the bizhub BUZZ

June 2018

KONICA MINOLTA

International University Contest 2018

National South African winners – University of Cape Town (UCT)

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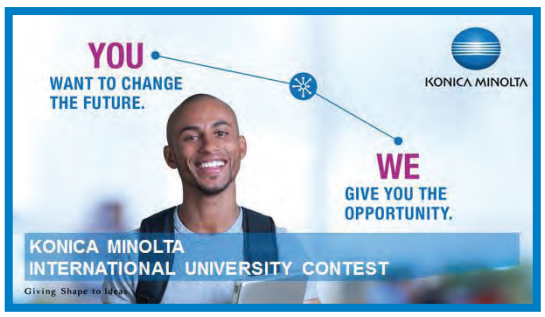
National South African winners – University of Cape Town (UCT)

Cape Town *by Richard Berg*

The journey started on the 6th of November 2017, with the South African launch of the *2018 International University Contest (IUC)*.



Official invites were hand-delivered to the Vice Chancellors on the 10th of November, requesting the respective institutions to promote the contest on their intranet and to put forward teams who were keen to participate in the competition. The response for the 2018 contest was overwhelming - a vast improvement on the previous year - this being attributed to the direct approach by top level personnel within these institutions, which subsequently filtered down to the respective faculties and heads of departments. Six teams entered from the *University of the Western Cape* (UWC) and two teams from the *University of Cape Town (UCT)* – a total of 32 students!

Cape Town branch invited the representatives of both UWC & UCT to a cheese and wine power presentation where the rules, regulations and format of the competition were explained. It was here that we not only connected with divisional heads but identified the potential to expand our relationship with these institutions. Sound platforms where laid with students and the respective divisions with potential pain points being addressed. We became an integral part in offering our expertise and services, thus assisting the students to prepare for the submission and presentation stages.

The presentation took place at the Cape Town branch showroom in March and after much deliberation by national judges the winner was finally announced.

The team from the University Of Cape Town won Konica Minolta's National University Contest with their presentation on the pre-registration process and document uploading using the OnBase methodology.

As winners of the IUC national leg, the team had to hastily prepare for their prize – a whirlwind trip to Amsterdam to participate in the international competition in April. Three students had to obtain passports and visas within an unrealistic time-frame of just 16 working days. Fortunately this was achieved with only two days to spare and the team were ready for their journey to Europe.

We flew from Cape Town via Dubai and then on to Amsterdam on the 19th of April. The students were thrilled when we landed at *Schiphol Airport*, knowing that we were walking on ground that was in fact four meters below sea level.

The weather was good considering both London and Amsterdam recorded one of the hottest days in April in 75 years (27degC)! One thing that amazed the students was the number of bicycles one sees in the city. We learned during the guided canal tour that Amsterdam has literally 800,000 people and 1.5 million bicycles!! And the number of bicycles is twice the number of cars that people own!

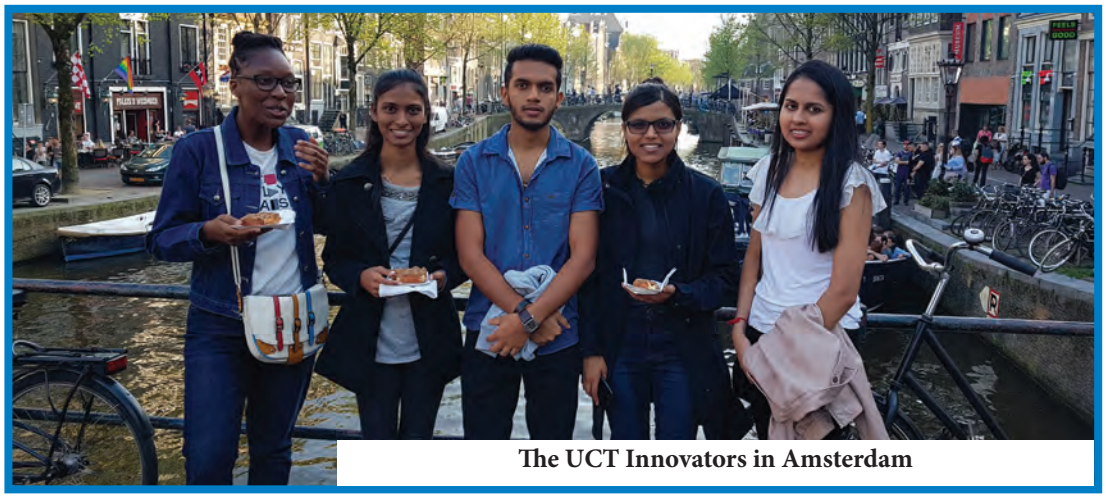
We arrived at the *Volkshotel* (one can only refer to the hotel as 'hipster vibe' with craft beer and gin – highly recommended), late on Friday afternoon and even after flying for almost 20 hours, the students were ready to start exploring the city while totally disregarding the jet lag! Here are some high-lights of our short but interesting time in Amsterdam...

Friday 20 April: Taught the students the joys of travelling on the *Amsterdam Metro* which was within 100m of the hotel. After walking around 'Centraal Station' and the vibrant *De Wallen* (redlight district), we settled down for dinner at Dam Square overlooking the central meeting point for revellers and tourists. Souvenir shopping was the order of the night for the students, so we trolled the streets for a further few hours before heading back to the hotel. After ensuring all students were accounted for and prepped for the following day, we finally settled in for the night. After 24 hours with no sleep I treated myself to a well-earned *night cap* in the Terrace Bar.

Saturday 21 April: Following a delicious buffet breakfast with students from all participating countries (Sudan, Bulgaria, The Netherlands, Spain and South Africa), Konica Minolta Netherlands then took the entire group on a two and a half hour *Canal Cruise*. On the cruise we met up with the judges and dignatories of the university contest. This was followed by a light lunch back at the hotel – the students then had two hours of free time to brush-up on their presentations - soon thereafter we were all taken across to the KM offices in Amsterdam where the event was set to take place.

Each team was allotted 15 minutes to present their innovative ideas to the panel, followed by a benefits question forum. All participating teams presented individual and unique ideas that would ultimately assist their respective institutions in streamlining business processes.

l to r: Richard Berg with the five students best known as the UCT Innovators; Philicia Behari, Tokollo Noko, Shana Maduray, Shanay Padeiya & Kushal Cuppoor



The UCT Innovators in Amsterdam

Below is a list of the presentations from the various countries who participated in the contest:

Spain: Improving dietary meals and exercise plans for students.

Bulgaria: Artificial Intelligence self-learning for visually impaired students with automated document workflows.

Netherlands: Filtering information on a customised personal profile, eradicating constant marketing material and emails thus freeing up time spent on jargon.

Sudan: Mobile app that optimises information flows with notifications and streamlines processes, optimising the use of time and resources.

South Africa: Improving inefficient registration processes with digitisation of document input and retrieval.

The team from Sudan who presented an app to boost university efficiency, were the ultimate winners of the contest with their prize being a visit to the World Summit 2018 to be held in Lisbon in November.

Participants and judges were then taken to the famous *Rotisserie Amsterdam East,* a trendy Brooklyn style barbeque restaurant with the latest artisan gin vibe and low key jazz music. The party then moved back to the *Volkshotel* where the Terrace Bar, known as 'Canvass' was pumping to the beat of a live-radio station transmission. Needless to say the party continued into the early hours of the morning.

Sunday 22 April: we had a 10pm flight back to South Africa so we decided on an early start to the day and our now 'street-wise' students and I jumped on the metro and tram and headed to the museum district where we spent an amazing three hours at the *Van Gogh* and *Rijks Museums*.

This was followed with a quick visit to the *Heineken Brewery* then back to the Dam District for last minute souvenir shopping. We returned safely to Cape Town with many stories to share and a wonderful experience to remember.

This was the first time the UCT students had visited Europe and for three of them, the very first time they had ever been on an aeroplane. Experiencing their joy and amazement made this trip and competition an outstanding success.

We have now established a stronger link with both UCT and UWC. This will give us a platform of common ground to build upon and entrench our solution-based selling objectives. To sum up, as Kushal Cuppoor commented, *"Participate – Win – Travel."*

Below are comments from the UCT team sent to Richard Berg

"

Shanay Padeya

Hi Richard

Hope you're well rested!

Just wanted to say thanks again for everything that you did for us for this trip, really appreciate it! Would have been very lost if you weren't there

Take care x

Shana Maduray

Hi Richard,

I just want to say thank you for accompanying us on the trip, we really appreciate it.... We had so much fun, even through the tired eyes at times! Thanks a mil

Kushal Cuppoor

Hi Richard,

Thank you on behalf of the team for the pictures and for accompanying us to Amsterdam. We really appreciated that you took us to various places there and for encouraging us with the presentation.

Philicia Behari

Dear Richard

I hope this email finds you well.I would like to thank you for accompanying the UCT Innovators on our trip to Amsterdam.

We would have been truly lost without your sense of direction, geographically and in terms of your mentorship. I would also like to thank Konica Minolta for paying for all our meals with you and for being so flexible and allowing us to eat at restaurants of our own choice.

Lastly, thank you for allowing Shana and I to exchange our money at the airport. It was your patience that made our trip much more enjoyable.

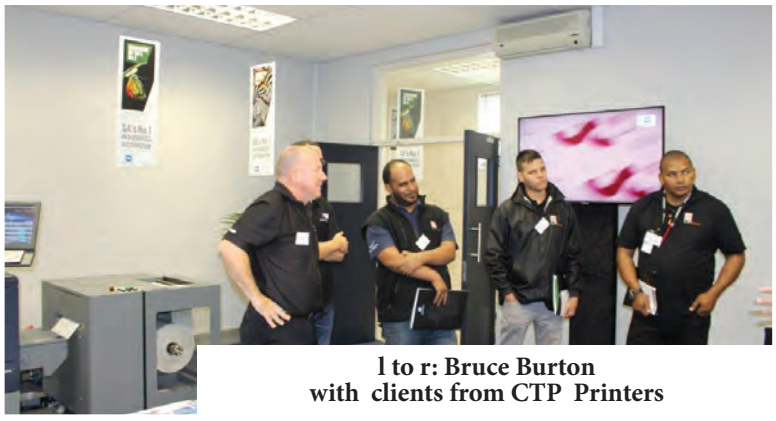
Tokollo Noko

Hi Richard - Hope you have managed to get some rest! I just wanted to thank you for accompanying us and being our 'guardian'. Flying(for the first time) to Amsterdam (also, a first overseas) was such an experience, still can't put it into words but it was amazing and felt unreal. I know for sure, I could never afford such a trip, so I am really thankful to Konica Minolta for hosting this competition, as the travelling and networking opportunities it offered are once in a lifetime for some students and I'm so so thankful for this. Can't wait for more students to enter the competition and experience it!! Thank you, thank you!! And like I said, even if we didn't win the final competition, in my heart we gained a lot lot more (networking with KM peeps, other teams, sightseeing, flying etc.) Super, super grateful."

Technology Showcase

Cape Town

by Wilstan Weichardt



l to r: Bruce Burton with clients from CTP Printers

l to r: Ronell Pedro (Iziko Museums), André Idas & André Makka (Iziko Musuems)

With our industry revolutionising at warp speed, Cape Town sales management were tasked to find a way to accelerate the pace at which information on all new offerings/developments could be shared with our clients.

After much debate we came to the conclusion that it was imperative we host a *Technology Showcase* for both existing and prospective clients, to expose them to the wonders of *Y-Soft, OnBase, KM Legal* as well as a host of other software packages that challenge conventional methods and improve business efficiencies.

The showcase which took place over two days in November last year, was hosted at the branch in Bellville.

The office was a hive of activity during the build-up to the event. Sales reps were trying to 'outdo' each other by securing the attendance of as many clients as possible.

At the time of the event the C71cf label machine was at the branch, hence we included machines in our demonstration for those clients who were in the 'production print' market and also showcased the Accurio Pro Flux and Oris.

During the two day event the branch hosted 82 clients from various industries within the private sector as well as national government, local government and state owned enterprises.

Throughout the Technology Showcase, clients were exposed to OnBase sessions on *Accounts Payable, Contract Management* and *SafeQ 6*. There were stations set up for *KM Legal, Y-Soft* and *Best Payment*, providing clients with individual attention while highlighting the abilities of these excellent products.

We received a most positive response to our *production* offerings of which we are still reaping the benefits.

All in all the *Technology Showcase* was a great success in Cape Town - we secured sales for a C2060L, a C71cf as well as a B1100 and secured strong OnBase prospects.

Employee of the Quarter Award – First Quarter

East London

Well done to the following staff who received an award for outstanding work performance for the quarter:

Jeff Ketyana - Driver
Leonie Noble - Accounts
Sanele Gxagxisa - Workshop Technician
Inga Freegard - Major Accounts Consultant

Well done!

l to r: Jeff Ketyana, Leonie Noble, Sanele Gxagxisa & Inga Freegard

HOORAY! IT'S TIME FOR A GIVEAWAY

Stand a chance to win a prize by answering the following questions:

1. Which city in Europe were the national winners of the International University Contest flown to?

2. How many years has Konica Minolta Business Solutions been a dealer of Konica Minolta South Africa?

3. Which member of staff at George branch received his 25 year long service award at the end of last year?

Send your answers to ***thebizhubbuzz@kmsa.com***
by 05 November 2018

DECEMBER 2017 bizhubBUZZ PRIZE WINNER! MPUMALANGA

Zelda Venter (Mpumalanga)
- winner of the bizhubBUZZ competition (December 2017 issue)

Durban branch scoops the Toyota Tender

Durban

Toyota SA Motor has been a platinum client of the Durban branch for 15 years. The branch have always enjoyed a great relationship with the ICS team at Toyota, Prospecton.

The new tender was announced on the 22 of September 2017 and sales manager, *Ross Saayman* and account manager, *Alvina Singh*, felt very confident that they could prepare a print management solution that would result in KMSA once again being chosen as the preferred supplier of Toyota.

Alvina Singh has been with the KMSA sales team since 2011. She started managing the Toyota SA Motor (TSAM) account in 2014 and has been waiting patiently for this tender to be released. After preparing a proposal, incorporating both Durban and Johannesburg, KMSA was shortlisted with Xerox and Ricoh. The TSAM team visited Durban branch and after a presentation and Q & A session, they went on to visit two KMSA reference sites; *UKZN* and *eThekwini*. Much to the relief of the branch, Toyota were suitably impressed by KMSA's service excellence and happy customers!

The branch and Alvina were ecstatic when the tender was eventually awarded on the 15th of December 2017 and KMSA was again chosen as the preferred supplier and business partner of TSAM.

Durban branch secured a deal that included the full Y-Soft suite, 127 MFPs in Durban and 60 MFPs in Johannesburg, which included C308 and B287 MFPs across both sites.

The entire deal totalled R9.1m. There was invaluable assistance from *Marius Van Der Merwe* (head office), as well as from *Gareth Fletcher* and *Sudhir Dhaya* (Johannesburg branch). In Durban the team consisted of *Alvina Singh, Ross Saayman, Anesh Gobin, Ashwin Ramlall, Sathie Naicker* and *Taryn Govender.*

The roll-out went smoothly and post project debriefs have been very positive. Both TSAM and KMSA look forward to a successful and lasting business relationship.

Now time to introduce them to OnBase!

Climbing the ladder

Port Elizabeth

Recent changes at Port Elizabeth branch have created opportunities for career advancement for those that are deserving with the following staff having recently moved up the corporate ladder; Natalie Knight, our first and only 'commercial' success, has been promoted to *business development manager*. During her tenure as sales representative, Natalie earned travel incentives to both Croatia and Jamaica over the past few years. Natalie was responsible for securing *Aspen*, arguably, one of our company's largest corporates.

After having 'aced' machine control Nikki Swaphi, moved to debtors where she earned a top ten placement for PE, the first time since 2013. Nikki has an incredible work ethic and was the recent winner of the admin incentive to *Alaska.* Nikki has been promoted to *administration supervisor.*

l to r: Natalie Knight, Juan-Pierre Barnard, Chris Barnard & Nikki Swaphi

Following the recent retirement of Robert Schroeder, JP Barnard was promoted to *service manager*. This follows years of being a very successful supervisor. At age 28 JP is arguably the company's youngest-ever service manager! He is central to the success of the branch and was recently awarded first place for his 'next level' initiatives.

Chris Barnard has been a very successful software engineer and has been with the branch for the past eleven years - he was promoted to *service supervisor*.

Wishing the managers well in their new positions - no doubt they will take the branch to new heights, never seen before!

Spotlight On *Toby Wells*

– Kinetix Technologies –

Dealer of the Year

How many years has your company been a KM dealer?
10 Years

How long have you personally been in the copier industry?
16 years

What is the recipe for your success?
People, it is all about people. Never forget that we are working with, together and for people. We are not machines, we are complicated and unique individuals who all have different goals and ambitions. I believe my success is directly related to finding the right people for the job, empowering them and treating them well. Once you have achieved that, the rest is easy. Always place yourself in the client's shoes, understand his/her business needs and operations and then find the best possible solution and fit for their business. Never sell or provide a solution to a client that you yourself will not buy or find value in. Never stop innovating and disrupting the market space and most of all never get comfortable! I am also unashamedly ethical in my business dealings.

What has been your biggest business achievement?
The creation of the Kinetix Group of companies.

How many staff members and sales people do you have?
I now have over 80 staff members and 20 direct and indirect sales staff.

How do you train your sales staff and how often?
There is no better training than on- the- ground training, I give them coaching and often motivate them through various practical situations. I let them lead the way and nudge them in the right direction continuously, however there is no better way to train sales staff than 'leadership through example', set the example and lead the way. Once they see it can be achieved they often follow suit and push to learn more from you.

Do sales and your other departments work closely together?
Yes, you have to allow the sales staff the access to assist in other related areas of the business, they are the face of the company and are dealing with the clients on a regular basis, their feedback is critical and important. The technical and sales relationship is critical to key success. If they do not communicate and integrate well, you often will lose out on upgrades and other sales opportunities. The technicians have the best on- the- ground knowledge of the customer and often have the better relationship with clients, therefore trust and integration between sales and technical is important. Both parties need to be respected and skilled in what they are doing, that is how trust is earned.

What is your favourite country to travel to and why?
Italy - wine, pasta, pizza, beautiful scenery and landscapes - need I say more?

How do you see our industry in five years' time?
In a time warp, we are fast entering a commodity based environment, our MFP's will soon be sold with five and six percent margins, much like computer and IT equipment is. It will all be about the service and all inclusive maintenance agreements. Annuity is the way forward in the future, sales reps will need to be remunerated from future service profits and the digital migration will push the sales person more into a business consultant and information/data analyst role. Customers will need more detailed digital platforms and the sale will be less about the MFP and more about the application.

Your favourite restaurant?
A little Italian restaurant close to our house called La Fiamma.

What book are you reading at the moment?
The Search for the Sacred Heart

Year-end function

Cape Town

l to r: Oliva Engelbrecht, Richard Berg & Dewald Van Wyk

Cape Town branch celebrated their year-end function with a 'disco/retro' party at D'Aria, a favourite party venue of the branch.

They were honoured to be joined by a very important guest at their function (all the way from head office) .... none other than Alten Hulme.

Staff made an unbelievable effort by 'dressing up' party style and the décor completely enhanced the theme.

Following a delicious lunch – awards were handed out for long service as well as various other categories.

It was a great party, enjoyed by all!

back: Bruce Burton; front, l to r: Louisa Bissolati, Carol Harris & Sharon Roux

l to r: Sharon Roux, Deslene Engelbrecht (25 year award) & Alten Hulme

l to r: Dean Roux, Dewald Van Wyk, Sharon Roux, Karen Nel, Andre Idas & Bruce Burton

Employee of the Quarter Award – First Quarter

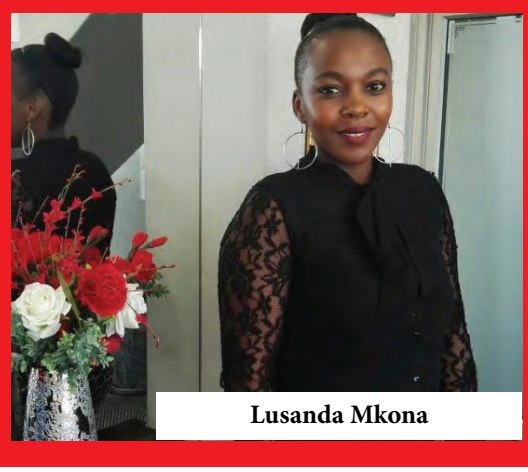
Mthatha

Well done to the following staff who received an award for outstanding work performance for the quarter:

Lusanda Mkona – Sales

Siphiwo Ngxabani – Service / Logistics

Well done!



Lusanda Mkona

Siphiwo Ngxabani

Cape Town Sprint Challenge

by Carl Anthony

It all started after I found myself in a sales team of youngsters and who couldn't resist 'chirping' me about my age.

This festered inside me like a volcano and eventually I was inspired by a brain-wave - I was going to challenge them all to a 100 metre sprint!

As expected, the challenge was laughed off especially when I told them that I'd beat them all hands-down and I still can't believe that they didn't take me seriously. It became a little more real after we put some money on the table - being typical sales people the pool grew to almost R500!

Two weeks after the challenge had been taken up we all got into our running gear and made our way to a nearby school field, where we warmed up, stretched (some more than others) and then we were ready to go.

Ready....Steady....GO!!!

l to r: Pierre Du Plessis, Dean Roux, Carl Anthony, Natascha Mathys & Dewald Van Wyk

I am convinced that I led the race for the first 20 metres, even though the video footage may suggest otherwise…

However, at that point I felt an excruciating pain run down the back of my thigh coupled with what seemed to be a clicking noise from my knee!

Needless to say this rendered me 'null and void' for the rest of the race….and I ended with a DNF... (did not finish). My pride has since somewhat recovered, however, I cannot say the same for my thigh and knee.

With the exception of myself, everyone enjoyed the race … let it be known, that I will be back soon, to take revenge!

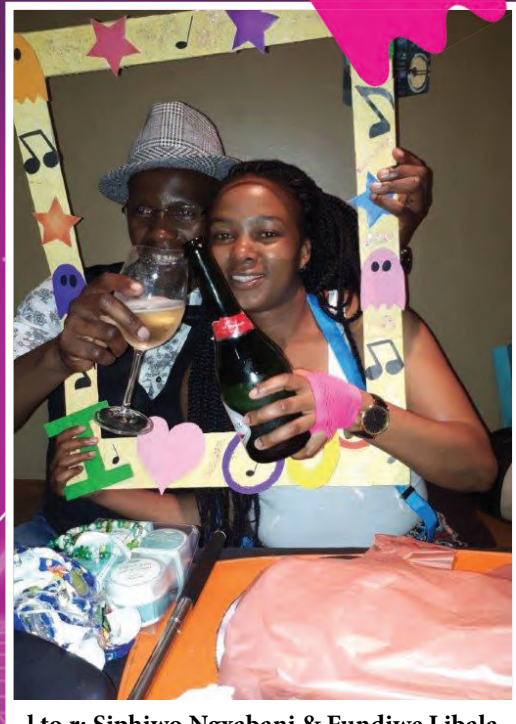
80's Party

Mthatha

l to r: Gary Eves & Janine Jekwa

In early December last year Mthatha branch hosted an 80's party at La Piazza in Mthatha to celebrate the end of yet another year. The tables were beautifully decorated and the food was delicious.

Later on in the afternoon Gary Eves handed prizes to the 'best dressed' staff members, namely, *Janine Jekwa* and *Siphiwo Ngxabani.* All staff also received a gift from their Secret Santa, which added much excitement to a wonderful day!



l to r: Siphiwo Ngxabani & Fundiwe Libala

First day of school for Grade Rs

Polokwane

Message in a 'cup'

Everyone knows sending your child off to '*big school*' is a traumatic experience, especially when they are just starting out in Grade R.

Polokawne decided to 'cheer up' the parents and handed them each a Konica Minolta branded mug, together with coffee sachet and of course not forgetting the inevitable packet of tissues to wipe away the tears attached together with the following message:

More than 200 'feel better' packs were handed out to parents at *Pietersburg-Oos Laerskool* (aka Oosskool).

The thinking behind the handout was that it is an item used at home as well as the office and the branch hope that these mugs will find their way to many homes and offices in Polokwane and create an awareness around the Konica Minolta brand and ultimately generate more sales!

The Nomads Southern Cape Golf Day

George

The Nomads Southern Cape Golf Day took place at the George Golf Club in December – golfers, which included Johann Rabe, sales manager at George branch, had a wonderful day out on the course and a full-field ensured the success of the event.

Prizes were sponsored by KMSA (head office) - Pierre Kruse, George branch manager, together with Christo Langenhoven, captain of Southern Cape Nomads, presented the prizes at the prize-giving dinner.

Christo Langenhoven & Pierre Kruse

Sol Plaatje University Graduation Ceremony

Kimberley

Kimberley branch sponsored the floating trophy as well as a generous cash prize at the recent Sol Plaatje University graduation ceremony.

Best performance in Natural Science Teaching was awarded to student, Aziza Conrad.

This was the university's first graduation for the *School of Education* and KM Kimberley were extremely proud to be part of this historic event.

l to r: Aziza Conrad & Gerhard Krüger

Valentine's Day at the office

Port Elizabeth

Ever heard of *Valentine's Day* being celebrated at the office? Well that's exactly what the admin ladies did at Port Elizabeth branch - and they went all out!

Dressed in the colours of *love* the ladies welcomed their colleagues with delicious cupcakes, glasses of strawberry juice and a beautifully personalised Valentine's card. Along with big smiles and hugs and some all-time favourite love songs playing in the background, the perfect vibe was created for all to enjoy.

By 08h00 everyone was back at their work stations but still there was a definite scent of love in the air.

Port Elizabeth branch staff enjoying Valentine's Day

l to r: Peter Gdanis, Esté Coetsee & Piet Coetsee

Esté Coetsee Farewell

Paarl

After almost 34 years of service with KMSA, Esté Coetsee decided to retire and has chosen to join her daughter in a new venture.

The branch arranged a wonderful farewell function for Esté where many memories were shared with Esté and her colleagues and although it was a sad good-bye, the entire branch wished her all the very best in her new endeavours.

Esté was presented with an amazing 'farewell' gift - an *ice machine* - the perfect gift taking into account the extreme heat that Paarl were experiencing at the time – we hope that everytime Esté uses the machine she will think of her colleagues at Paarl branch.

l to r, back: Garth Van Der Westhuizen, Olwethu Mapiri, Denvar Neff, Esté Coetsee, Gerald Zas & Geraldo Swartz. l to r, front: Gavin McGowan, Keenan Hendricks, Milton Daniels, Piet Coetsee & Thabiso Litsoane

l to r, back: Cindy Cupido, Esté Coetsee, Hilge Marais, Lizette Theron- Butler, Diane Gdanis & Riana Klopper; front: Bernadene Daniels

Netball Team Sponsor

Mpumalanga

Branch manager, Gerhard van Tonder very generously agreed to sponsor the *action netball team* in which Bianca Casey and Zelda Venter are team members.

Their team were *A-league Gold winners*, a position they have held for three consecutive seasons. A big 'thank you' to Mpumalanga branch for the sponsorship.

l to r, back: Esti Janse van Rensburg, Cat Nienaber, Tania Spruyt, Melissa Lubbe & Michelle du Preez; l to r, front: Bianca Casey & Zelda Venter

Annual Golf Day 2017

Graaff-Reinet

Graaff-Reinet has sponsored the annual *Graaff-Reinet Golf Day* for the past 27 years. A full field and excellent weather contributed to a most successful day. The prize-giving saw many of the golfers taking home some fantastic prizes. Graaff-Reinet branch is proud to be associated with this event and looks forward to sponsoring the 2018 golf day.

Etienne Fourie (sales manager) can be seen congratulating some of the winners

Easter Blessings

East London

by Shanna Grundlingh

At the end of March, *Shanaaz, Suraya* and *myself* went to *His Hands*, a 'special needs' school situated in Southernwood.

As part of our mission to 'make a difference' we spent time with the children and took them each a snack pack filled with Easter treats, as well as a colouring book and crayons. The school is moving to new premises and will need toiletries and detergents, which East London branch generously supplied.

The children really had a good time interacting with us - it truly was a fulfilling and enjoyable day for all.

l to r: Shanaaz Alexander, Shanna Grundlingh & Suraya Chetty

Monday morning 'coffee sessions'

Port Elizabeth

l to r: Nicole Barth, Neville Phillips & Sue Ramsugit

The *Monday morning coffee sessions* began in 2016 – the idea was initiated by the sales team, who invited all staff to the entertainment area for an hour from 07h00, to enjoy a snack and good cup of Java!

The idea behind these sessions was to boost employee morale by starting the week off on a positive note – and what better way than with a cup of well-brewed coffee and some good company.

This has now become a tradition at the branch,where every employee gets to host a 'coffee session' – one tradition that is guaranteed not to disappear!

Diverso - Cape Town Cycle Tour 2018

Diverso

The Cape Town Cycle Tour, previously known as The Argus, is one of the world's leading cycle events. When *Bill Mylrea, John Stegmann and Louis de Waal* first proposed the Argus Tour, it was meant to be a protest ride to 'encourage' the city council to think about bicycles as part of its urban planning and look after cyclists on the (by 1978 standards) busy roads. As such, the event failed for decades, but what a great deviation from those goals it has become.

The Cape Town Cycle Tour is a one-day road cycling event that travels from Cape Town city centre to Green Point, via the scenic Cape Peninsula. A distance of 109km is cycled through the picturesque Cape Town surroundings– no wonder some refer to it as the most beautiful bike race in the world.

Congratulations to the following Diverso cyclists who completed this year's Cape Town Cycle Tour on Sunday, 11 March:

- Hennie du Toit
  – completing his fifth tour
- Ettienne Botha
  – completing his fourth tour
- DeWalt Van der Merwe
  – completing his fifth tour

l to r: Hennie du Toit, Ettienne Botha & DeWalt Van der Merwe

Farewell Tamaryn

East London

Tamaryn Henning bade her East London colleagues farewell towards the end of last year - she was wished well in her new venture by all.

l to r: Tamaryn Henning & Suraya Chetty

Technical team-building in Parys

Johannesburg

by Japie Naude

Along with an amazing technical team we hosted a fantastic team-building weekend on the banks of the Vaal River, in November last year.

The venue, *Rocky Ridge Lodge* in Parys went above and beyond in assisting us with whatever was required – the service at the lodge was outstanding and the accommodation and food were both first class.

We arrived on a Friday afternoon and were very excited about the *white water rafting* activity, which had been organised for us for the following day.

Before breakfast on Saturday morning the technical incentive was launched by – the entire team of technicians were really happy at the prospect of earning more cash by simply carrying out their duties and giving the best possible service to clients.

Johannesburg branch - technical team

After a hearty breakfast, it was now time for fun and off we went to the river for some *white water rafting*.

Teaming up two people per kayak followed by a quick briefing session on safety, we were on the river and ready to go. Manoeuvring through the rapids was thrilling, with some heart-pounding moments.

Half-way through we stopped off for a 'drink' break and then we were back to take on more rapids.

We returned to the Lodge after a long, hot day on the river – nonetheless we so enjoyed the activity and the week-end as well!

Cape Town branch uplifts learners at Voorspoed Primary

Cape Town

Voorspoed Primary is a public school situated in Hanover Park, with an enrolment of 900 learners who are mostly from Hanover Park, Khayalitsha and Philippi.

These areas are characterised by extreme levels of poverty, violence, unemployment and socio-economic problems.

The schools mission is to create a safe haven for learners in which they can be developed to their full potential. Cape Town branch committed to assist both *Grade R* and *Grade 1 learners* by donating stationery and reading books. The objective of this initiative is to assist the school in reaching their goal by helping learners become responsible and proud citizens.

Cape Town branch is most grateful to Voorspoed Primary for giving them the opportunity to assist in the development of these young learners.

l to r, back: Earl Lewis (KMSA) & Mrs S Hendricks (vice principal); front: Voorspoed Primary learners

Mexican Fiesta

East London

l to r: Tamaryn Henning & Sarika Singh Madonna

l to r: Jarred Cronje, Damian Bezuidenhout, Ashwin Ramlall & Stefan Vermeulen

In November last year East London branch celebrated the end of another busy and productive year with a *Mexican Fiesta* down at the Buffs Club. On arrival everyone was welcomed with a traditional *margarita*. After lunch, Gary Eves proceeded to hand out three awards. The first award went to Jarred Cronje for achieving inclusion on the platinum incentive trip to Alaska (service).

Two 'long service' awards were handed out to *Muniebah Johnny* and *Stefan Vermeulen* in recognition of their ten years of service at KMSA.

Jarred Cronje, Damian Bezuidenhout and *Stefan Vermeulen* then presented *Ashwin Ramlall* (then East London service manager), with a gift to bid him farewell and to wish him 'all the best' in his new position as service manager for Durban branch.

Later that afternoon *Secret Santa* dropped in for a visit and handed each member of staff a gift. Before they could open their gifts some had to guess their 'surprise' package while others had to answer general knowledge questions.

To add to the entertainment, *Lailah Obaray, Prevashan Moodley* and *Damian Bezuidenhout* dressed up in some very interesting outfits, representing the 'Mexican Cartel'.

Once again, Jarred Cronje amused everyone with his outfit which he made at the office out of a box and which he wore with some really *tight tights*!!

Bennie Noble won a dinner for two at *Cantina & Crafts* in Beacon Bay, for finding the 'lucky number' under his dinner plate and *Romanique Cronje* and *Damian Bezuidenhout* took the 'best dressed' prize.

Derby Day at Soccer City with clients

Johannesburg

by Manfred Kali

We recently took clients to the much anticipated *Soweto Derby,* between Kaizer Chiefs and Orlando Pirates - this fixture is a huge event on the local soccer calendar.

Clients and staff met at head office and then took a shuttle to the FNB Stadium, a distance of just five kilometres. Traffic was backed-up from every direction and it took almost 40 minutes to reach the stadium!

The atmosphere around the stadium was amazing - so vibrant with fans from all over the country, some having travelled thousands of kilometres to see this game.

Entering the stadium and then watching the game felt as though we were seated in the *Colosseum,* with 80,000 people making joyful and triumphant noises, *vuvuzelas* being blown at full pitch, people singing and dancing, the smell of braai's and just a good feeling all-round ……. this was a real South African event!!

Although the game was a *'nil nil draw'*, it was so entertaining - 'to and fro', like two boxers slugging it out and neither giving an inch, refusing to get knocked-out.

We hosted our clients in a private suite where they were well taken care of with food and drinks being served during the course of the day.

I personally have been to a few of these *derby's* and the game itself has often been disappointing, but in saying that, the atmosphere and level of enjoyment has always more than made up for the game.

Our clients had an absolute *'blast'* and I sensed that they would definitely want to do this again!

Time for more sales, lads!!

My journey with Konica Minolta

Head Office

by Anne Severs

Anne at Care for Wild Rhino Sanctuary with 'Summer' an eleven week-old rhino orphan

In March 1980 I went for an interview at *Helios*, located not far from *Park Station*. Not being 'interview-savvy', I had not done any research on the company but, in my defence, computers in those days filled a whole room and very few people had access to them – not like today when '*googling*' is so common! Anyway, when asked if I knew anything about Helios, I had to say '*no*'. The next question was whether I had heard of 'our sister company, *Ozalid*'. My response was "don't they make light-bulbs?" – confusion with 'Osram'! Despite such a poor showing, I was offered the job, which doesn't say very much about the quality of any of the other applicants!

My start date should have been 1st April, but I was already concerned that I might have made a mistake in accepting the job and proving it by labelling myself an *April Fool*. I quickly fiddled it by starting on 31st March!

On my second day, what seemed like a huge pile of invoices landed on my desk – about 2,000-odd of them, which was the monthly meter-reading invoice run – not for March, but for February! A bit different from the 44,948 valid contracts we bill now and for which the customer receives invoices without delay.

In 1980 there were no computers in any office – three data-input clerks sat upstairs and entered everything. Meter readings were submitted on hand-written lists from the branches and I then had to calculate the copy usage, copy charges and rentals on a sheet for each machine. When all the sheets for a branch were complete, I had to send the file to EDP (electronic data processing), together with three hash totals – total number of copies, total copy charge and total rental. These values were punched into the computer before the entry process for meter readings was started. At the end of the loading I would sometimes get a call from EDP saying '*it doesn't balance*'!!! There was no edit, nothing to check against and no indication of whether the error was a calculation or data-entry mistake. Thank heavens for computer development – things are actually much simpler now, even though we are approximately 1,800% bigger in billable contracts!

Some of the many changes that I have seen over the years include –

Change of ownership:

In 1980 we were owned by the Dutch company '*Océ van der Grinten*' and our best machine was Océ. We had just started to import plain paper copiers and therefore the monthly invoicing was known as the PPC run.

Later we became a division of *Ozalid,* who thought they 'carried' us. Guess which company is still going strong – not Ozalid. We went through a short period of being owned by Kobus Wiese – the rugby player – as part of Pepkor (I think) and then finally we caught the attention of *Bidvest*, where we remain.

Change of Boss:

My first MD was Alf Tromp – addressed only as *Mr Tromp* by us lesser mortals. He was very aloof and his greeting was generally 'Good morning to you'. I never knew if he actually knew my name! After Mr Tromp, came *Gerrit Kraaiveld* from Holland, who announced his presence by the cigar smoke which wafted down the corridor. This time we were a little less formal, and I addressed him as '*Mr Kraai*'. My clearest memory of him was that he forgot he was in Africa, went for a run at Wemmer Pan, left his clothes in a changeroom and returned from his run to find that the clothes had gone for a run of their own – never to return. *Alan Griffith* took over from Mr Kraai, and then things became far less formal and he was just 'Alan' to the vast majority. The current big chief, *Ivan Keshwar*, has maintained the friendly atmosphere, which makes for a far nicer working environment.

Change of System:

Alan Griffith congratulating Anne on her 30 years of service

Management Conference – February 2018

At the beginning of my time with Helios, when I was manually calculating everything, I didn't even realise that the computer system was also doing the same calculations! My previous life had been spent in the front of a classroom and there was no such thing as a computer at a school. The 'Helios' computer occupied a whole room, which had to be temperature-controlled and one almost had to wear a medical mask to be allowed into the room.

After a couple of years we changed to a system called 'Four-gen', and radically increased the number of people in the EDP department – not yet known as IT. At least we then had some people who could modify a programme using a thing called SQL, but the change in working procedures was quite traumatic.

In 2001 we went through months of pain with the writing and testing required for the conversion to *SAP*. We were advised that we would get only Vanilla SAP – nothing fancy – and I was quite horrified at the number of things that SAP 'couldn't do'. As everybody now knows, we don't know how we managed without SAP.

Change of 'renting' equipment:

In the olden days, every single *Hire and Service* deal was processed on internal rental and these probably made up 60% or more of annual sales. The problem with the company bearing the rental is that it would take us three years to get our money for the equipment which had to be paid for up-front. I heard a figure of R18 million mentioned as the overdraft charge made by the bank for a year's trading.

What a relief when we started discounting rentals with specific finance houses and every deal was an effective out-right sale!

Change of people:

We would all agree that it's the people who make work bearable – or otherwise – and I have been fortunate in the people that I have known and worked with over the last 38 years. Those who have assisted me in my travel with this company (these companies?) are too numerous to mention by name, but I am grateful for their input – most of the time.

The thought of staying in South Africa and not arriving at Modulus Road every morning, did not have any appeal whatsoever, so working forever or leaving the country, were the only options available. I thought I had better do the decent thing, and 'go' before I was politely asked to leave, so I will be spending my retirement in the English countryside, where one can walk the dog and not worry about setting alarms and locking every door.

I wish you all the very best for the future and would like to be kept in the loop about all the news from KMSA – nobody can shrug off more than half their life without feeling a pang or two!

l to r: Anne Severs & Belinda Odendaal at the 'Idols' head office year-end function

l to r: Anne, Sharon Roux, Mike Holahan & Gary Goadsby

l to r: Alan Griffith, Stephina Baloyi, Rebecca Mngoma, Zeneath Sarally, Lindi Dlamini, Anne Severs & Porky Barbosa at the 2014 head office year-end function

Introducing Mmbatho branch

Mmbatho

l to r: Rudi Vaughan, Selina Modiga, Farahdibah Salie, Marcus Kutu, Hannes Swart (sales manager - Rustenburg & Mmbatho), Mandi Anderson, Nouhraahn Graaff, Johan Kock, Mario Landsman & Deulon Esterhuizen

Mmbatho branch was officially opened by KMSA in October 2014 – although a fairly small office, it boasts a terrific team of people.

Mandi Anderson who heads up the branch, is supported by the following members of staff; Selina Modiga, Rudolph Vaughan and Johan Kock who are on the technical side take care of all service calls for the region - currently, the branch has one technical learner, Deulon Esterhuizen. All issues relating to the running of the office are overseen by office manager, Farahdibah Salie. Service controller, Nouhraahn Graaff ensures all service calls are handled promptly and efficiently, while Mario Landsman takes care of sales for the branch, together with colleague Marcus Kutu, who was originally employed as a sales learner.

This thriving branch has grown exponentially from a meagre 250 machines to an unbelievable 598 machines in the field!

A truly remarkable achievement!!

Farewell Faizel Ebrahim

Johannesburg

Faizel Ebrahim began working for Johannesburg branch in December 2011, after resigning from the South African Police Service.

Starting off as a driver for the branch, he soon was promoted to store/driver supervisor when management noticed his absolute commitment to the company.

He came forward with some excellent ideas and suggestions, one of them being the re-arranging of deliveries of both machines and toners. By implementing these changes, the branch were now able to do their own deliveries of production machines, something they had never previously been able to do and had always had to rely on outside contractors for assistance.

He encouraged the logistics team to go the extra mile with their deliveries and with his hands-on approach was always available to all members of his staff.

The branch will really miss having Faizel around, however, they wish him all the very best in his new position as logistics manager at Pretoria branch.

Faizel Ebrahim

back, l to r: Gideon Mkhonza, Johnny Oggen, Lionel Du Plessis, Peet Human, Kenny Mucore, Omphile Tshabile, Jadine Patrick, Manual Mbiza, Lerato Nkosi, Joseph Mghabi, Mark Muller, Shane Britton; front, l to r: Nonhlanhla Simelane, Joseph Maduna, Lutendo Nkanyamba, Faizel Ebrahim, Thabo Kgosana & Jeffrey Selepe

Year-end Function

Pretoria

Last year the branch chose the unusual theme of a 'Shebeen' for their year-end party. The décor which matched the menu, was expertly done. It was clear that the staff enjoyed the function with many of them being recognised with 'Outstanding Employee Achievement Awards'. Porky Barbosa from head office attended the lunch and presented the relevant staff with their Long Service Awards.

Pub Olympics supplied the entertainment which added to the fun and enjoyment.

l to r: Dorcas Moabelo & Sue Tager

l to r: Calvin Mutsileng, Maggie Phasha & Marlize Kriel

l to r: Calvin Mutsileng, Maggie Phasha & Marlize Kriel

Ivan Keshwar visits Care *for* Wild

Mpumalanga

Following a wonderful evening at the Mpumalanga year-end function, Ivan Keshwar who had driven up from Johannesburg was whisked off the following morning to the Care *for* Wild (CFW) Rhino Sanctuary.

Care *for* Wild owner, Petronel Niewoudt was happy to host the KMSA team and made their visit very special – she started off by handing them huge bottles of milk, then took them down to the babies enclosure where they happily proceeded to feed the little rhino orphans.

This was followed by a drive on a 4x4 vehicle through the bush to an area where the larger rhino are kept – many questions were asked which Petronel was more than happy to answer and then gave a very interesting explanation about CFW and its objective.

Feeding time

Ivan Keshwar at Care for Wild Rhino Sanctuary

Helping Those In Need

East London

On a Sunday in November last year, Suraya, Inga & Shanna joined up with Marion Peake from an organisation called *Helping Those in Need* and took 31 under-privileged children to the Orient Pools for an outing. They made up lucky packets and also took sandwiches, crisps and fruit with them which they handed out to the children to enjoy.

Although the day was a huge success the Konica Minolta ladies wished they could have done more, especially after listening to some of the heart-breaking stories from the children about their backgrounds, living conditions and general day-to day challenges that they continually face.

However, the branch certainly made a difference in the lives of these children – what a fantastic gesture on their part – well done ladies!!.

Treats set out for the children

Year end function and awards

Graaff-Reinet

Profcon Resort was the venue chosen for the 2017 Graaff-Reinet year-end function, which proved to be a great success! Both the venue and décor were outstanding and the food even more amazing. Everyone had a great time with the evening ending on a high note when awards were handed out for various achievements.

At the beginning of 2017 Graaff-Reinet management decided that they would award technical staff for exceptional achievements during the year.

James Chapman was awarded *Technician of the Month* for October, well done James!

With the big drive to get devices connected (VCare, Printfleet and Automated MR), an award was handed out to the technician who made the most connections during the year and this went to Noel Bantom – Noel connected 52% of all 2017 connections. Well done Noel we trust you will push for 60% in 2018!

The competition for *Technician of the Year* was fierce to say the least - this coveted award was scooped up by Andries Sondagh – congratulations and well done Andries!

Thank you to everyone at the branch for all the hard work and dedication during 2017!

The Konica Minolta Graaff-Reinet team and their partners

l to r: Noel Bantom receiving his certificate for 'Most connected devices for 2017' from Eugene du Plessis, branch service manager

l to r: James Chapman (Technician of the Month - October) & Eugene

l to r: Andries Sondagh (Technician of the Year) receiving his certificate from Eugene

George branch plants 300 trees in Knysna

George

The Knysna fires of 2017 left many homes and schools devastated and it was for this reason that George branch decided to plant trees in the area and hope that their efforts have helped to 'green' South Africa and in particular, Knysna.

Darrel Figeland, James Stadler, Johannes Selisa and Pierre Kruse all from the branch in George met up with Tshediso Pahlane from *Food and Trees for Africa* on 20 March, a day before the International Day of the Forests, at Concordia High a newly built school in Knysna.

The team from KMSA were warmly welcomed by the vice principal.

George branch manager, Pierre Kruse, addressed a class of Grade 10 pupils and highlighted the advantages and importance of trees.

The ceremony then moved outside where Tshediso showed the pupils how to plant a tree and then went on to explain how to take care of the trees. Both pupils and KMSA staff then planted trees together and it was wonderful to see the enthusiasm from these young people.

Once these trees have grown they will enhance the look of the school – it is encouraging to know that the 300 trees donated by KMSA will help to fill up all the empty spaces left by the fires.

The event ended with singing from some very talented students who are in the school choir.

l to r: Conrad van Zyl (deputy principal Concordia High School), James Stadler, Johannes Selisa, Tshediso Pahlane (FTFA), Darrel Figeland & Clinton Louw (deputy principal Concordia High School)

Students & staff enjoying the tree planting event

Below is a letter of thanks sent to Pierre Kruse, branch manager, from a client who was a beneficiary of trees, recently donated by KMSA to the Knysna area.

OAKHILL
THE JOY OF LEARNING

19 March 2018

Dear Konica Minolta South Africa and Food & Trees For Africa,

Sincere thanks to Konica Minolta South Africa together with Food & Trees For Africa for the donation of trees and shrubs to Oakhill School, Knysna. We are delighted to have received the following trees and shrubs from you which arrived at our campus on Friday, 16 March 2018:

- Three large (20 litre bags) of indigenous trees
- Ten medium (10 litre bags)of indigenous trees
- Fifty small (4 litre bags) of indigenous plants/shrubs

Oakhill School is most grateful for this contribution given that our school's academic and sports campus' respectively were affected by the fires that ravaged through Knysna on 7 June 2017.

The Oakhill community and pupils are appreciative of this kind donation to ensure that the regrowth and restoration of our campus is expedited. We look forward to a greener eco-friendly campus and are thankful for the opportunity you have provided us in this donation.

Yours sincerely,

Karine Trollip
MARKETING MANAGER

Celebrating a decade of social investment

Johannesburg

Martin Dreyer

Johannesburg branch has been the proud sponsor of the *Computershare Change a Life Cycle Tour* for the past six years.

Over the past decade, the *Mike Thomson Change a Life Trust* has raised R35 million for fighting crime and youth development projects in South Africa. The 2017 Change a Life Cycle Tour, which raises funds for the Trust, celebrated ten years of cycling for various well-deserving beneficiaries during its annual tour in October 2017.

In excess of 60 leading South African business executives joined cycling champion *Robbie Hunter* and extreme sportsman *Martin Dreyer* at the 10th 'Change a Life Cycle Tour', organised by Computershare (ASX: CPU). The tour took place in *Majorca (Spain)*, the training mecca of professional cyclists and involved 500kms of cycling over four days in a challenging mountainous environment.

More than 200 South African business leaders have cycled over 5,000kms and climbed over 4,700 metres in seven countries, since 2008 – all for the purpose of raising funds for *Change a Life.* In the process, the Trust has changed the lives of hundreds of young people who had little hope of a future – for many of them, crime was the only way to overcome poverty.

With careful selection of highly effective projects, *Change a Life* has been instrumental in legislating the use of DNA in South Africa's criminal justice system, while young *Change a Life* beneficiaries gain sports training, nutrition, early childhood development, academic support and skills or tertiary education, necessary to lift them out of poverty. Many have become sportsmen of note, with some representing South Africa internationally in rowing, gymnastics and handball. Whether they have made it big or not, recipients all know that a different future is now within their reach.

The *Mike Thomson Change a Life Trust* was established by Computershare in 2008 in memory of Mike Thomson, a Computershare executive, who was murdered at his family home in 2007. The *Trust* supports the fight against crime in South Africa and seeks to stop crime where it takes root amongst South Africa's youth.

Who benefits

Over the past decade, funds from the Change a Life Cycle Tour have been channelled into:

- *The DNA Project* is advancing the use of DNA evidence in bringing criminals to justice.
- *Martin Dreyer Change a Life Academy* trains young disadvantaged people in rural KwaZulu Natal to become professional athletes.
- *iChoose to Change a Life* trains teenage offenders to become anti-crime ambassadors in their communities.
- *Change a Life Kushido Karate-Do* inspires disadvantaged children to become productive members of society through the discipline of karate.
- *Nemato Change a Life* gives disadvantaged young people in the townships of Port Alfred the skills, knowledge and support to become successful in life.
- *Change a Life Rape Crisis Centre* offers rape survivors support, hope and the opportunity to learn skills in a safe environment.

The taste of summer

Polokwane

l to r: William Madidimalo & Dorothy Mothiba

After a challenging year, everyone in the branch looked forward to the year-end function at the Nguni Grill. Here, staff were able to relax and enjoy a spectacular lunch in a pleasant and tranquil environment.

The theme for the lunch was *'The Taste of Summer'* - everyone was encouraged to dress up and prizes were awarded for the 'best dressed' female and male staff member.

Congratulations to Dorothy Mothiba and William Madidimalo who emerged as the winners!

Konica Minolta Business Solutions celebrates its twenty-five year partnership with Konica Minolta South Africa

Konica Minolta Business Solutions

The *Konica Minolta Business Solutions Annual Awards* ceremony took place in Bloemfontein in April at the magnificent *URTH Occasions* venue.

Tony Wake *THE MINDWALKER*, one of South Africa's finest psychological entertainers, also well-known for being an extraordinary trainer of matters related to the human mind, behaviour, development and empowerment, kept the audience entertained and left them with much to ponder over after witnessing the spectacular mental feats of his performance.

Long Service Awards were handed out to the following members of staff:

From humble beginnings

5 years
– Shaun Huisamen
15 years
– Conri du Toit
20 years
– Cindy Snyman
20 years
- Ronald Rens
20 years
- Tiaan Opperman
20 years
- Riaan Nel
25 years
- board of directors, namely;
Ryno Opperman, Ronaldo Scholtz &
Frans Potgieter

Bloemfontein Minolta in 2nd Avenue

Konica Minolta Business Solutions also received a prestigious *'Twenty-five Year Award'* from Ivan Keshwar, in recognition of the twenty-five year business partnership between Konica Minolta South Africa and Konica Minolta Business Solutions.

Konica Minolta Business Solutions started trading on the 1st of July 1988 under the name of *OVS Minolta*, in a small office in Kelner Street, Bloemfontein, with a total of eight staff members. On the 1st of March 1993, Bloemfontein Minolta relocated to their own premises in Second Avenue, Westdene, Bloemfontein .

The home of Konica Minolta Business Solutions - today

It was here that the company really began to grow and subsequently has become the market leader in the Free State, in the business automation industry.

New technology led to the creation of *Konica Minolta Business Solutions*.

In 2006 the board of directors, namely; Ryno Opperman (managing director), his two business partners, Frans Potgieter (director engineering) and Ronaldo Scholtz (director support), decided that it was time to build a more modern and functional building with secure parking for clients and one that would reflect the status of the Konica Minolta brand. This dream came true in 2008, when the company moved into its new building.

Today Konica Minolta Business Solutions boasts a staff compliment of almost 60 people and in December of this year, they will be celebrating their 'ten-year anniversary' in the 'new' building.

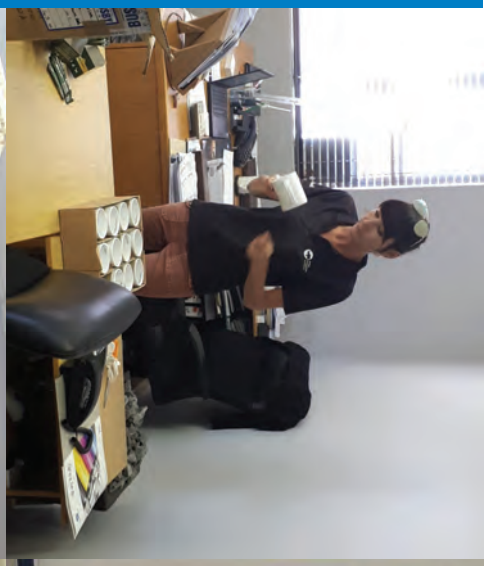
Ryno Opperman, managing director - Konica Minolta Business Solutions receiving the 'Twenty-five Year Business Partnership Award' from Ivan Keshwar, chief executive, KMSA

On the night, awards were also handed out to the following members of staff:

Managing Director Discretionary Award – SHAUN HUISAMEN
Employee's Employee of the Year – BOITUMELO MOTSAMAI & MARY HAMMAN
Business Solutions Consultant of the Year – RIAAN NEL
Engineer of the Year – TIAAN OPPERMAN
Manager of the Year – MAURITZ VAN DEN HEEVER
Solution Support Award – MARY HAMMAN & ELBY VAN WYK
Top Achievers Award in IT/MPS – LULAMA DUMA
Most Improved Performance in Solution Support – ZAMIA JACOBS
Most Improved Performance in Business Solutions – RIAAN NEL
Most Improved Performance in Engineering – BERTIE COETZEE
Most Improved Performance in IT/MPS – WILLEM RIET & CYNTHIA PITSO

l to r, back row: Mary Hamman, Frans Potgieter, Boitumelo Motsamai, Mauritz van den Heever, Riaan Nel, Johann Krüger, Bertie Coetzee, Ivan Keshwar & Zamia Jacobs; l to r, front: Conri du Toit, Ronaldo Scholtz, Ryno Opperman, Tiaan Opperman, Elby van Wyk, Alten Hulme, Lulama Duma, Shaun Huisamen, Willem Riet & Cynthia Pitso

FLASHBACKS



FLASHBACKS

Let's go bowling

Diverso

One Friday in March, the Diverso team enjoyed a fun-filled team building afternoon at *'Let's Go Bowling'* in Claremont. Ten pin bowling has never been this competitive!

Bowling is not just about simply rolling a ball along a flat surface towards the pins, strategy and technique are involved as was proven by the competitive 'winners of the day'. Some may debate that more luck than strategy was involved.

Congratulations to Diverso's 'king' and 'queen' of ten pin bowling, *Keith Hughes* and *Hanni Conradie,* for leaving no pins standing!

L to r: Nadia Vermeulen, Lize Goncalves, Janine Daniels, DeWalt Van der Merwe, Hanni Conradie, Johan Vermeulen, Keith Hughes, Christof Conradie, Clemence Chitsike, Jo Dyan, Simba Chipidza, Veronica Gwabeni, Selecia Tshukulu, Hennie du Toit, Ettienne Botha, Ben Steyn, Leane Robinson & Anna-Marie du Toit

Third sales team

Johannesburg

by Manfred Kali

It was a great privilege to have been promoted to sales manager, last year.

I would like to thank Paul Symonds for this opportunity and for showing good faith in my ability to lead.

Our team is a good mix of two experienced senior staff, who have been in the industry for a number of years and two up-and-coming young lads who are fearless and have huge potential.

I am both excited and optimistic that we will rise up to the challenges that lie ahead. We are under no illusion of how tough the market is and I think it will only get tougher as our industry has changed so significantly.

We are driving insight selling and making every effort to add value to our customers.

Traditionally we have always relied on our outstanding brand, our pricing and our *no. 1* position in the industry.

However, we now also need to show clients ROI, we too need to understand their business and show them how we can add value to their operations, as well as collaborate with them so that they can achieve their goals. These are just some of the elements that will give clients peace of mind and assure them that we can be their trusted consultant.

We look forward to achieving great things as a team and will continue to take things to the *next level.*

l to r: Edgar Motha, Gareth Green, Seelen Julius, Wesley Ngwenya & Manfred Kali

Christiaan Fourie - Technician of the Month
- August 2017, October 2017 & March 2018

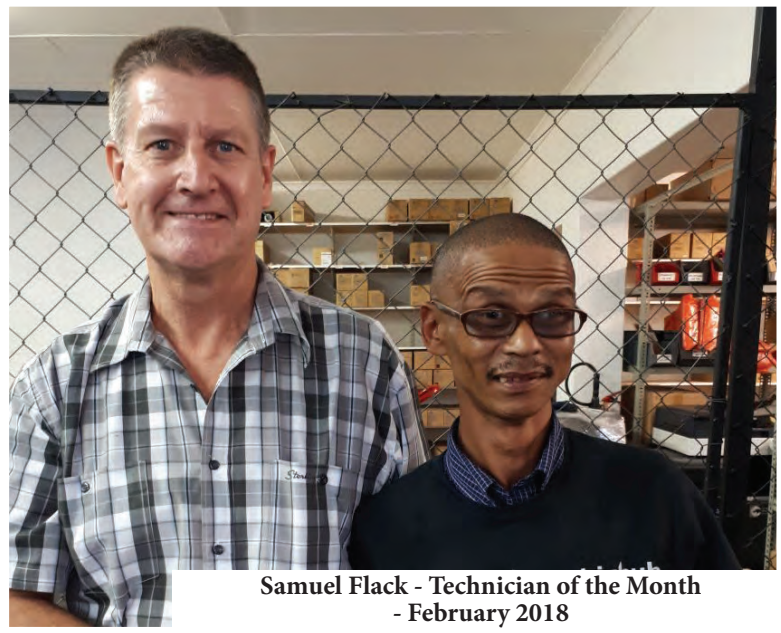
Darrel Figeland - Technician of the Month
- November & December 2017

Technician of the Month

George

Commission for technicians has enabled the branch to implement the *Technician of the Month Award* – the branch is extremely proud of the winners and congratulate and thank them for their efforts that so often seem to go by unnoticed. The *Star Performers* were recognised with a *certificate* which was handed to them by Owen Lang, branch service manager. Their names now appear on the branch *Wall of Fame*.

Thank you for all your hard work and determination!



Samuel Flack - Technician of the Month
- February 2018

Niel van der Walt - Technician of the Month
- January 2018

Remaldo Bewee - Technician of the Month
- September 2017 & April 2018

The Voice – Rustenburg & Mmbatho edition

Rustenburg & Mmbatho

Sindiswa Tshabalala

Mario Landsman

l to r: Hannes Swart
& Vanessa Anderson

It was with some trepidation that the Mmbatho branch arrived in Rustenburg on the 20th of March, and the reason for everyone's consternation was that they were all going to compete in a *karaoke competition*!

As the clock struck 11h00 it was time for the fun to begin - with frayed nerves the first contestant took to the stage. Everyone soon realised that this competition wasn't about how well you sang, but more about how much support and cheering came from fellow colleagues in the audience. As the day progressed everyone got a turn at the microphone and soon people took to the dance floor as well - it turned out that several of the guys and girls had another hidden talent!

With several professional karaoke singers as judges it came as a great surprise that there were prizes to be won, from *best singer* to showing the *most team spirit*.

Everyone had a blast and this was an event to be remembered.

Marcus Kutu

l to r: Bertha Benzo, Estie Breedt,
Sindiswa Tshabalala & Betty Kondera

Mandi Anderson

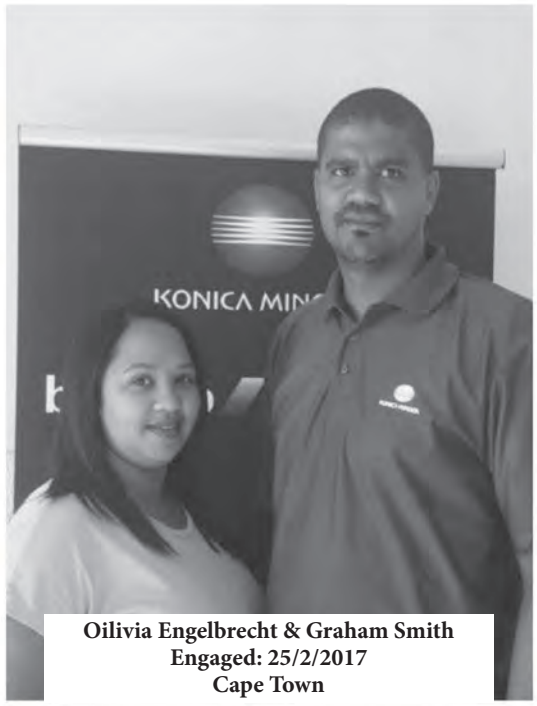
Valentine's Day

Mpumalanga

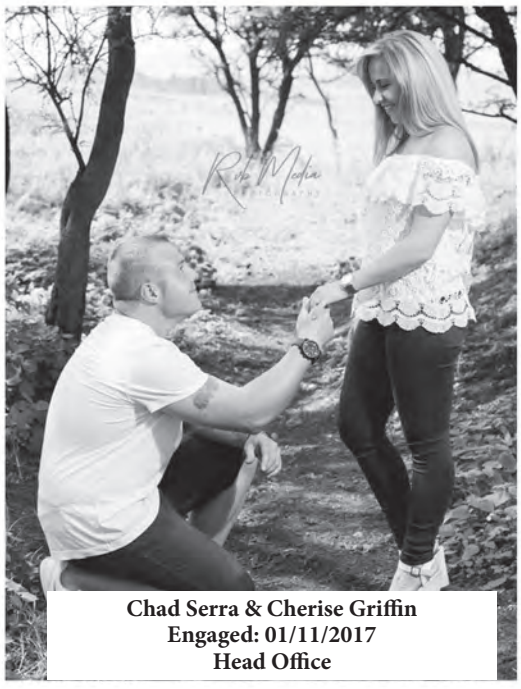
In celebration of Valentine's Day and to create brand awareness in their area, the Mpumalanga sales team as well as branch manager, Gerhard van Tonder and branch administrator Zelda Venter, handed out small gifts to passing motorists at a busy intersection in Nelspruit, which included KM branded give-aways as well as a flyer.

The team all dressed in their KM gear, created much interest as they chose to do this in peak traffic time – great fun was had by all!

l to r: Billynda Hamman, Shereen Moorad, Trinity Mthembu,
Dirk Myburgh, Zelda Venter & Gerhard van Tonder



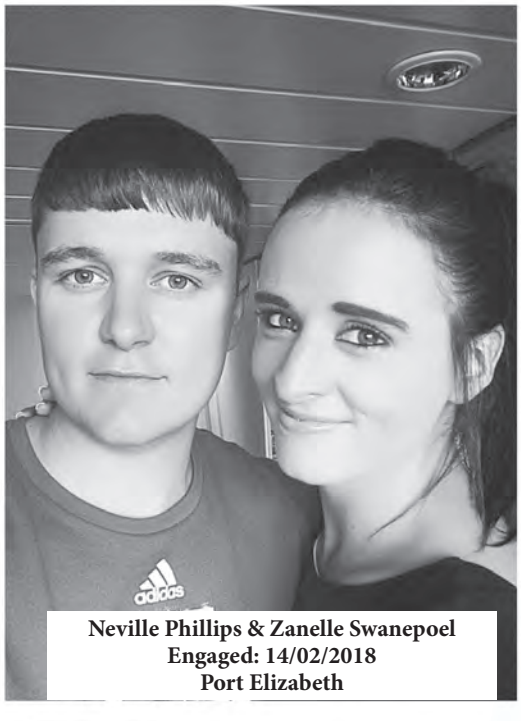
Oilivia Engelbrecht & Graham Smith
Engaged: 25/2/2017
Cape Town



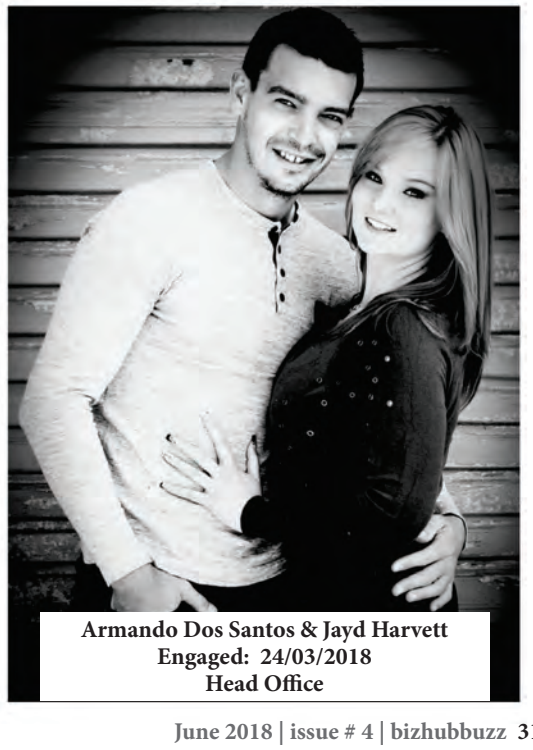
Chad Serra & Cherise Griffin
Engaged: 01/11/2017
Head Office

Engagements

Wade Tandy & Xanthe Schwark
Engaged: 18/12/2017
Head Office



Neville Phillips & Zanelle Swanepoel
Engaged: 14/02/2018
Port Elizabeth



Armando Dos Santos & Jayd Harvett
Engaged: 24/03/2018
Head Office

Debra Watson 03 February 1961 – 06 March 2018

Johannesburg

by Paul Symonds

Debra Watson sadly passed away earlier this year in March, after suffering a major heart attack at work, the day before. Debra was 57 at the time of her passing.

Debra started working for Konica Minolta in March 2003, as credit manager at Cape Town branch, having being employed by then branch manager, Keith Dix-Peek. In her short stint in Cape Town, Debra made her mark, winning the *National Admin Incentive Award*.

In January of 2006, Debra transferred to Johannesburg branch, fulfilling the same position, that of credit manager. Debra was that type of person, always on top of her game and always looking to better herself, self-studying and acquiring her degree in Credit Management during her tenure at Johannesburg branch.

Not only did Debra have the respect of all colleagues and staff, but clients alike. They always remarked how fortunate KMSA was to have someone as professional as Debra in the team.

In my time at the branch I cannot recall Debra ever missing her or the team's target, in fact what is an all-time record was that Debra was instrumental in taking the *National Gold* title five years in a row with her team.

She was one of the unsung heroes of the company and always conducted herself in the most professional manner always putting the company first.

Debra was the epitome of taking herself and the company to the 'Next Level', and conducted herself without fear or favour!

Debra will be sorely missed by all her friends and colleagues – she is survived by her husband, Findley and sons, Tyron and Dean.

My Journey with Konica Minolta

Pretoria

by Tommy Mitchell

I joined the company, then known as *Helios*, in August 1988 – this after being interviewed by John Rivers, who at that time was the service manager at Pretoria branch.

In those days there was no training academy, it was just ' look and learn'. After shadowing a senior technician for four days I was given a toolbox and a petrol card and sent into the field.

The first few months were not easy, often using innovative tactics to get to know the specific models. I remember one specific 'call' which I made at the Reserve Bank - to my dismay I could not figure out how to replenish the paper on a EP350! I asked the lady present to please fill the paper cassette while I went to relieve myself, disappearing around the corner while spying on her to see how it was done.

At the 1991 Technical Conference I was nominated as the *Top National Technican* with my prize being a trip to the private *Sabi Sabi* game lodge – I achieved this award yet again, in 1992.

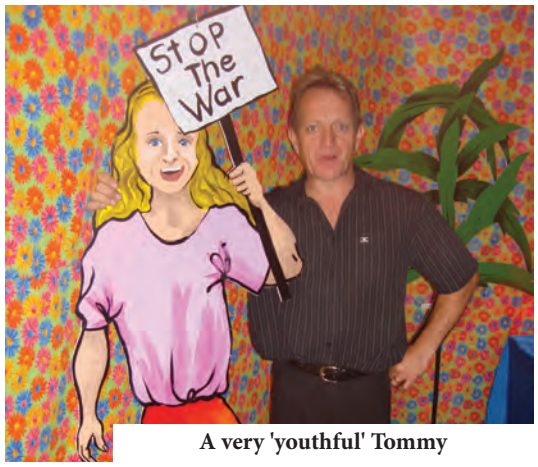
Soon thereafter, I was promoted to *technical supervisor* with a team of six technicians reporting to me.

Another promotion came in June 1998, when I was promoted to *national technical manager*, a position I took up at head office, whilst still living in Pretoria, travelling to Johannesburg and back to Pretoria on a daily basis.

l to r: Porky Barbosa, Tommy Mitchell & Gavin Smith

Although new to me at the time, I soon learned the workings of fax and laser products. During the six years I worked at head office, I visited and got to know most of the *dealer* family.

In 2004, I was approached by Jaco Jordaan who then headed up the Pretoria sales office and who asked me to come back to the branch to take over the position of *logistics manager.*



A very 'youthful' Tommy

l to r: Tommy Mitchell & Gavin Smith

l to r: Jaco Jordaan & Tommy

to r: Jonathan Sibanda & Tommy

This being a completely new challenge, saw me taking one month's leave, enrolling and subsequently being certified as a SAP consultant in procurement. The knowledge gained on this course was unmistakably the trigger to my success as the 'logistics manager' at the branch.

In the Spring of 2016 I was fortunate enough to acquire a *USA Permanent Residence Visa* and so began my plans to relocate.

My 29 years (and six months) journey with KMSA has been awesome to say the least. The friends I have made will always be very dear to me and the experience gained, will no doubt always stand me in good stead.

Going to miss you guys!

Broadway & all that jazz

Head office's year-end function was footloose and fancy-free, and the Thaba Eco Hotel was practically swarming with theatrical members from Konica Minolta.

l to r: Charneill Fernandes & Ivone Domingues

l to r: Cornelius Mohohlo & Robert Shirindza

l to r: Sarah Holder, Llewellyn De la Rey, Selina Sigasa, Joyce Mtiyane, Kate Khumalo & Elias Moeketsi

l to r: Leon Pappadopoulos, Shizi Leong, Muhammed Mangera, Preston Davids, Don Mabunda & Mohamed Suliman

Getting the party started

l to r, front: Shoneez Ebrahim, Lynn Africa, Jennifer Joynt & Lucy Radebe; l to r, back: Florence Matshiakgotshi, Faatima Sayed, Bonga Masuku, Laetitia Coetzer, Shaida Ebrahim, Vd Walt Steyn, Rashaad Patel & Joyce Nkuna

l to r: Hazel Keagile, Sarah Holder & Arminda Rodrigues

l to r: Thembi Mpumba, Hilda Maloisane & Zodwa Mhlongo

l to r: Saffiyya Essopjee, Dora Burzelman, Denise Leong, Albert Sefiri, Judy Dirksen, Cynthia Rass, Helen McGeer, Eunice Bogatsu, Shadrack Mavasa, Rebecca Mokati, Karen Britton, Dorah Sephaka & Cindy Struwig

l to r: Johann Krüger & Philip Azzie

back, l to r: Craig Williams, Mario de Carvalho, Gerhard Delport, Christiaan Steenkamp, Rendani Socks Muninyi & Hennie Lourens
front, l to r: Brian Chauke, Leeryan Pitt, Edmund Jacobs, Modjadji Malogadihlare, Cherise Griffen, Simone Macdonald, Tebogo Mogane & Rashid Gaffoor

l to r: Simone Russell, Deidre Szemerei, Sandy Mergui, Jennifer Joynt & Xanthe Schwark

l to r: Ingrid Nhlapo, Monde Keikelame, Koketso Leballo & Nicole Spider

David Molele, Elias Mooketsi, Albert Khaya Mathunjwa, Lucky Molobela & Jacob Ratabjane

Winter wonderland year-end function
Johannesburg

In December last year Johannesburg branch celebrated their annual year-end function in a 'winter wonderland'.

All they needed was mist, snow, lots of laughter and merriment.

It was a wonderful idea but considering it was summer it was doubtful that there would be a sudden 'snowfall'.

Nevertheless, after a little thought and lots of planning, it finally all came together.

The function was held at Misty River, a superb venue, which arranged the décor and everything else that was required to ensure a successful event.

All that was needed, was ..... snow

With the help of a snow machine, it snowed and snowed ..... all afternoon!

With the fun and enjoyment taking care of itself all that was left to say was, let it snow, let it snow, let it snow.....

Long Service Awards

30 Years:
Louise Odendaal

20 Years:
Xolisile Mqina
Ignatius Moloi

10 Years:
Byron Haylett
Desiree Bothe
Edith Makhubu
Mark Muller

l to r, back: Johannes Khumalo, Anthea Zaage, Althea Zaage, Tracy Lee Stanton Jones, Lindi Dlamini, Nonhlanhla Simelane, Edith Makhubu & Louise Odendaal
l to r, front: Fiona Davids, Charmaine Ogle & Venice Gordon

l to r, back: Keagan Lawson, Ismail Coovadia, Shane Britton, Glen Hannan, Henri-Jonn Schulz, Brett Garner-Savory & Japie Naude, front: Nataasha Leong

l to r, back: Gillian Schneiderman, Michael Du Toit, Gareth Green, Wesley Ngwenya, Edgar Motha & Byron Haylett;
l to r, front: Sean Murphy, Gareth Fletcher & Seelen Julius

l to r, back: Thabo Kgosana, Kenny Mucore, Lerato Nkosi, Joseph Maduna & Mark Muller; l to r, front: Omphile Tshabile, Jadine Patrick & Lutendo Nkanyamba

Putt-putt in East London

East London

Gary Eves showing off some pro-putter moves

At the beginning of November last year, Gary treated the East London staff to an afternoon out of the office. Everyone went to the *Extreme Valley* in Beacon Bay to play some putt-putt and have a bite to eat.

It was a great opportunity to get together and connect with colleagues in a relaxed and fun environment.

Oustanding Employee Performance certificates

Pretoria

l to r: Gavin Smith, Jason Meades (Most Improved Employee of the Year) & Porky Barbosa

l to r: Gavin, Darius Havenga (Employee's Employee of the Year) & Porky

l to r: Gavin, Erial Matemane (Employee of the Year) & Porky

Vulintaba Extreme Cycling Race

Newcastle

The two day *Vulintaba Extreme Cycling Race* took place earlier this year in the Newcastle area.

The branch in Newcastle assisted the organisers by printing race brochures and in turn were given the opportunity of displaying KM branded banners.

The first day saw over 400 cyclists taking on a gruelling 75km mountain bike off-road challenge, through neighbouring farms and ending at the Vulintaba Hotel.

The race on day two started back at Vulintaba, with the route taking the cyclists onto the D96 up to the Free State border and then the long journey back, a total of 100kms!

Nico Oosthuizen, owner of the beautiful *Vulintaba Country Hotel & Spa*, officially opened the event, while well-known presenter, Liezel van der Westhuizen MC'd the function.

Newcastle branch were indeed extremely proud to be a part of this most successful event.

Nico Oosthuizen officially opening the race

At the start of the race

Hutton Park Hippo Drop

Newcastle

The annual *Hutton Park Hippo Drop* which took place in October at the picturesque *Grey Goose Game Lodge* was proudly sponsored by KM Newcastle. This event gained much interest from locals as well as those from surrounding areas and the real highlight of the day was the *parachute/plate* competition.

In this case the parachutist was a soft-toy *hippo*, who was dropped from a helicopter, parachute and all – the 'hippo' then landed on a field strewn with paper plates, which had been placed by visitors to the event, who had entered into the competition. The lucky owner of the plate on which the *hippo* landed, took home a whopping R10,000!

l to r: Jaco Schoeman (Hutton Park) Vernon van der Merwe (KMSA), Neiel Grobler (principal - Hutton Park) Jan Harem Greyling (governing body chairman) Llewellyn Grey (deputy principal - Hutton Park)

A variety of activities were on offer, from sporting events i.e. running and cycling to jumping castles and water slides for the little ones – another attraction on the day was the surprise appearance and performance from the well-known *Fatman* of 'The Voice South Africa' fame.

This year's event drew almost 3,000 visitors and was a huge success providing a wonderful day out for the locals.

Year-end function

George

The branch decided to celebrate the end of 2017 at Dutton's Cove, close to Herolds Bay. The setting was peaceful and tranquil, just what the 'doctor ordered'. The staff were extremely happy to have Ivan Keshwar at their function.

Congratulations went to those staff who received their long service awards and were thanked for their loyal service and support over the years.

l to r: Dorelle Smith, Granwell Oktober, Johannes Selisa & Ivan Keshwar

Niel van der Walt happy to receive his 10-year award from both Pierre and Ivan

James Stadler with his certificate in recognition of 10 years service flanked by Pierre & Ivan

Pierre Kruse congratulates Owen Lang on 30 years of service with the company while Ivan looks on

Samuel Flack being congratulated by Pierre and Ivan for 25 years of service

We are 50

celebratory events

KONICA MINOLTA

HELIOS

MINOLTA

Cape Town

Cape Town

Durban

East London

George

George

Johannesburg

Johannesburg

Kimberley

Mpumalanga

Newcastle

Polokwane

Port Elizabeth

Rustenburg

Year-end function

Mpumalanga

Mpumalanga branch celebrated their year-end function in November at Kwanyoni Lodge, with the branch being extremely happy to have Ivan Keshwar and Porky Barbosa at the event.

Branch manager, Gerhard van Tonder received his 20-year Long Service Award from Ivan who then said a few words about Gerhard and the Nelspruit branch, which made it a very special evening.

A 'thank-you' must go to *Bianca, Dirk & Zelda* who arranged the function and made it one to remember.

l to r: Donalda Schatz, Bianca Casey & Farzanah Shah

l to r: Gerhard van Tonder & Ivan Keshwar

l to r: Hildah & Max Mohlolo

l to r: Graduate & Simphiwe Jockia

l to r: Dirk & Dawn Myburgh

My journey with KMSA by Omphile Tshabile

Johannesburg

My journey at Konica Minolta South Africa began at the beginning of June 2015, when I started out as a *learner* at head office, fresh from college with no technical or work experience.

The learnership programme was a one year course and during that time I gained a great deal of technical experience, with both software and hardware and never thought I would grow in a company as much as I have and in such a short space of time.

The most important thing I have learned as an employee is that hard work builds character, teaches you discipline, improves your ability to focus, learn to manage your time and also does not allow you to quit - you ignore the critics who tell you 'it can't be done'.

I can proudly say that I have now been appointed as the first female *logistics supervisor* at Johannesburg branch.

Omphile Tshabile

Planting 1,071 trees in Ga-Rankuwa & Shoshanguve

Pretoria

In February a donation of 1,071 trees was made by KMSA to 40 schools in Ga-Rankuwa and Shoshanguve.

Staff from Pretoria branch kicked off the tree planting in mid February at *Rantailane Secondary School* in Ga-Rankuwa – 50 trees were planted to provide shade for the playground.

Elizabeth Mbokane, training officer at the branch was greeted with cheers from the high school students when she addressed them in Tswana.

Her advice to them was as follows; "This event is not only about today, you need to take care of the trees going forward, as they give us oxygen."

l to r: Willem Smit, Michael Erasmus, Marlize Kriel, James Mothwa & Elizabeth Mbokane

Farewell Robert Schroeder

Port Elizabeth

l to r: Robert Schroeder & Warren Diakos

Last November service manager Robert Schroeder stunned the PE branch when he announced his retirement after three decades with the company!

Robert officially became part of the KMSA family in 1988 at the age of 27! His career started off as a field technician, where after a few years he was promoted to service supervisor and in 2013 he became service manager of the PE branch. He has been a pillar of strength and a father figure to many of the staff at the branch, always encouraging and motivating his fellow colleagues to reach the next level.

Many memories and tears were shed as his colleagues wished him well on his journey ahead. With tears in his eyes, he left staff with the following words, "The time has come to say goodbye, I have climbed my mountain and it is time for me to enjoy the view. So cheers and beers my fellow colleagues! I will miss you all in different ways; it's been 30 years, I need to say. All the best for all the rest; never rest until you are the best!!"

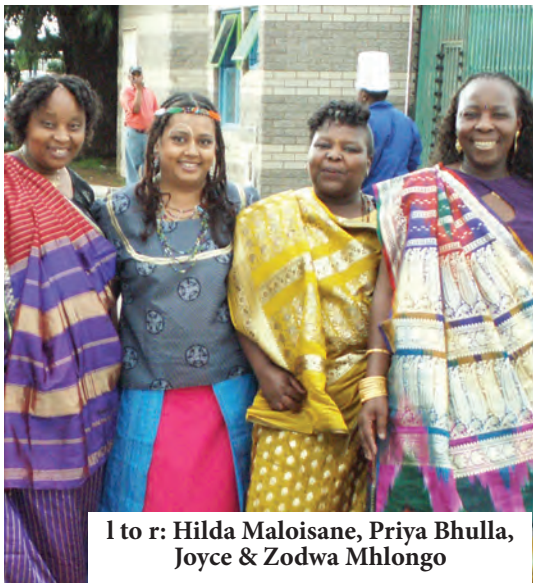
Robert Schroeder delighted with his farewell gift

Farewell Joyce Mtiyane

Head Office

by Joyce Mtiyane

Joyce Mtiyane



l to r: Hilda Maloisane, Priya Bhulla, Joyce & Zodwa Mhlongo

I started working for the company in 1980 at the age of 27 – it was then known as Helios – the MD was Alf Tromp.

I worked in the computer room capturing data for head office and the branches on a system called Forgen, while reporting to Greg Jones who was the department manager at the time.

In 1983 I moved to the Robertsham branch where my main job was still data capture but I was also tasked with helping in the orders department - Paul Sarakis was my manager at the time.

Later, in 1985, the branch closed and the staff were relocated back to head office, which was headed up then by managing director, Alan Griffith. On my return to head office I joined the orders department.

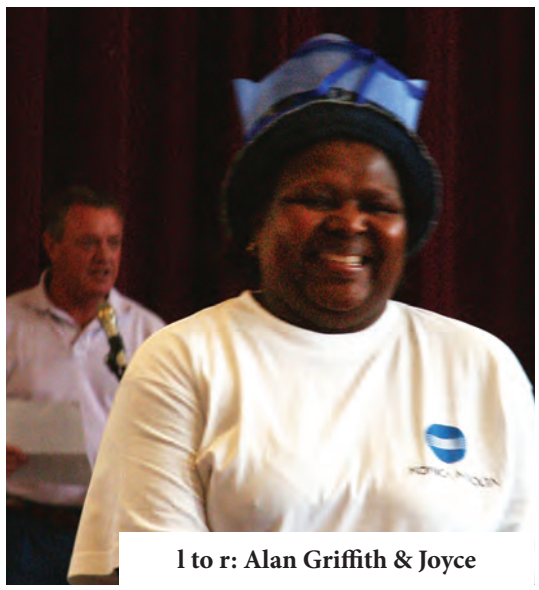
The company name then changed to Minolta and during this time,the system was upgraded from Forgen to SAP.

Over the years, I worked for the following managers; Rob Knox, Andrew Kockjeu, Llewellyn De La Rey and currently report to Neville Lazarus.

I have had a wonderful 38 years with the company and now look forward to my retirement.

l to r: Joyce & George Miller

l to r: Joyce & Kate Khumalo



l to r: Alan Griffith & Joyce

STAFF ON THE MOVE

Johannesburg to Head Office
Mandy De Bruyn
National Sales Co-Ordinator

Johannesburg to Pretoria
Faizel Ebrahim
Logistics Manager

Rustenburg
Hannes Swart
***Sales Manager**

***Promotions**

Rustenburg
Mandi Anderson
***Branch Manager**

Paarl
Lizette Theron-Butler
***Admin Manager**

Pretoria to Paarl
Ockert Olivier
Technician

Cape Town to Paarl
Philshe Juries
Sales Admin & Credit Control Assistant

NEW FACES

Pretoria to Head Office
Stephen Henwood
Dealer Manager

Pretoria
Gert Jacobs
Sales

Branch Babies 2018

Michelle & Petri Wessels
– Leja –
(Cape Town)

Cyprian & Lucy Martin
- Matthew -
(Cape Town)

Damian & Samantha Bezhuidenhout
– Lia –
(East London)

Lindy & Dawid Montgomery
– Jonty–
(Head office)

Remaldo & Eileen Bewee
– Zephany–
(George)

Daryl & Gaynor Figeland
– Anesha –
(George)

Byron & Pamela Ann Haylett
– Claire Ella –
(Johannesburg)

Mbulelo & Nandi Faye
–Kwande –
(East London)

Newcastle branch sponsors Battlefields Marathon

Newcastle

The *Battlefields Marathon* was first run in 1977 on gravel through farmlands, making the 2018 event the 41st anniversary of this historical race. The area is surrounded by many historical sites which include Fort Amiel, Schuinshoogte and the Amajuba battlefields.

The start of the race is signalled by a cannon operated by men in military uniform dating back to that time.

It is a scenic race set against a backdrop of majestic mountain ranges.

The route took the runners past Fort Amiel which was built in 1879 by the British as a lookout point, during the Anglo Boer War.

The event which took place in March was proudly sponsored by Newcastle branch.

Runners starting out

Firing of the cannon

l to r: Ina Dennill (admin manager), Sheila Makena (admin person of the year), Jan Esterhuizen (service manager), Elias Mokgolobotho (service technican of the year), Morné Etchell (branch manager) & Chantall Robinson (sales consultant of the year)

Awards 2017

Polokwane

There is no better time to reward top performing staff members than at the year-end function.

This year there was an extraordinary large number of contenders, however, there could only be one winner per department.

The following staff members received awards for excellence:

Technical : Elias Mokgholobotho
Admin : Sheila Makena
Sales : Chantall Robinson

Branch manager, Morné Etchell, made a point of sincerely thanking all the staff for their ongoing commitment during 2017.

Tree Planting

East London

Students proudly displaying their tree 'art'

At the beginning of May, Gary Eves, Krystle Steduto and Dustin Leibach, together with a representative from Food & Trees for Africa, went to *Lumanyano Public School* in East London,to plant fruit and indigenous trees as part of the branch's Madiba initiative for 2018.

The day was filled with fun and excitement as the school children were informed of the importance of trees. The FTFA eco-preneur, *Heather Wolmarans*, gave an informative talk and demonstration to both teachers and students on the different types of trees and where they should be planted.

Not only was thanks given to KMSA from Lumanyano Public School but also from surrounding schools who similarly attended the tree planting event. They were most grateful for the trees donated as well for the contribution the company is making in sustaining the environment. In between the speeches, the children entertained everyone with wonderful song and dance.

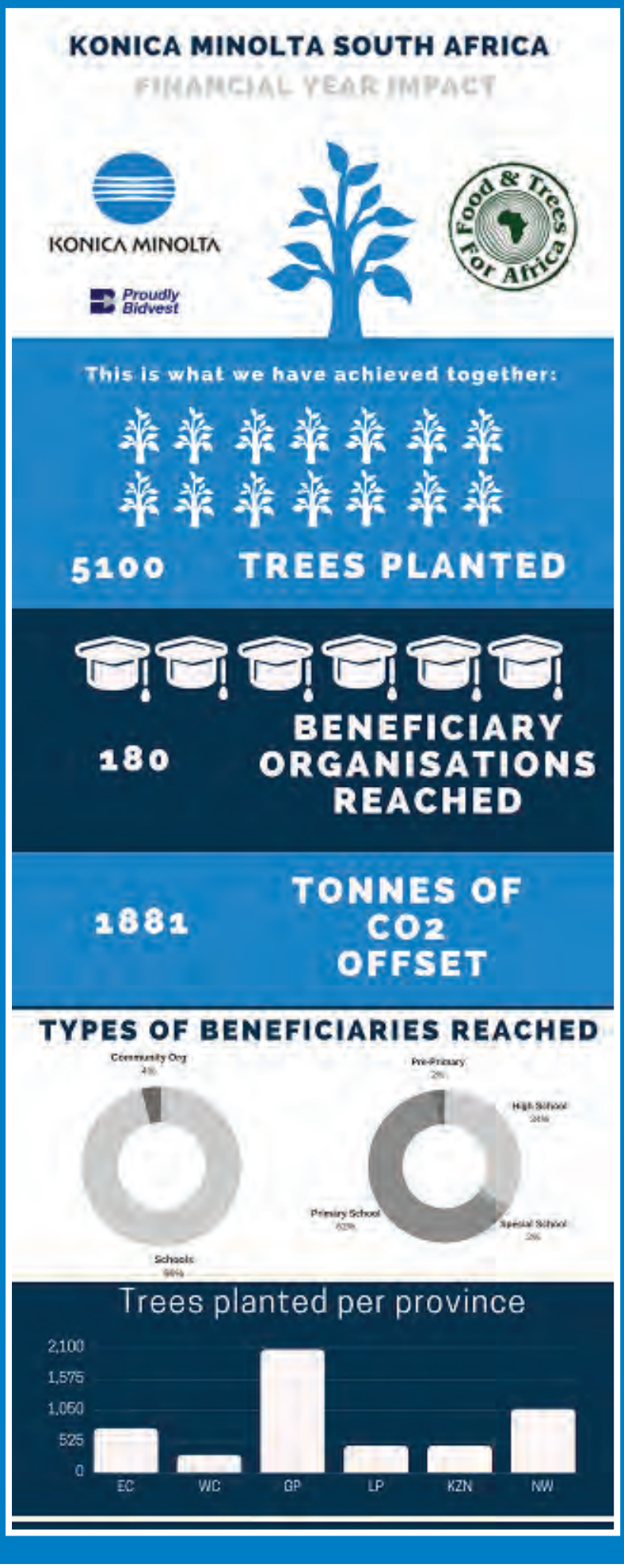
Heather Wolmarans (FTFA), Gary Eves & Dustin Leibach with staff and students from Lumanyano Public School

Students entertaining the visitors with song and dance

National Tree Planting 2017/2018

Head Office

The KMSA tree plantings for the 2017/2018 financial year have come to a close. Together with Food & Trees for Africa KMSA has successfully planted 5,100 trees at 180 different beneficiaries! These trees will sequester 1,881 tonnes of carbon dioxide in their lifetime which will significantly further the reach and impact of this initiative.



Sibusiso Mnisi Wins Silver in Eco-Youth Awards

Good Work Foundation

Below is an interesting article from Good Work Foundation, a CSR partner of KMSA. It tells the story of *Sibusiso Mnisi*, a conservation coordinator at the Foundation, a young man with incredible drive and ambition.

Good Work Foundation (GWF) is proud to announce that on 5 June, Sibusiso Mnisi, Conservation Academy Coordinator, took the Silver Award in the Eco-Youth Award category of the Enviropaedia Eco-Logic Awards 2018.

The *Eco-Logic Awards* identify individuals, organisations and communities that positively contribute to sustainability in South Africa. Enviropaedia established the Annual Eco-Logic Awards in 2011, which has grown into South Africa's most 'glamorously green' eco-calendar event, receiving extensive media coverage. Each year, Enviropaedia invite the public to nominate their Eco-Champions, highlighting how they have contributed to an 'Eco-Logically' sustainable society and environment, with over 13 environmental categories to enter.

The Eco-Youth Award is presented to a young adult who has shown how their actions have protected, preserved or improved the Earth's ecosystems and natural resources. Sibusiso was recognised for his achievements and success in working with the Conservation Academy and the positive impact it has had on the local community.

Given GWFs proximity to the Kruger National Park and surrounds, GWF crafted this programme with the intention of sparking passion among rural scholars and youth. GWF stands to foster a sense of understanding and appreciation for the conservation of South Africa's natural heritage, connecting young people to our exciting and dynamic economy of wildlife.

Sibusiso receiving The Eco-Youth Award

The Conservation Academy creates 'Earth ambassadors' who are not only proficient in digital literacy, but well-rounded individuals who are fully aware of the needs of their community and ready to commit their talents to the conservation of the planet.

"In 2017, our programmes reached more than 1800 rural learners some with digital iBooks and some who physically went into the Kruger and experienced intensive rhino protection zones," said Mnisi. "Many of these young people can stand on top of their houses and see into the Kruger and yet they have never been in themselves.

How do we expect them to become future eco warriors unless they see the beauty and value of our natural spaces?"

GWF is extremely proud of Sibusiso for this achievement and thankful for the partners who have believed in the Conservation Academy and Sibusiso, since its inception in 2014. In particular, Londolozi, Konica Minolta South Africa (KMSA), Investec and Rhino Africa have all helped GWF to create exciting conservation-focused programmes for Mpumalanga's scholars and youth.

Sibusiso Mnisi explains tracks and signs while the Conservation Academy students are on a trail walk

The story of Arthur, the orphaned white rhino

Care *for* Wild Rhino Sanctuary

Arthur, the brave

This heart-wrenching story was shared with KMSA by Care *for* Wild Rhino Sanctuary (CFW) where the original KMSA rhino orphans still live today. It highlights the amazing work done by the dedicated CFW team.

The old saying that *'it takes a village to raise a child'* is one that we can relate to, except that in this case, the child is a rhino calf, orphaned by poaching. This is a story that will take you from the depths of despair to a place of hope. Some of it is not easy to read but if you read it to the end, your faith in humanity will be restored. In this story you will learn more about an organisation that is dedicated to saving orphaned rhinos; that organisation is called Care *for* Wild Rhino Sanctuary.

In the early hours of Sunday, May 20th, the SANParks Section Ranger received a radio call from field rangers alerting him that a gunshot had been heard in the Skukuza section of the Kruger National Park. Helicopter support was deployed and soon after, a deceased white rhino cow with a live calf were located. Both horns had been removed from the cow and the calf had serious injuries to his back and right foot. Veterinarian Peter Buss stabilized the calf before it was transported by helicopter to CFW.

At approximately 12h50 CFW received a call that an injured calf was being airlifted to them and that they should be ready within ten minutes.

They were.

The small yet dedicated team at CFW are on standby 24/7 and have strict protocols and procedures in place so that they are always ready to receive a rhino calf. It is imperative that the team focus on the animal without adding to the enormous stress and fear that it already is under.

This particular calf weighed in at just 80 kilograms. He was not dehydrated as he had drunk from his mother that same morning before she was killed. He had been sedated in order to attend to his wounds caused by a machete – the wound was scrubbed clean and then bandaged.

The rhino calf had a cut to his right front toenail which split the nail down to the nail-bed, and a four-inch gash on his back that cut through cartilage very close to his spine. It was instinctive for him to try and stay close to his mother to protect her. The poachers with no sympathy or hesitation whatsoever, lashed out at him so that they could finish their heinous crime of taking his mother's horn as quickly as possible.

Petronel Nieuwoudt, founder of CFW, urgently called Dr. Nolene du Plessis, a plastic surgeon. On hearing the plight of this baby rhino, Dr. du Plessis immediately came out to the sanctuary and closed the deep wound in his back.

Staff are keeping a close eye on the wounds and the baby is receiving antibiotics and vitamin injections to keep him as healthy as possible.

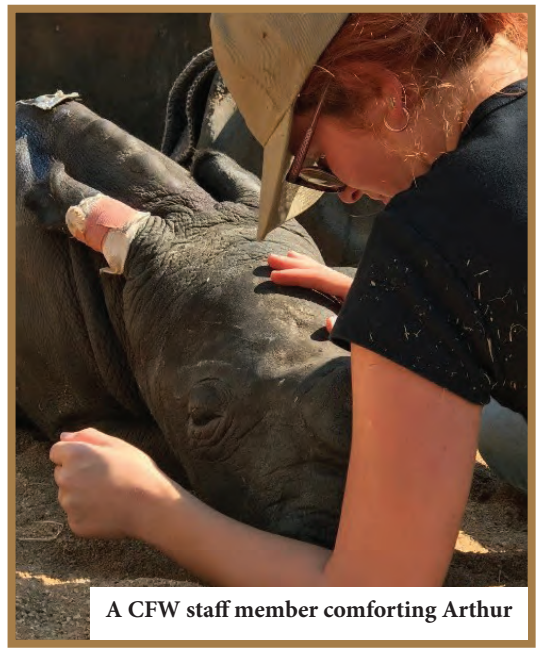
Just hours after his arrival and while still on the drip, he took his first bottle of milk! The jubilation felt by the staff was indescribable as this is a huge step in the extensive rehabilitation process. Since that first feed he has been fed one litre of milk every two hours. He is still being given pain killers and his temperature is taken on a regular basis. The care that he is under means that the devoted staff are on duty for more hours per day than they sleep because this little one is not the only orphan they have to care for.

In the days since his rescue his blindfold has been removed and he has once again felt the warm African sunshine on his skin. He has been given the regal and brave name of *Arthur*, a name that suits his determination and spirit to survive. He still calls for his mother, it is a heart-wrenching sound and one that he should never have to make. Her death will affect him emotionally long after his physical wounds have healed. A rhino calf stays with his mother for up to three years and in that time, she teaches him everything he needs to know, from what to eat and how to keep himself safe. She teaches him how to behave when in the company of other rhino and he will learn everything necessary from her to give him a good chance of growing into a strong adult. Who is going to teach him now?

The poaching epidemic of rhino and other species is not just a problem in Africa. Effectively we could be looking at the extinction of many species within the next 50 years. The rhino could possibly be gone from the wild within 20 years, if we do not take urgent action together.

CFW is the largest rhino sanctuary and orphanage in the world and it is the designated treatment and rehabilitation centre for orphaned rhino coming from the Kruger National Park, the source of the world's largest remaining rhino population.

Care for Wild Rhino Sanctuary has one mission; to save the rhino species from extinction. The Kruger National Park supports this.



A CFW staff member comforting Arthur

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