper fencing	Loss of property, intrusion by criminal elements	Significant	70% chance of the risk occurring	Moderate	5.60	EM: Engineering	Constant monitoring of CCTV cameras
8	Unethical Behaviour	Fraud, Theft, Corruption, Collusion, illegal activity, contravention of MTC's code of ethics	Ineffective controls, lack of ethics	Loss of revenue, irregular expenditure, damaged reputation	Major	70% chance of the risk occurring	Low	4.90	ED: Strategic Management	Independent Fraud Hotline. Investigate Hotline reports and implement remedial actions. Unethical Behaviour Awareness Campaign. All staff to sign the MTC code of ethics.
9	Political Support	Lack of sustained political and Department of Transport support	Non-scheduled regular interactions between the MTC and the MEC: Transport and the Department of Transport.	Forgone opportunities which can enhance the growth of the Corporation.	Major	70% chance of the risk occurring	Low	4.90	CEO	Have targeted interactions with the process owners of the plans of the Eastern Cape which are in line with the 2030 vision (i.e. Provincial Spatial Development Plan, Eastern Cape Master Plan, District Spatial Development Plans etc.). There must be a directed relationship with those platforms: MEC's Transmec. There must be regular interactions between the MTC and the MEC: Transport and the Department of Transport (at least once in six months).
10	ICT Governance	Non-supportive ICT Infrastructure. Data security not guaranteed.	Disconnect between ICT architecture and MTC Strategic Goals. Inadequate IT systems and tools	Non-functioning ICT Infrastructure, Unreliable document management. Ineffective security measures. Inefficient business process	Serious	70% chance of the risk occurring	Low	4.20	ED: Strategic Management	Implement Server Virtualisation and Microsoft 365 Project. Include budget in 16/17 for training MTC users on ICDL (International Computer Driver's License)

STOP

Fraud, Corruption & Theft

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MAYIBUYE TRANSPORT CORPORATION

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MTC Welcomes Mr. Mey

What is your Name?

Good day MTC Family, my name is Ludwig Mey and I work in the ICT Department.

Where and when were you born?

I was born in the beautiful city of Port Elizabeth on 20 January 1983

What primary school/s did you attend?

I attended the following primary schools: Diaz Primary, Dr Viljoen Primary and Kuswag Primary

What high school did you attend?

I attended George Randell High school in East London

What degree/ diplomas did you study towards?

I love Information Technology, I studied the following: A+, N+, I-Net, CCNA, CCWA, MCSE 2000, MCSE 2003, MCITP, MCP and MCDBA

Tell us more about the jobs you had, before joining the MTC family

2006 – 2015 I worked for the Hudson Park Schools. Here I was responsible for all ICT matters.

2004 – 2006 I worked for Mars Technologies, where I was a Systems Engineer designing, implementing and supporting ICT systems and services.

2002 – 2004 I worked at the East London Computer Institute where I provided training to SITA students. I also performed installations of various technologies around the Eastern Cape

What are some of the special memories you have of your time so far at MTC?

I've only been with MTC for a short period of time, and haven't yet made many memories, However I am sure there will still be many special memories to come

Tell us more about yourself

I have been married to my beautiful wife, Michelle for just over 5years. We have been blessed with two lovely sons, Jason Luc who is 2 years and 2 months and Daniel Logan that will be 8 weeks on 23 July.

If you were to give future applicants any advice, what would you say to them?

Be honest about your abilities and always put your best foot forward

What is your most prized possession and why?

The time I get to spend with my wife and children is by far the most prized possession. Time and life is limited, I want to spend as much of it with my family

"Be honest about your abilities and always put your best foot forward"

Transport Deputy Minister visits Eastern Cape for Youth Transport Expo

On 22 June 2015 the Honourable Deputy Minister of Transport, Ms Sindisiwe Chikunga, attended the Youth Transport Career Expo which was hosted in Queenstown. The Honourable Deputy Minister engaged with eager youth of the Province in matters of development in the Transport sector.

The Department of Transport has strengthened partnerships for capacity development though bursaries, career expos and stakeholder engagement dialogue for the development of scarce and critical skills needed in the country.

The Honourable Deputy Minister Ms Chikunga was joined by the Honourable MEC for Transport, Safety and Liaison, Ms Weziwe Tikana, as well as senior official from the National Department of Transport.

At this event the Mayibuye Transport Corporation was represented by Dr. V Mkosana (Board Chairperson), Mr. PG Zitumane (Board Member), Miss Bongiwe Solwandle (Customer Care Officer) and Mr Ashwin Pillay (Employee Performance Officer). A wealth of information about the MTC was shared with the eager youth.

The day was a joyous occasion, with deeply moving speeches from both the Honourable Deputy Minister Ms. Chikunga and the Honourable MEC Ms. Tikana.

Department of Transport Summit in Mthatha

The Honourable MEC for Transport, Safety and Liaison, Ms. Weziwe Tikana hosted a two day Transport Summit for all stakeholders involved in the provision and operation of transport infrastructure and services in the Eastern Cape Province, which was hosted at the Umthatha Airport Hangers on 25 and 26 June 2015.

The purpose of the summit was to provide a platform where the various transport role players would engage on the challenges faced in the province, such as poor economic development and the lack of job opportunities, as well as to identify opportunities presented by the need to improve the Eastern Cape's Transport System in order to facilitate accelerated growth (e.g. job creation).

The main objectives of the Summit were the following:

- To look back at the progress on the implementation of resolutions during a similar Transport Summit held in April 2006
- To harness development imperatives as espoused in the National Development Plan
- To Identify and explore challenges presented by economic development which impact on our Transport System.
- To assist in fast tracking the existing mechanisms for transformation which impact on our Transport System
- To promote harmonization and appreciation of the role played by transport in economic development and job creation
- To promote integrated strategic initiatives that will give expression to labour intensive methods in the transport sector
- To highlight provincial challenges in our transport policy directives, towards possible review of the Provincial White Paper on Transport

These were addressed by the key note speakers and further explored in commissions for the duration of the Summit.

At this event the Mayibuye Transport Corporation was represented by Mrs. N Madyibi (Chief Executive Officer), Miss B Solwandle (Customer Care Officer) and Mr. A Pillay (Employee Performance Officer). Vital information about the services offered by the MTC, as well as the areas in which the MTC operates was shared with the stakeholders. This was truly a valuable experience as the engagement with the stakeholders was a fruitful exercise.

An Update from the Operations Department

We are proud to report that as the MTC, we have launched the Park & Ride Campaign, which operates from Beacon Bay to Bisho via King Williams' Town. The aim of this venture is to minimise the number of people using their own transport to travel to work and thus contributing to the government's plight of "Going Green".

During June 2015 the Corporation implemented a fare increase on all routes, in order to try and address the ever increasing operational costs incurred in the maintaining of our buses, so we can ultimately provide quality services to our commuters. We are also in the process of procuring 23 new buses which will further assist us in driving our mission of proving a safe, reliable, affordable public transport service that is responsive to its environment.

The Operations Department is currently transitioning towards an automated system of reporting and monitoring in order to reduce the amount of paper used. We are also introducing more stringent controls over the monitoring of revenue collection to try and address the Revenue risk that has been identified in the MTC's Strategic Risk Register. One of these controls includes equipping the inspectorate function by providing them with pool vehicles, which have been ordered, in order to monitor revenue collection at the MTC.

During this quarter the Operations Department has collected a total amount of R6 785 981 in route and private hire revenue collection and has also transported 485 918 passengers.

Lastly we would like to thank our valuable commuters for their support, cooperation and patience, especially during this period of the fare adjustments.

An Update from Human Resources

Training and Development

A total of 120 employees have been nominated in the 2015/16 CEO approved Workplace Skills Plan (WSP). Of these 120 employees, 12 were scheduled to be trained in Q1, 48 to be trained in Q2, 20 to be trained in Q3 and then the remaining 40 to be trained in Q4.

Overall Performance

The target for this quarter which is 12 employees trained was exceeded with 16 employees trained this quarter. The number of delegates was increased in order for the training to be conducted in-house as service providers do not provide this service for a small group of delegates. The breakdown of planned and completed training is tabulated below:

Apprentices

Twenty apprentices are currently undergoing training at the MTC. 18 of these are Diesel Mechanic Apprentices and 2 Automotive Electrical Apprentices.

		# ACHIEVED Q1
TOTAL # OF NOMINATIONS	120	16
Course Name	# TO BE TRAINED	Q1
APIA	2	0
Basic Computer Skills	10	0
Communication Skills	7	0
Conflict Management	4	0
Customer Care	8	0
Dispensing Course	1	0
Employee Performance Management	1	0
Employee Wellness	1	0
Etiquette and Professionalism	4	0
Facilitation Skills	1	0
First Aid	15	0
Health and Safety	2	0
Human Resource Development	1	0
ICDL	2	0
Inventory Management	8	0
Labour Law Update	9	0
Leadership Skills	2	0
Ms Excel	21	16
Ms Word	13	0
Project Management	3	0
Report Writing Skills	2	0
Strategic Management	1	0
VIP (Advanced)	3	0
	120	16

Interns

Seven Interns that were sourced from Ikhala FET are undergoing mentorship training in the Corporation.

Training of female cleaners to acquire Code 14 driver's licence

The project which is aimed at training 25 female cleaners to acquire code 14 driver's licences started this quarter on the 8th of June. So far 22 out of the 25 females have already acquired their learner driver's licences.

Employee Wellness

The annual operational plan 2015-2016 measurable objective 4.3.3.1 requires the Integrated the Employee Wellness Program to implement 100% of the CEO approved plan. The implementation of the plan is incremental and cumulative. During Q1 Wellness will implement 20 health interventions as per the CEO approved plan.

Overall Performance

During this quarter Wellness has achieved the target set as per the approved Integrated Employee Wellness Management Plan. 20 interventions required for this quarter were achieved.

Memorial Services for deceased Employees

This has been a new project within Wellness Unit and already memorial services for two staff members were held at the Alice and the Reeston Depots. Both events were successful with much appreciation from the families of the deceased. The members of the Board as well as the CEO attended to support the families and offer words of hope.

Health and Safety

Officials from the Department of Labour trained employees on Unemployment Insurance Fund and Injury on Duty protocols. Three depots - Queenstown, Reeston and Zwelitsha received individualised training on these issues. A flu vaccination campaign by partnership between Bonitas Medical Aid and the MTC Wellness unit took place.

Education of Employees on policies

The required number of employees were trained and educated on HIV and Integrated Employee Health and Wellness policies.

Challenges and Mitigation Measures

It is still a challenge to visit other depots to render health care services monthly and do follow up as well as is difficult to visit hospitalized clients and perform home visits to incapacitated clients as the unit does not have a vehicle for those purposes.

Opportunities and Exploiting Measures

Coordination with the Department of Health and the local clinics to assist in the training and equipment of the Peer Educators

Performance Priorities and Targets
20 planned interventions were implemented in Q1

Action Plan	Weight
Flu Vaccination	5 interventions
Peer Educators Program	1 intervention
Training 80 employees on IEWP	2 interventions
Training of 120 employees on I.O.D. Protocols	3 interventions
Developed Health and Safety Standards Compliance Report	1 intervention
Health and Safety Representatives	1 intervention
Health and Safety Committees	1 intervention
Medical Screening of Employees	1 intervention
Provision of Medications	1 intervention
Memorial Services and sick clients visited	1 intervention
Employees with substance abuse referred	1 intervention
Employees with Chronic illnesses monitored	1 intervention
CEO approved implementation plan developed	1 intervention
Absenteeism Register Developed	1 intervention`

Understanding Corporate Social Responsibility

The term 'Corporate Social Responsibility' came about in the late 1960's and early 1970's after many multinational corporations used it to describe organisational activities that impacted their responsibility towards the greater environment. CSR originated in philanthropy. Currently it supports projects external to the normal business activities of a company that are not directed towards making a profit. Typically, such projects have a strong developmental approach and utilise company resources to benefit non-profit organisations and communities. CSR spend must not be confused with marketing spend, which is utilised to promote the profile of the company brand.

CSR Standards and Practices

ISO 26000 is the recognised international standard body for CSR. The ISO 26000 standards benefit CSR because they provide clarity on an organisation's concepts, terms and definitions related to social responsibility. ISO 26000 intends to assist organisations in contributing to sustainable development. The standards provide insight into trends and characteristics of social responsibility. ISO 26000 therefore aims to integrate, implement and promote socially responsible behaviour throughout the organisation and in its engagement with its stakeholders.

It is important for businesses not only to provide products and services to satisfy the customer, but also to ensure that the business is not harmful to the environment in which it operates. In order for an organisation to be successful, the business must be built on ethical practices. Companies are increasingly pressurised to behave ethically. This pressure comes from customers, consumers, governments, associations and the public at large. ISO 26000 was created with this in mind, to provide guidance on the international standards on CSR. It is intended for organisations in both public and private sectors, in developed and developing countries.

These standards motivate businesses to go beyond legal compliance, recognising that compliance with the law is a fundamental duty of any organisation and an essential part of their social responsibility. Being trustworthy and transparent, however, increases consumers' preference for a company and its product or service.

The King Report on Corporate Governance (South Africa 2009 – King III) promotes good social and environmental practices as part of good corporate governance. It is closely aligned with the standards for international corporate governance. The JSE (Johannesburg Stock Exchange) Securities Exchange prescribes compliance with King III for listed companies.

CSR focuses on achieving economic success through responsible corporate governance in a company's core area of business. CSR pushes organisations to do better because their actions affect customers, suppliers, employees, shareholders and the community at large. Partnerships with the communities, particularly those that have been disadvantaged, can help companies build productive relationships and stimulate economic growth in disadvantaged areas.

Around the world, companies are motivated to make their business decisions more sustainable by applying the principles of CSR within their organisations. Examples include the protection of human rights, drawing up and implementing employment and environmental standards, and minimising corruption

Reference:

regenesys. 2013. The importance of Corporate Social Responsibility. [ONLINE] Available at: http://regenesys.co.za/. [Accessed 21 July 15]..

TEST YOUR KNOWLEDGE

1. **Which metal is heavier?**
a. Silver
b. Gold

2. **How many legs do butterflies have?**
a. two
b. four
c. six

3. **Which indoor sport is the largest in the U.S**
a. Swimming
b. Basket Ball
c. Soccer
d. Tennis

4. **What is the sport in which you could get into a headlock?**
a. Rugby
b. Swimming
c. Wrestling

5. **Which is the largest mammal in the world?**
a. Blue Whales
b. Elephants
c. Human Beings

6. **What is the smallest Ocean in the world**
a. Arctic Ocean
b. Indian Ocean
c. Atlantic Ocean

7. **Which country hosted the 2008 Olympics?**
a. South Africa
b. Europe
c. China

8. **In which is the sport would use a, "sand iron"?**
a. Golf
b. Soccer
c. Car racing

9. **What was Ayrton Senna best known for?**
a. Wrestling
b. President
c. Formula 1 Driver

10. **Which of the following act as a channel of transmission of blood to the heart in the Human body?**
a. Arteries
b. Muscle fibers
c. Nerves
d. Veins

1-B, 2-C, 3-B, 4-C, 5-A, 6-A, 7-C, 8-A, 9-C, 10-A

Charmaine's

Famous Chicken Ala King

Ingredients

375g left over chicken or 4 cooked chicken joints
1 green pepper – halved, deseeded and shredded
1 cup button mushrooms, trimmed and sliced
1 rounded tbsp. of flour)
60g butter
150ml milk
1 tsp salt
freshly milled black pepper
150ml cream
250ml chicken stock

Method:

1. Remove any skin and bones and cut the chicken flesh into chunky pieces.
2. Melt the butter in a frying pan.
3. Add the prepared green pepper and sauté gently for five minutes to soften.
4. Add the sliced mushrooms and fry for a further few minutes.
5. Draw the pan off the heat and stir in the flour.
6. Gradually stir in chicken stock and then the milk.
7. Replace the pan over the heat and cook until the mixture thickens and comes to the boil, stirring all the time.
8. Add the cream and stir through.
9. Season with salt and pepper.
10. Add the pieces of chicken and heat through gently.

Happy Birthday to you from all of us at the MTC!

MR MEHLWANA	03 APRIL
MS FANTI	05 APRIL
MR TYOBEKA	05 APRIL
MR KIVIET	09 APRIL
MR NGQAQA	10 APRIL
MR NONYELA	10 APRIL
MR BADI	12 APRIL
MS MAZAZA	15 APRIL
MR NKOHLA	17 APRIL
MR KELEPU LA	18 APRIL
MS TONTSI	19 APRIL
MR BEYDON	20 APRIL
MR MSAMO	30 APRIL
MS SINANDILE	30 APRIL
MR MNZWANA	30 APRIL

MR KIVIET	03 JUNE
MR MBALI	05 JUNE
MR FANI	06 JUNE
MR PLAATJIE	06 JUNE
MR NQABENI	06 JUNE
MR MBIKO	07 JUNE
MR GWANGXU	08 JUNE
MR JOBODA	09 JUNE
MR NYANGWE	10 JUNE
MR SONKWENYA	12 JUNE
MR YAWA	16 JUNE
MR NGASO	16 JUNE
MR GOM	17 JUNE
MR NAMBA	20 JUNE
MRS COETZEE	20 JUNE
MRS KOSINI	21 JUNE
MS MGQIBELO	21 JUNE
MR TOWNES	21 JUNE
MR PANYA	24 JUNE
MR NOBAZA	24 JUNE
MR TSHATSHU	25 JUNE
MR MPAYIPHELI	27 JUNE
MR BIDINI	27 JUNE

MR NGWENDA	01 AUG
MR SINUKA	04 AUG
MR KUBONI	04 AUG
MR KRANTZ	06 AUG
MS MAHLANGANE	12 AUG
MS NABI	13 AUG
MS BUSHULA	13 AUG
MR KALAWE	14 AUG
MR ZULU	14 AUG
MR TYHWABI	14 AUG
MR MEKUTO	17 AUG
MS KATIYA	20 AUG
MR MAGIBISELA	22 AUG
MR NOJAHOLO	23 AUG
MR PILLAY	25 AUG

MR MALUKAZI	01 MAY
ME SOKOMANI	03 MAY
MS NDABENI	03 MAY
MS TYIKA	04 MAY
MR MRIBA	05 MAY
MR DAWETI	07 MAY
MR NAMBA	08 MAY
MR MANQINDI	12 MAY
MRS PAKATI	12 MAY
MR FANI	12 MAY
MR MAZALENI	12 MAY
MR NTOZAKHE	17 MAY
MR QULA	20 MAY
MR SIMANI	23 MAY
MR DE VILLIERS	23 MAY
MR MPAHLA	25 MAY

MR MATAYO	01 JULY
MR GWEBEDA	01 JULY
MS MATSHABANE	02 JULY
MR MQABA	02 JULY
MRS CRONJE	02 JULY
MR ZWENI	04 JULY
MS MAZAZA	09 JULY
MR YALIWE	14 JULY
MR TSILI	15 JULY
MRS NOJIWA	15 JULY
MR MARAWU	16 JULY
MR SCHENK	17 JULY
MR GUGU	19 JULY
MR TOTSO	20 JULY
MR JACOBS	23 JULY
MR JALI	24 JULY
MR MEMANI	27 JULY
MR LAYISHA	27 JULY
MS GQEBA	30 JULY
MS ZONKE	30 JULY
MR FUTSHANE	31 JULY

MS MEDLETYE	02 SEPT
MR DONDASHE	08 SEPT
MR NOKELE	11 SEPT
MRS SAKATI	15 SEPT
MR MTISE	15 SEPT
MR TYATYEKA	20 SEPT
MS NTUTHU	20 SEPT
MR NGASO	23 SEPT
MR C THOMAS	24 SEPT
MR MAGWANYA	25 SEPT
MR BONCO	26 SEPT
MS BREAKFAST	27 SEPT
MRS JONKER	28 SEPT

WINTER WORD SEARCH

Created by
Sue Lindlauf
Grand Forks Herald
2010

W	E	A	T	H	E	R	W	G	S	F	P	S	F	M
O	H	J	V	O	L	J	O	N	J	V	H	N	J	J
K	F	R	A	C	S	M	E	O	K	O	L	O	M	G
D	R	H	B	P	T	T	D	P	V	B	P	W	W	N
I	E	L	J	Q	T	O	I	E	L	J	Q	F	O	I
W	E	P	N	I	W	K	L	I	P	N	S	L	K	T
S	Z	Q	M	W	Q	D	S	D	Q	M	F	A	D	A
N	I	A	K	S	B	I	U	W	A	K	F	K	I	K
A	N	S	L	I	D	E	I	S	S	L	U	E	W	S
M	G	W	J	C	D	L	L	A	W	J	M	D	S	W
W	W	X	I	D	S	N	O	W	X	I	R	B	U	X
O	C	C	U	F	D	D	P	C	C	U	A	D	D	C
N	V	D	O	M	G	G	N	I	D	D	E	L	S	D
S	B	E	P	I	C	C	R	E	T	N	I	W	C	E
F	S	L	I	P	P	E	R	Y	R	T	A	H	H	R

See how many of these words you can find in the puzzle. The words can be forward, backward or diagonal.

1. Snow
2. Snowman
3. Winter
4. Weather
5. Shovel
6. Cold
7. Freezing
8. Snowflake
9. Slippery
10. Slide
11. Sledding
12. Skating
13. Scarf
14. Hat
15. Earmuffs
16. Mittens