

Mogorosi



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Postcodes, Addressing System On the cards

by Ontlametse Mosimakoko

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At the height of a deficient national address system affecting the postal business activities in Botswana, an ambitious project, known as Addressing Botswana, is in the offering and invariably promises sustainable growth across the national economic sectors.

The project, Addressing Botswana, seeks to simply unify the entire national addressing system. It was initiated after a study carried out recently in the country discovered a lack of comprehensive system of street names and property numbering. The current numbering system in Botswana was not geared to enhance commercial activity or service provision. For example service providers with the same customers, such as telecommunications and other utilities providers, have different profiles for the same customer, effectively leaving a lot of room for national level fraudulent activities.

The study, sponsored by the Universal Postal Union (UPU) also found that every organization uses its own resources to create its own customer profile which leads to service providers lacking way to authenticate the validity of contact information as provided by customer or users.

It is against this background that the Ministry responsible for communication is upbeat in its call for the unified system at national, regional and global levels.

This is so because Addressing Botswana is geared, if effectively implemented, to bring about the desired yet immediate accurate, up-to-date and



Permanent Secretary, MCST Mrs Festinah Bakwena addressing the participants

reliable data records which are pertinent for decision making on various matters, including maintenance of national records, foreign direct investment and business growth.

Speaking at the Consultative Forum in Gaborone attended by various stakeholders from both private and public sector, the Permanent Secretary in the Ministry of Transport and Communication, Mrs. Festina S. Bakwena endorsed the competitive advantage of the project stating that at national level, Addressing Botswana entails that the country will be able to establish a reliable registry for national identification cards, electoral records, taxation, property, land registration as well as vehicle registration.





Participants listening attentively to the presentation

With the project, the country will be able to unify various public and private institutions and utilities and avoid duplication and redundancy.

The Permanent Secretary supports the project as a timely initiative for the economic prospects of the country when she contends, “Delivery services such as parcels, letters and goods will become practicable. Another important facet will be the expansion of economic activities. For example, an accurate location of customers, competitors and suppliers would assist business operators in their venture and targeted operations. Addressing Botswana will greatly improve home delivery services such as couriers and customer billing, telecommunications activities, fleet management e-commerce and location based services”.

On the whole, the system has the potential to stimulate economic expansion through creation of a climate of security and efficiency that attracts investors and therefore fosters new business activities and save money.

On the border socio-economic scale, the project would equally facilitate the Government of Botswana to benefit as tax collection would be improved across the board. With shared database serving as a reliable source for local authorities, town planning management and practices would improve as much as national infrastructure planning, knowledge and information on the structure, density and distribution of the population.

Addressing Botswana will also contribute to the development of a stable, standard and reliable public property record-keeping system (titles, deeds, security). A good addressing system will improve efficiency in the issuance and tracking of building permits as well as achieve better codes enforcement regulations such as health inspections, building standards, zoning and localizing. A good

addressing system will improve safety and security standards by enhancing speedy emergency responses, and improve crime prevention.

During the Consultative Forum, held on September 15, 2009, a number of informative presentations were made based on international addressing system practices from South Africa, which was used for benchmarking by Botswana. South Africa already uses a national Postcode and Addressing system for the benefit of the customers, business organisations and others.

Other presentations from the public and private sectors highlighted some of their challenges and experiences which also helped relevant stakeholders to positively chart the way forward in developing Addressing Botswana.

The Ministry pledged all the necessary support to ensure the project is implemented for the benefit of sustainable socio-economic development of the country, also considering, among others, the benefit that the project holds for various economic sectors in the country.

In his vote of thanks, the BotswanaPost Board Chairperson Mr. Martin Makgatthe stated that BotswanaPost was grateful for the support that the ministry was giving. He added that the study has revealed challenges faced by our country on postcode and addressing system, resulting in the country losing international business opportunities because of lack of unification with the rest of the world.

Makgatthe noted that the Presidential roadmap of the 5Ds would also have to be covered through a Postcode and addressing system. He urged the Group Chief Executive Officer of South African Post Office and Direct Mailing Association of Southern Africa to give guidance and directions on the way forward.



BotswanaPost Board Chairman, Mr. Martin Makgatthe giving a vote of thanks at the forum

BDF donates benches to BotswanaPost and cleans up the Environment

article courtesy of WENA magazine



BDF Commander Corps of Engineers Brig A.A. Matlho



Benches that were donated by the BDF



Members of the public (mainly elders) for whom the benches were donated



from L to R, BotswanaPost retail manager Mr. N. Phatshwane, Regional Manager South, Mr V. Oageng, Commander Corps of Engineers Brig A.A. Matlho



BDF Corps of Engineers during the cleanup



MP for Barolong Area Hon. Kitso Mokaila and BotswanaPost retail manager Mr. N. Phatshwane

The Botswana Defence Force in their busy schedule of providing security for this country recently took time to give back to the community. Speaking during an interview, Commander Corps of Engineers Brig A.A. Matlho explained that in their quest to demonstrate their corporate social responsibility, they recently saw it fit to carry out a clean up campaign in Pitsane coupled with donation of benches to different post offices in the Borolong area. He said as the BDF, they view environmental conservation as part of their mandate adding that a dirty environment breeds diseases and is unhealthy. "We all have the responsibility to ensure that the environment gets conserved as a dirty environment can become very unattractive to tourists and our country depends on tourism, so if the environment is dirty no tourist will visit this country," he said. Matlho implored Botswana to conserve the environment at all times saying if the environment is clean it will benefit us all.

He added that the BDF will continue carrying out similar Clean up campaigns in different parts of this country citing that they have already conducted Clean up campaigns in areas such as Tlokwenig.

The Corps of Engineers also donated benches to different Postal Offices in the Borolong area such as Pitsane, Goodhope, Sedibeng Digawana Hebron, Mabule and Mmathethe. Matlho pointed out that the donation of benches was prompted by the fact that usually when elderly people visit local post offices for different purposes, they have to stand in a queue for a long time. "These are very old people who can no longer stand for a long time due to old age and illnesses," he said. He also said the donation was made possible by staff members of the BDF Engineering section who dug deep into their pockets to buy the benches. Each staff member was giving according to his age if for example, you were fifty years old, you had to give an equivalent figure of P50,00," Matlho said. He noted that the Botswana Defence Force workers have a culture of giving citing that some of the divisions build houses for the poor and some give other things.

"At the engineering section we have chosen to clean the environment and donate benches to the elderly," he said. He also noted that they intend to make bench donation an annual event.



BotswanaPost and beMobile Partner.

by Ontlametse Mosimakoko



1. Goodhope Choir entertaining guests during beMobile launch at Goodhope
2. Gantsi Choir entertaining guests
3. MP Gantsi Hon. Jonny Swartz
4. beMobile personel giving away prizes
5. Gantsi Chief Kgosi Silence Setima
6. MP Barolong Hon. Kitso Mokaila
7. Traditional Dancers at Hukuntsi
8. BotswanaPost Business Devpt. Manager Mr. Cornelius Ramatlhakwane giving a speech during the Mahalapye event

BotswanaPost and beMobile launched their partnership whose main objective was to proudly present and inform the community that BotswanaPost is indeed the retail outlet of choice. The launch took place in 5 villages, which included Gantsi, Hukuntsi, Goodhope, Letlhakane and Mahalapye. Speaking at the Goodhope launch, the BotswanaPost Chief Executive Mr. Pele Moleta said it was an honour to partake in the launch of beMobile products at the Goodhope Post Office. Moleta noted that he is pleased not only as the CEO of BotswanaPost, but also that the opportunity gives him a chance to meet clients. He noted that as a regular user of the beMobile services himself, Goodhope community would also have that opportunity to enjoy the great services they offer. Moleta went on to state that he believes your access to beMobile will enable you to communicate with your families and loved ones without limitations.

“The beMobile products are developed for people from all walks of life and the business community. Our purpose in this regard is to assist communities like Good-

Hope to easily access beMobile products and services.” Moleta added.

He pointed out that BotswanaPost is committed to linking people and delivering postal business to the nation. “Our corporate purpose of linking people, delivering postal business is an intrinsic component of what we stand for, and provides the foundation on which all our initiative rest. To enhance this, we continue to identify and develop new business offering to improve customer satisfaction. This is testified by today’s event.”

In her keynote address during the Hukuntsi launch, the Director of Corporate Services Ms Ruth Mphathi stated that the day marked history and a new partnership with beMobile. Mphathi assured Batswana that through this partnership BotswanaPost, would ensure timely delivery of services.

From Goodhope and Hukuntsi, the launch proceeded to Gantsi, Letlhakane and Mahalapye respectively. “Many here will recall that just over a year ago, there were

Yet another SAPOA trophy for BotswanaPost

by Ontlametse Mosimakoko



BotswanaPost Transport Manager Mr Joel Bosekeng receiving the overall trophy from SAPOA Vice Chairman Mr. Twiggs Xiphu

BotswanaPost has once again scooped the first prize and an overall trophy in the Southern African Postal Operators Association (SAPOA) games, which were held from the 25th- 26th of September 2009 under the theme “Connecting the Postal Community through Sports”. The games, which attracted players from South Africa, Namibia, Zimbabwe and Botswana, were held at the University of Botswana Stadium. It was a sight for sore eyes as our teams made the notion “ga e latelelwe mosimeng” true. BotswanaPost team was awarded a gold medal, followed by South Africa with a silver medal and lastly Namibia with a bronze medal.

Welcoming the guests, the BotswanaPost Chief Executive Mr. Pele Moleta thanked SAPOA Secretariat for proactively implementing a number of SAPOA initiatives including sports.

He said it is a friendly and social event that needs to be taken with the seriousness it deserves. “Sports and social events are key to improving communication and integration amongst employees, and hopefully physical fitness as well. These activities offer a platform for every one of us to positively contribute to the spirit of team building, support and appreciation of one another in an informal and relaxed atmosphere.” Moleta said.

Speaking during the prize giving ceremony, the SAPOA Vice-Chairman, Mr. Twiggs Xiphu expressed pride in SAPOA for initiating the activities and was pleased that member countries were responding positively. “I am confident that the games were played in good spirit and that soon we will be announcing winners. We regularly meet at SAPOA but mainly to discuss strategic direction, business and challenges facing the regional operators, but today we have met on a social and relaxing environment.” Xiphu said.

It was a sight for sore eyes as our teams made the notion “ga e latelelwe mosimeng” true.

Mr. Twiggs noted that the agreement to have the annual SAPOA Games was taken by the SAPOA Board for good reasons such as developing closer links across all levels, to socialise, network and build everlasting relationships which will help them on the day-to-day running of the post offices both at country and regional level.

BotswanaPost and beMobile Partner. contd.

only two private mobile operators. It is pleasing to note that in such a short space of time, beMOBILE; BTC’s, and by extension Government’s mobile arm is fully present in all communities and already cooperating and working together with BotswanaPost, to bring amenities closer to people,” said the Member of Parliament for Gantsi, Johnny Swartz at the Gantsi launch.

Swartz noted that he is informed that through this partnership, beMOBILE services and products would be available in all post offices where the mobile operator has network coverage. He said the government has always called for sharing of resources among government departments and parastatals as a cost saving measure. This is a good example. BTC and BotswanaPost should be congratulated and emulated.

“beMOBILE found it appropriate to utilize already existing facilities instead of building their own. Bagaetsho, as a government we encourage such visionary leadership. This relationship means that as people of Ghanzi, you no longer need to travel long distances or from place to place in search of telecommunications services. When you want to use the Internet and buy airtime or a simcard, you just visit the post office.”

For every form completed by a customer, beMobile pays BotswanaPost P4.95. Everyone who buys a simcard must register their number and for those who already had beMobile simcards purchased elsewhere, must also make sure that they are registered or else they will be deactivated from the system at the end of the year.



BotswanaPost celebrates the World Post Day

by Selebatso Sele



Kgosi Letlole Thobega of Mmankgodi speaking at the World post day event

BotswanaPost joined the rest of the world to commemorate the annual World Post day. The event whose theme was “A POSTAL SERVICE COMMITTED TO GREEN GROWTH”, was this time held at Mmankgodi Village in the Kweneng District. In line with the theme, BotswanaPost planted trees at three; two Primary Schools and one Junior Community Junior School and then donated some to the Mmankgodi community as a way of emphasising the importance of environmental conservation

Masilomangwe said tree planting should be an ongoing process since people never stops cutting down trees

Speaking at the occasion to mark the day, the BotswanaPost Chief Executive Mr. Pele Moleta told the audience that the government has decided that the post office would be the terminal point where certain services such as the



Mmankgodi resident receiving a tree from the BotswanaPost Regional Manager South, Mr. Victor Oageng.

renewal of the driving license would be done. Moleta urged the Mmankgodi community to use the services that are offered at the post offices. He further added that there would be no reason for people to celebrate the world post day if they are not satisfied with the services offered or are not using such services.

“ With effect from 2010, the rental fees would be paid in two instalments, this follows a concern from the people that P110 was too much to be paid in a lump sum” Moleta added.

He further informed the community that they should assist the police to report burglary and theft that targets post offices. He urged the residents to rent postal boxes. In his keynote address, Thobega Community Junior Secondary School head Motlhatlhabi Masilomangwe encouraged the people to spare the environment. He indicated that environmental and climate changes badly affect mankind and therefore it is upon people to make sure they prevent that from happening.



Participants listening attentively

Masilomangwe said tree planting should be an ongoing process since people never stop cutting down trees adding that it takes a long time for a tree to grow. He emphasised the importance of making tree planting an on going activity since people often cut down trees but never replant.

He said postal services worldwide is one of the significant producers of green house since they are involved in the delivery of parcels and mail which requires more fuel to help fulfil their tasks. To reduce this, BotswanaPost is involved in the recycling of the paper as well as using fluorescent bulbs so as to reduce the usage of electricity and help save power.

Calling for Universal access as Human rights

by Selebatso Selei



The BotswanaPost Communications and marketing team from left, Selebatso Selei and Bedu Tlhabologang

The message is loud and clear. Take action. Be accountable. Know your status. This message can be seen on billboards and heard on favorite radio stations throughout Botswana. Today that message not only ties a red ribbon around the hearts of Batswana but also one binds us all around the world. The 1st of December is World AIDS Day, commemoration.

“Universal Access and Human Rights” was the theme for 2009 World AIDS Day. According to the speakers at the commemoration, held at GSS Grounds on the 1st of December, Botswana aims to enhance and advocate for leadership and accountability in addressing the HIV epidemic at all levels. All stakeholders in decision making at the national, regional, district, community, family and individual levels must be engaged. Stigmatization and discrimination must be reduced and increasing and updating testing devices must be put into place.

According to recent statistics, there are 3,800 people dying each day from AIDS in sub-Saharan Africa, this translates to a lot of to be done in fighting against the epidemic. However, despite being a long way from eradicating HIV/AIDS, there is still progress being made. When it comes to treatment, there are more people living with HIV than ever before as people are living longer due to the beneficial affects of antiretroviral therapy. In the recent 2009 AIDS epidemic update UNAIDS finds that in matters of prevention, new HIV infections have been reduced by 17% over the past eight years. In a UNAIDS article on the matter, Dr. Margaret Chan, Director General of WHO states, “International and national investment in HIV treatment scale-up have yielded concrete and measurable results. We cannot let this momentum wane. Now is the time to redouble our efforts, and save many more lives.”

With the concerted efforts of international organizations, local and national governments, private and public sectors, NGOs and you, we can continue to fight

against the spread of HIV/AIDS and advocate for healthy lifestyles without discrimination for those already living with the virus. There are many ways you can take action in response. Botswana’s Ministry of Health suggests; promoting abstinence and faithfulness, reducing the overall number of sexual partners, promoting the use and consistent availability of male and female condoms and encouraging voluntary counseling and testing. HIV/AIDS no longer needs to be the death sentence it once was. But more notably it no longer needs to be one of the cruelest global atrocities of our time. With a focus on universal access and human rights, take the opportunity to learn your status today so you and others can live a long and healthy life.

Speaking at the commemoration, Mr. HIV Positive Living 2008/2009, Thabang Dikae, said people already know the methods of protecting themselves from HIV/AIDS they just need to use them. He is one of the young people who have taken it upon themselves to fight and show that



The World Aids Day Commemoration march. Botswanapost staff members also participated.

being HIV positive does not mean your life has come to an end.

To top this up, there were performances of to show a live picture of the HIV/ AIDS epidemic, there was the Botswana Defence Force drama group who showed that there is a problem of language barrier in our country where one ends up being given the wrong medication. There was also the BotswanaPost drama group who showed that in our societies, we are sometimes blinded by hearsay where people end up going to churches for help although they rarely get any. The BotswanaPost drama group also depicted the multi- sexual partners scenario.

There was also a tour of the stalls where different organizations had showcased what they were doing as far as HIV/AIDS is concerned. Condoms were distributed at every stall.



Meet the Head of Business Development

by Ontlametse Mosimakoko



Head of Business Development, Mr. Cornelius Ramatlhakwane

The beaming young man must be a visionary. He is one of those who can be classified among the real leaders of today or even greater leaders of tomorrow. He has contributed immensely to several organizations he has worked for. Since every individual has his or her own unique values and customs, he is also unique in his own way and perceives life differently.

He has already established himself as a force to reckon with and being a man who drives Business Success that seems to always be his passion, and today one can conclude that he is living his dream. His profession is one of the most exigent vocations and driven by his ambition, it is not surprising that he is now a top-notch employee, the impact he has made in several organizations he has worked for attest to that. His name is Cornelius Wynter Ramatlhakwane.

He was born in Malolwane village in the Kgatlang District along the Great Madikwe River. This man is a highly motivated and believes in producing results through an engaged team. He has good interpersonal, leadership, presentation, communication, strategic and people management skills.

"I am a strong believer that we, human beings, are leaders by virtue of being in the image and likeness of the Leader of all time (God). Not everyone is a natural leader, but we all have the ability to lead"

As a leader, Ramatlhakwane believes that leadership is influence. "In life, people must understand that they are powerful since they are made in the image and the likeness of a Supernatural Being, and that Supernatural

Being is a Leader" He states that people must not limit themselves to the qualifications they possess but should also find ways of how to succeed in life. He is one person who does not want to permit obstacles to derail him from achieving his goals. He makes obstacles his stepping stones and sees beyond them before they can manifest. To him an obstacle provides only an opportunity to excel and come out even smarter.

When asked how he manages perceptions that people make or have about him he answers as follows:

"Just like the iceberg that brought down Titanic, the mountain beneath the surface or under the sea is the real me. The reality about me is not known to anyone until I reveal it. That real me am characterized by my natural in print, the inherent core values and talent which were from my birth and not acquired like skill that I learn."

Ramatlhakwane goes on to say that, "The two drivers of Titanic only saw the tip of an iceberg, and based on that they concluded that it was something they could easily manoeuvre the ship around. Little did they know that beneath the water surface was a great mountain, which was bound to take such a great deal of lives!

We simply need to believe that we individually have causative power, or efficacy to make things happen, and collectively we will excel!"

So my point is that people will always make a perception about one based on their Frame of Reference on that person, and that Frame of Reference is normally driven by the little they see and know about the person, not knowing that they are most likely just seeing a tip of the iceberg."

He concludes; "Perception is driven by what and who people think we are and I believe that we are responsible to change people's perception about us. In the Bible, when Jacob's parents named him, they called him "Jacob" and the name apparently means "the deceitful one". One day he wrestled with God and when God asked him who he was, he obviously answered that was what people say was; Jacob or deceitful. But God told him that he was not what people say he was, instead God told him that he was who his father said he was, and the name was "Israel" or the blessed one. Obviously, his father in this case is God, because God is our father. This applies exactly in the human race because we tend to let the

environment and the people around us tell us who we are, and we believe it” said Ramatlhakwane. For some people, this may sound awful but for him it is a driving force that propels him to strive for more. Ramatlhakwane believes that challenges will always be there but they exist to strengthen us so that we can be better people. “How can one say he or she gained strength when he or she does not know what weakness feels like, or how can one say he is healed from sickness when he has never been sick?” asked Ramatlhakwane with a sinister look on his face.

“If it was easy, everyone would do it, it is the hard that makes it interesting,” he said as he was quoting Tom Cruise from one of his movies.

Ramatlhakwane has another interesting side of his life. He enjoys mountain biking and he is a certified Spinning (Indoor cycling) and Core Training Fitness Instructor. Contrary to what most men prefer in the gym i.e. heavy weight lifting, he enjoys swimming, aerobics, step aerobics, aqua aerobics and of course in door cycling or Spinning.

Cornelius is a post graduate holder of Master of Science (Msc) in Strategic Management and he majored in Strategic Marketing Planning & Strategic Marketing Communications from the University of Derby (Derbyshire Business School) in the United Kingdom. He also holds a Management Certificate from the Management College of Southern Africa (MACOSA), AAT NVQ3 from the Association of Accounting Technicians, United Kingdom as well as the Expert Credit Skills Certificate from Omega & Standard Chartered United Kingdom.

During his career, Cornelius has attended more than twenty five extensive Leadership and Management Development and Training programmes including Managing Carrier Growth, Strategic, Internal & External Communications, Media Training for Senior Management, Product Development for Marketing Managers, Engaging People, being a Talented Manager and Business Goal Management.

Cornelius has twenty years work experience, fifteen of which were at supervisory and management levels in various industries including auditing & accounting, hotel industry, retail stores, as well as banking and financial services. His first ever paid assignment, not included in the work experience above, was at Mochudi Museum while waiting for the Form 5 exam results, and his task was to count Difalana around Mochudi. This was followed by a six months temporary teaching practice at Mmopane Study Group where he taught English and Maths to form three students.

He started his formal employment at Deloitte & Touche

as an Accountant and Audit Trainee. He then worked as an Accountant at Sea Food Wholesalers , as a Stock Controller at Payless/Corner Supermarket Group, then he later joined the TA Group of Companies and worked as the Credit Controller for Business Machine Services before joining the Cresta Hospitality as a Deputy Accountant at Mowana Safari Lodge in Kasane and an Accountant for Cresta Lodge in Gaborone.

In December 1999, he joined Standard Chartered Bank as the Manager of Credit and Service Support Unit. This was the beginning of his nine year career with Standard Chartered Bank where he later became a Credit Analyst, then got promoted to the first Senior Credit Analyst within Corporate Banking Division. In 2003, still in Standard Chartered Bank, he was promoted as the Executive Assistant to Head of Consumer Banking, and he was later appointed to be the first General Manager for SMME Banking which was then known as Business Financial Services. In October 2006 he was appointed to be the first Head of Marketing for Standard Chartered Bank, followed by his appointment as Head of National Sales up to February 2009. His final appointment at Standard Chartered, before joining BotswanaPost, was the first Head of Service Quality for the Bank.

As the Head of Business Development, he believes that an organization has to be a highly strategic one and that commerciality has to be seen within such an organisation.



Pinkie Bontsibokae
Expenditure

Born in 1984 at Tlhape in Kweneng district but my home village is Bokaa where I am staying. I obtained a Bcom. Accounting degree from Nelson Mandela Metropolitan University in 2008. I graduated in April 2009.

Botswana Post is the first stop of my career route. I would like to see BotswanaPost grow bigger as an organisation especially my section.



Meet the Head of Business Development (contd.)

He believes that since an organization is characterised with people, such people are the ones who are tasked with changing the mindset of how society out there, perceive such an organisation. As many organisations depend solely on marketing and communications for their survival, Ramatlhakwane believes that there must be a robust marketing and communications strategies in place in order to pull customers to itself as well as push products to its customers.

He is also of the notion that in order for the employees of a certain organisation to be fruitful, they must be thoroughly trained and developed. He was quick to point out that good organisations are those that clearly set objectives and targets for their employees making sure that employees clearly understand what they are expected to do. Furthermore, he highlighted that reward must be linked to performance and it is pointless to carry baggage. He said that in his opinion, employees who choose not to perform are simply deciding their future outside BotswanaPost.

Asked on what he sees as the challenges of BotswanaPost, and how he intends to contribute towards dealing with them, he said; "I am quite aware of the various challenges that our great business is facing and I have already boarded the train and am contributing towards dealing with these business challenges through participation in

various initiatives both strategic, administrative and operational including the likes of the Leboa project and many other business matters that we as the Executive Management together with staff are dealing with at present." He went on to say; "Please do not forget that these challenges are opportunities. We simply need to believe that we individually have causative power, or efficacy to make things happen, and collectively we will excel!" said Ramatlhakwane.

On the issue of communication and staff engagement, he had this to say: "One day, as I read and studied the John Maxwell Leadership Bible in Joshua 4: 1 - 9, I found something quite interesting about Leadership and Communication!"

"Through a miracle, God allowed the people to cross the River Jordan on dry ground, and Joshua knew that only those who witnessed this miracle will remember it! Hence he wanted to leave a legacy for the next generation, and he built a monument of twelve stones and called it "The Stones of Remembrance" each representing one of the twelve tribes that crossed the river."

"Thereafter, whenever the children who came generations after, asked what the "stones in the monument meant", people would have an opportunity to communicate God's greatness, the miracles He performed as well as His vision for Israel! The monument of the "Stones of Remembrance" became handles for Israel to communicate what God had done!"

Ramatlhakwane explained that the motive of this story is that:

- ▶ Effective and good Leaders look for ways to use the successes of today to empower their people for the challenges of tomorrow, and
- ▶ Good Leaders always provide "handles" to enable their people to grab hold of their vision, as well as;
- ▶ They find ways to communicate future vision and past victories, because their people need to be constantly reminded of both

"Therefore, my contribution will be geared not only towards business growth, but also towards engaging the people we lead at BotswanaPost, and the engagement must include improved staff morale, better communication channels, effective mentorship, and continuous talent identification, classification and development. Obviously this is a team effort that my colleagues and I at executive management are committed to. We will leave a legacy and handles for the BotswanaPost staff to hold on to in the future!" said Ramatlhakwane.



Thatayaone Motswasele
Procurement

I was born in Marobela, Francistown on the 30th of September 1981. I did Bachelor of Business administration, majoring in Project and Logistics Management. My aspirations for the BotswanaPost especially in the Procurement section is to see everything computerised. (Through the system)



Internal Audit Manager



Internal Audit Manager, Mr. Enoch Mushango

With 24 years of auditing in various Parastatals, and government departments and private businesses, policy monitoring and a rich a professional background in various fields, Enoch Mushango is confident that he thoroughly understands the technical and business aspects of the audit and business world.

Enoch has trained with various institutions and his audit resume is quite extensive. He is a Chartered Accountant (ACCA), and has completed various courses in Risk Management, Corporate Governance, Emotional Intelligence, Team Building, Customer Service, Management Development Programme; and Computerized Audit using Pro Audit and ACL audit software.

This rich training background is complemented by an equally, if not more, glittering work experience in servicing institutions in the audit and advisory roles.

Before coming to BotswanaPost, Mr. Mushango worked for BCL Ltd, a sophisticated mining company with a very demanding CEO who believed in excellence. Before then he had served as the Government Chief Internal Auditor. He has also served at Botswana Housing Corporation and Department of Cooperatives.

It is at the Department of Cooperatives where his audit foundation was laid as he learnt a great deal about professional writing during that time and was able to sharpen his journalistic and public speaking skills.

These experiences have paid off, since his job as a

by Selebatso Selei

BotswanaPost auditor will involve providing training audits, writing magazine articles and being one of many faces for the global company.

Here at BotswanaPost, with his vast experience while holding senior management positions, Enoch is expected to deliver the much needed change. He takes over a department where he has to start from the ground up. To Enoch, this is a blessing in disguise as he will develop policies, year plans, and strategies on a clean slate.

He has also served as a board member with several institutions including as Selibe Phikwe Town Council Tender Adjudication, Morula International Private School, Botswana Cooperative Association and Botswana Housing Corporation Show Committee.

With a resume packed with so many years of experience and training, Mushango will be a great asset to BotswanaPost. We look forward to watching his knowledge and skills filtrate into the Post over the years to come.

The life of an auditor is always filled with excitement, but it can be a very tiring job full of travel days, but this does not stop Mushango from contributing his limited time to the society.

The life of an auditor is always filled with excitement, but it can be a very tiring job full of travel days, but this does not stop Mushango from contributing his limited time to the society. Mushango is interested in doing some community work as he likes making an impact in the lives of others, which is a motto that he lives by. It is not surprising that he has been a mentor to his subordinates in the previous organizations he was working for and his easy going personality attests to that.

When he is not chasing his dreams of building his estate, Mushango likes to spend his time with his family. He's been married for over 10 years and has two boys and the family is expecting a fifth member in early 2010; hopefully a girl!

He also enjoys, watching news on sports on TV and reading and playing golf.



Our own Investigations Manager*Investigations Manager, Betty Keolebile*

Born in Thamaga village 33 years ago, she is a single mother of one and holds a Bachelors Degree of Accounting from the University of Botswana (UB). From the UB, Betty Keolebile joined Botswana Police Services where she trained for 6 months and started working as a Detective Inspector at Serious Crime Squad, Fraud Unit from 2000 to 2004.

“By virtue of my accounting background I was deployed to the Serious Crime Squad Unit to do investigation of serious and complex fraud cases. I took pleasure in fraud investigation more than anything, it opened my eyes to the improving technologies and I learnt how criminals intercept processes. It also exposed me to the outside world and just the fact that I dealt with different customers of highly recognised organisations”. Keolebile said. While at Botswana Police, she also did several courses such as Basic Criminal and Investigations, Financial Crimes Course, Fraud Management and also resourced for in-service training at the college.

From December 2004 to July 2009, Keolebile joined Debswana Diamond Company Head Office, then Orapa Mine as a Senior Security Officer Investigations and later Intelligence, where she dealt with investigation of general crime including diamond theft and intelligence gathering. She also worked in the movement control section of the mine where remote surveillance and monitoring is done. Currently, She is an Investigations Manager at BotswanaPost. As an Investigations Manager, she raises awareness with fraud prevention programmes which will be rolled to all employees, identifying loop holes in the system to reduce risks and strengthen controls

by Ontlametse Mosimakoko

for example, to introduce a waybill system, employee screening of which she believes can prompt early detection and prevent fraud, holding scheduled liaison meetings with the Police in an effort to reduce fraud and general crime and also coming up with a security induction programme which will be rolled to all new employees.

Regarding any major developments they are carrying out as the Investigations and Security section of BotswanaPost, Keolebile noted that they are first and foremost reducing fraud because it has a direct impact on customer confidence in BotswanaPost, identifying processes and techniques that can promote security communication to the people, installation of security enhancements at the post offices in the form of alarms, vehicle tracking, etc. “ There is also a need to have a security conscious workforce driven by honesty and loyalty.” She added.

“I have a zeal for investigation and I know my job. Patience and determination work best for my job. I believe in teamwork and currently life is difficult working alone or with my Boss. I am so passionate about security and having worked in a diamond mining area where theft is not condoned at all.” She said. Keolebile noted that her typical day is always packed up due to the wide postal network and increasing daily demands of security. “I am caught between two responsibilities, the technical and investigation duties. I just strike a balance and make sure all system faults are reported and attended to at the same time investigating reports as and when they come.” Said the tall-coffee complexioned young lady.

I believe in teamwork and currently life is difficult working alone or with my Boss

Regarding any future plans as the security and investigations section of BotswanaPost, Keolebile stated that she would like to see her department reaching greater heights where there will be no longer fraud incidents, improved customer confidence in the post offices, quality investigation of cases and timely feedback, improved surveillance of offices, sound vehicle tracking system and also having well-informed staff.

“According to me, BotswanaPost has dramatically changed its image and has improved its products. I intend increasing that confidence in people by assuring them of the safety of their mails by strengthening controls and I see society now showing interest and confidence in BotswanaPost services including myself and I am happy

Our own Investigations Managers(contd.)

to be part of the postal family” said Keolebile. The 33 year old who is also a trained Peer educator, in the area of wellness issues and a talented gospel and choral music singer, has enrolled for a Masters in Forensic Investigations with UNISA and will complete her studies this year.

Regarding accolades and achievements, Keolebile was due for a 5-year award at Debswana this year when she left. “I was also in the top talent of the middle managers at Orapa mine, where I was attached to the Company’s Security strategy project team and Business Optimization Process (BOP) team as a member. “I excelled in the BOP project and I was able to cascade information to my subordinates diligently and got ideas on how we can improve the security processes”. Keolebile added.

The young lady also used to supervise close to 17 people at the mine and that it was challenging more especially during appraisal periods where she had to distinguish the best and lowest performer. At the Botswana Police where she worked for four years as an officer, she also trained new recruits.



Orapeleng Moreetsi
Money Order

I was born in Mahalapye on January, 1984 as the 5th born of six children. I graduated with Bcom Financial Management from the Millennia Graduate School of Business(Durban) in June 2009. My aspiration for BotswanaPost especially in the Money Order section is to see the section having a computer filling system and less paper filling.

Interns



Joseph Mpitse
Business Assurance

Born in Botswana in the early 80s in Mankodi. B.Com Degree majoring in Economics and Business management From Nelson Mandela Metropolitan University. I Worked at Central Statistics Office from May 2008 till May 2009 as an Assistant Statistician. From August 2009 I have been an Intern at Botswana Post as an Quality Controller officer

Making a difference in terms of coming up with fresh perspectives on how to improve the service, and see the department grow and achieve. All in all I would like to work hard, gain more experience and skills.



Oarabile Letsholo
IT

Born in Gabane, 15/08/1984. Bsc. Engineering Electronics, telecommunications and Internet, UK. Msc. Engineering Telecommunications Intern, IT Department, as System/Database Administrator. Sept. 2009

I design and develop systems which will automate Botswana Post Departments, in turn making business operation processes faster and less tiring.

Interns

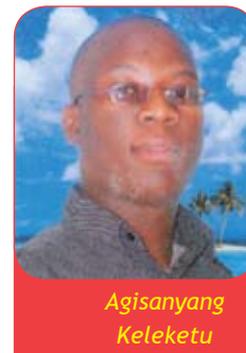


Administration	Enoch Mushango	Internal Audit Manager
	Gilma Simon	Customer Service Clerk
	Maipelo Rapalai	Customer Services Clerk
	Mogomotsi Tebakae	Customer Services Clerk
	Zwelithini Giddie	Customer Services Clerk
	Tally Raite	Customer Services
	Didimang Kelatlhilwe	Customer Services
	Nthani Moseki	Customer Services
	Malebogo Mhaladi	Customer Services
	Tebogo Molebo	Operation Supervisor
	Naledi Molosiwa	Quality Officer (HQ)(EMS)
	Mpho Tlhabaki	CSA (Francistown)
	Boikanyo Mashonja	IT (Francistown)
G. K. Kebonyemang	IT (Francistown)	



NOCC staff from left Didimang Kelatlhilwe, Ms. Tally Raite, Mr. Mogomotsi Tebakae, Ms. Gilma Simon, Mr. Zwelithini Giddie, Ms. Maipelo Rapalai

Transport dept.	Golaotsemang Baitemi	Driver and transfer to Orapa
	Mompati Titeo	Driver and transfer to Lobatse
	Malebogo Sesa	Driver
	Seabelo Pilane	Driver
	Ernest Mogapaesi	Driver
	Mary L Sento	Driver and transfer to Lobatse
	Agisanyang Keleketu	Driver (EMS)



Sorters	Kgomotso Gosenyang	Sorter (GSSC)
	Gotlhaloganyamang Phuthego	Sorter (GSSC)
	Petrus Serebotseng	Sorter (GSSC)
	Dikgang Mapogo	Sorter (GSSC)
	Kelebogile Lekorwe	Sorter (Phalapye)
	Edwin G Phaladi	Sorter (Selibi Phikwe)
	Matshediso Baakile	Sorter (Gaborone Station)



Interns



Ms. Tshegofatso Masuge

I am Tshegofatso Masuge. I was born in Gaborone in 1986 and I come from Mmankgodi Village. I hold a Bachelor's degree in Finance from the University of Botswana.

I first did my internship with the Botswana Development Corporation in 2008 and currently I am here at BotswanaPost in the Debtors Accounts section. My future aspirations is to get a permanent position and work diligently.

The highest rewards of a person's toil is not what they get for it but what they become by it. - John Ruskin



Lesedi Morewagae



Gagosepe Manyanda

Khumo Koko	from Letter Sorter to CSA
Maduo Tlalanyane	from Letter Sorter to CSA
Kgosietsile Kedumetse	from Letter Sorter to CSA
Martha Kaekwe	from Letter Sorter to CSA
Isaac Gasethusi	from Letter Sorter to CSA
Maomela Raletlhaka	from Letter Sorter to CSA
Thatayaone Raphuti	from Letter Sorter to CSA
Catherine Nkwe	from Letter Sorter to CSA
Ephraim Batsile	from Letter Sorter to Operation Assistant
Gagosepe Manyanda	from CSA
Lesedi Morewagae	Team Leader
Motlogelwa Motsei	Team Leader

Akanyang Bafeletse	Transport Officer North
Chipo Ditau	Customer Service Assistant, Riverwalk

"When you were born, you cried, the world rejoiced. Live your life so that when you die, the world cries and you rejoice"

- Indian Proverb

Promotions

Obituaries

Editor

Keoagile M. Rafifing

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For more information, contact:

Public Relations Department
BotswanaPost
Plot 8841/2, Khama Crescent
P. O Box 100
Gaborone, BOTSWANA.

Tel: (267) 395-3131
Fax: (267) 391-3599
Website: www.botspost.co.bw
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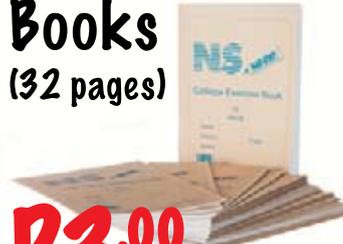
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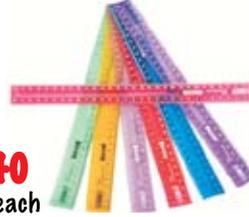
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