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THE BRIEF

News Worth Knowing



**Namibia nearing deal to export
grapes, sea produce to China**

FRIDAY 19 APRIL 2024

MAIN STORY



Namibia nearing deal to export grapes, sea produce to China

The Chinese Embassy says negotiations between Namibia and the country are advancing to allow Namibian grapes, deep-sea crabs, and other seafood products to be exported to the Asian country.

This comes when negotiations between the two countries have concluded on the export of Namibian mutton to the Chinese market.

The Chinese Embassy confirmed the advancement of talks on marine products, hinting at a promising future for bilateral trade.

“The negotiation on exporting mutton to China has finished and the two sides will choose a suitable time to sign a relevant bilateral agreement. The export of products like deep sea crabs is still under technical negotiation. The negotiation of these

Crucial Dates

- Bank of Namibia Monetary Policy announcement date:
19 June 2024
14 August 2024
23 October 2024
4 December 2024
- Chamber of Mines of Namibia 45th Annual General Meeting (AGM), Wednesday, 24th April, 2024 at 14.30 Arebbusch Travel Lodge, Windhoek
- AviaDev Aviation Development Summit 19-21 June 2024 at Movenpick, Windhoek
- Africa Hospitality Investment Forum (Ahif), 25-27 June 2024 Mövenpick Hotel, Windhoek, Namibia
- Global African Hydrogen Summit (GAh2S) Windhoek, Namibia from 03 – 05 September 2024

The negotiation on exporting mutton to China has finished and the two sides will choose a suitable time to sign a relevant bilateral agreement.

products, once finished, will be publicised to the media in certain suitable ways,” said the Embassy representative Loren Yan.

This comes as Chargé d'affaires of the Chinese Embassy, Shen Jian, stated that Namibia's trade relations with China have surged, with bilateral trade volumes surpassing N\$24 billion in 2023.

Jian expressed interest in the export of Namibia's deep-sea red crab, abalone, mutton, grape, frozen lobster and others to China.

“China welcomes more Namibian products to enter the Chinese market, and the two governments are currently negotiating on the export of Namibia's deep-sea red crab, abalone, mutton, grape, frozen lobster and others to China,” said Jian at the Promotion Conference of the 7th China International Import Expo and Hongqiao International Economic Forum in Namibia on Tuesday.

China, consistently ranking as Namibia's second-largest trading partner, experienced a notable 16.5% year-on-year trade volume growth. Jian noted the deepening economic cooperation between China and Namibia, citing the highly complementary nature of

their economies.

This development highlights the stable export market relationship between Namibia and China, particularly for minerals such as uranium, lithium, and marble, as well as agricultural products like beef and oysters.

Meanwhile, the China International Import Expo, envisioned, proposed, deployed, and promoted by President Xi Jinping, stands as the world's inaugural import-themed state-level expo.

Jian said since its inception in 2018, it has effectively served as a platform for international procurement, investment promotion, people-to-people exchanges, and open cooperation.

The Embassy noted that the Expo, supported by China's vast market, has strengthened the link between China and the rest of the world, making significant contributions to the global economy's recovery and the advancement of an open global economic landscape.

Chargé d'affaires said that Namibians are increasingly eyeing business prospects in China, while Chinese firms show heightened interest in investing in Namibia.



Request for Bids

1. Bidders are invited to submit proposals for the following Goods & Services:

<p>PROCUREMENT REFERENCE: G/ONB/AGRI-01/2024-2025</p> <p>PROJECT NAME: Supply and Delivery of 2 x Toyota Hilux Double Cab and 6 x Toyota Hilux Single Cab Pickup</p> <p>CLOSING TIME & DATE: Tuesday, 14 May 2024, at 11:00 PM</p> <p>PAYABLE FEE: N\$300.00</p> <p>TECHNICAL ENQUIRIES: Frederick Ilhete, Tel: 061 207 4269, Email: filhete@agribank.com.na</p>	<p>PROCUREMENT REFERENCE: NCS/RFO/AGRI-02/2024-2025</p> <p>PROJECT NAME: Provision of Consultancy Services for the Review of the Organizational Structure</p> <p>CLOSING TIME & DATE: Wednesday, 15 May 2024, at 11:00 PM</p> <p>PAYABLE FEE: Free Download</p> <p>TECHNICAL ENQUIRIES: Abriel Ashipala, Tel: 061 207 4295, Email: aashipala@agribank.com.na</p>
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2. Interested eligible bidders may inspect the bid documents at the address given below.

3. Qualification requirements can be obtained from the bid document.

4. A complete set of Bidding Document in English may be downloaded or purchased as instructed in the bid document.

5. Bids must be delivered to Agribank Head Office, Bid Box at Reception, Ground Floor as per the closing date and time specified. Electronic bidding will not be permitted. Late bids will be rejected.

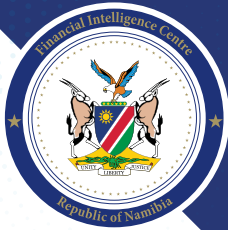
6. The address referred to above is: Agricultural Bank of Namibia,

Website: <http://agribank.com.na/page/news&media/bids>

Administrative Enquiries: Okel Mbingeneke, Tel: +264 61 207 4327, tenders@agribank.com.na

www.agribank.com.na | Windhoek Head Office (061) 207 418 | Katima Mulilo (061) 251 950 | Mariental (061) 242 818 | Midland (Windhoek) (061) 207 4200 | Ojiverongo (061) 204 346 | Oshanaati (061) 221 358 | Rundu (061) 255 645 | Gobabis (061) 977 8001 | Grootfontein (061) 944 0450

info@agribank.com.na | katima@agribank.com.na | southern@agribank.com.na | midland@agribank.com.na | ojivero@agribank.com.na | oshakati@agribank.com.na | karango@agribank.com.na | gobabis@agribank.com.na | grootfont@agribank.com.na



APPOINTMENT OF FINANCIAL INTELLIGENCE CENTRE BOARD

The Financial Intelligence Centre (FIC) is pleased to formally announce the appointment of its new Board members. These notable appointments have been executed in accordance with section 16A of the Financial Intelligence Act, 2012 (Act No. 13 of 2012), as amended, and are set for a fixed term of five years, effective from 15 March 2023. We extend our heartfelt congratulations to all the board members and look forward to their invaluable contributions and leadership.



CHAIRPERSON

Adv. Charmaine Van Der Westhuizen

Adv. Charmain Van Der Westhuizen holds a LLB degree and an MBA (cum laude) from the University of Stellenbosch. She is an admitted legal practitioner with nineteen years' experience in various fields of legal practice. She was a member of the Society of Advocates of Namibia from June 2007 to June 2020 and currently practices as an independent counsel. Adv. Van Der Westhuizen served on the Boards of the Bank of Namibia and Agra Ltd. Her vast experience includes areas such as corporate governance, risk, compliance, strategic intervention and corporate social responsibility.

BOARD MEMBER

Mrs. Hilya Herman

Mrs. Hilya Herman holds a LLB from Rhodes University, a LLM from University of the Witwatersrand (specializing in Company law, Mergers and Acquisition, Banking and Securities) and a specialized Masters of Philosophy in Development Finance from Stellenbosch University Business School. She is an admitted legal practitioner with over fifteen years' experience, with specific expertise as a legal professional in financial services. She has experience in AML/CFT/CPF, legal and statutory compliance, and is currently employed as the Legal Director at Namibia Breweries Ltd.



BOARD MEMBER

Mr. Pendukeni Filippus

Mr. Pendukeni Filippus holds a BCom degree from the University of Namibia, a BCom Honours degree from the University of Cape Town and a Master of Philosophy in Internal Auditing from the University of Pretoria. He is a Certified Internal Auditor and registered member of the Institute of Internal Auditors and the Information Systems Audit and Control Association (ISACA). He has 19 years of professional experience, of which 14 years is in the internal audit and risk management field, while 5 years is in finance and administration of a non-governmental organisation. Mr. Filippus has a sound understanding of governance, risk management and compliance frameworks, and is currently the Chief Internal Auditor at the University of Namibia.

BOARD MEMBER

Ms. Hannelie Eksteen

Ms. Hannelie Eksteen holds a BCom Law Degree from UNISA, an Honors Degree in Business Management and Administration from the University of Stellenbosch Business School (USB) and a MBA also from USB. She has 30 years of experience in the financial sector, mainly the banking sector. Her banking career spanned over three countries namely: Botswana, Namibia and Zambia. She is currently employed as a Senior Consultant at NIPAM, providing training and consultancy in Strategic Management, Performance Management and Business Process Management. Ms. Eksteen brings along expertise in legal, compliance and governance.





Namibian banks accused of price fixing card transaction fees

The Namibian Competition Commission alleges that the Payments Association of Namibia (PAN) and several commercial banks colluded in price-fixing activities related to card transaction fees.

According to the Commission, the banks, which are competitors in the market, allegedly colluded with PAN to collectively

set interchange fees, a practice deemed anti-competitive and prohibited by law.

NACC Corporate Communications Practitioner Dina //Gowases said Banco Atlantico Europa – Namibian Branch (Atlantico), Bank BIC Namibia (Bank BIC), Letshego Namibia t/a Letshego Bank Namibia (Letshego), Trustco Bank Namibia (Trustco), and NamPost t/a NamPost Savings Bank (NamPost) are, however, banks whose conduct did not amount to a contravention of the Competition Act,



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Only short-listed candidates will be contacted.

Applicants who are not contacted within two weeks after the closing date, should consider their application unsuccessful.

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The Commission has issued a 30-day ultimatum for the accused parties to respond and potentially face legal action if found guilty of violating competition regulations.

but may be affected by the Commission’s decision. The Bank of Namibia (BoN), Namibia’s central bank, is also regarded as an interested party in the matter.

“The Commission has issued a 30-day ultimatum for the accused parties to respond and potentially face legal action if found guilty of violating competition regulations,” //Gowases said.

She said PAN and the mentioned commercial banks

utilised the Payment Clearing House Card Schedule for settlement and clearing rules, including fixed interchange fees agreed among Namibian banks.

This practice persisted from at least 2014 until 2020 when an exemption application was granted with conditions.

“PAN and the relevant commercial banks have, in terms of this schedule, multilaterally agreed to interchange/settlement fees. According to the extract from “Schedule 5C” of the PCH, “there will be no bilaterally negotiated interchange fees between participants and that all participants will pay the interchange fee rates agreed to by the industry,” she said.

She noted that relief sought under Section 38 of the Competition Act includes declaring contraventions, restraining future conduct, imposing penalties up to 10% of turnover, ordering costs, and additional relief as deemed appropriate.

Furthermore, parties have the option to engage in settlement discussions under Section 40 to avoid formal proceedings.



**ENVIRONMENTAL INVESTMENT FUND
OF NAMIBIA | ensuring sustainability.**

EXPRESSION OF INTEREST FINANCE, RISK AND AUDIT COMMITTEE MEMBERSHIP

The Environmental Investment Fund of Namibia (EIF) hereby invites expressions of interest from suitably skilled and qualified Namibian professionals to serve on the Finance, Risk and Audit Committee of the EIF. The EIF is a statutory fund established in terms of the EIF Act (Act 21 of 2001) and is classified as a state-owned enterprise. EIF’s mandate is to mobilise financial resources, in perpetuity, from the government as well as other sources to support activities and projects which promote sustainable use and management of environmental and natural resources; the maintenance of natural ecological processes; the maintenance of ecosystems; and improvements of the livelihoods of all Namibians through the use of natural resources. The mobilized financial resources are disbursed as grants and concessional loans to various communities and individuals. The EIF, in terms of sections 5 and 6 of the Act, is governed by a Board of Directors.

Eligibility Criteria:

- Individuals with no less than ten (10) years of experience in senior or executive management roles.
- A minimum of five (5) years of participation in an oversight capacity.
- Advanced academic qualifications (NQF level 9 or higher) in one or more of the following fields:
 - Auditing (Internal or External)
 - Accounting and Financial Management
 - Corporate Governance
 - Risk Management
 - Compliance

Preferred Knowledge and Expertise:

- Proficiency in internal and external auditing, risk management, financial management, and compliance.
- Experience with financial reporting standards for public enterprises (maintaining compliance with financial reporting and regulatory requirements).
- An understanding of Corporate Governance Principles.
- Experience in public sector or public enterprises will be considered an asset.

Terms and Conditions of Appointment:

- Appointees will serve a term of three (3) years on the Finance, Audit, and Risk Committee, subject to annual review.
- The committee convenes a minimum of four (4) times per annum, with additional meetings scheduled as necessary.

Remuneration:

Members are not employees of the EIF and are remunerated for their services in terms of the Public Enterprises Governance Act, 2019, and the regulations and schedules thereunder.

Application Submission:

Interested candidates who meet the requirements are invited to submit **(emailed soft copies preferred)** comprehensive CVs with traceable references and proof of their work. Applications should be clearly marked/referenced “FINANCE, RISK, AND AUDIT COMMITTEE” and sent to the designated email or address below.

Ms. Carol-lee Pick at CPick@eif.org.na.

*Environmental Investment Fund
8933 Heintzberg Heights, c/o Heintzberg & Dr. Theo-Ben Gurirab Streets,
Klein Windhoek, Windhoek, Namibia
www.eif.org.na*

Closing Date for Applications:
Please submit your application by 3rd May 2024, no later than 16:00.

Walvis Bay Corridor cargo volumes surge to 2.4 million tonnes

The Walvis Bay Corridor says it recorded a surge in cargo volumes to 2.4 million tonnes in 2023 from the 1.6 million tonnes recorded in 2022.

Walvis Bay Corridor Group (WBCG) CEO Mbahupu Hippy Tjivikua said the growth can be attributed to a two-pronged strategy – business development and trade facilitation.

He also said the group actively targets new markets and cargo opportunities while simultaneously streamlining processes to reduce delays and minimise non-tariff barriers.

“So, basically, we want to have the fastest turnaround times from pit to port, when a truck is moving from the mine to the port. Or from the mine going to deliver cargo anywhere to have more efficient routes,” he said.

Tjivikua further explained that the WBCG anticipates continued growth despite being cautious about setting overly ambitious targets.

He acknowledged the potential for further volume increases, especially with the removal of trade barriers and the development of new infrastructure projects like the Trans-Kalahari Railway.

Meanwhile, Namibia and Botswana have reignited efforts to construct the Trans-Kalahari Rail Project, a major infrastructure initiative designed to further enhance regional connectivity.

According to the CEO, construction on the railway is expected to commence in 2026 after a successful bidding process which saw 12 contractors vie for the contract to construct the railway line.

“It is at a phase now where the expressions



of interest were issued late last year, and the project office is currently busy negotiating with those that have been shortlisted to go to the next stage. I don't want to pre-empt the process at this moment, but it is positive in a sense that we are looking for the key players to come in and lay the rail infrastructure that will connect Namibia to Botswana, all the way up to the Mmamabula area, where there is a lot of coal deposits,” he explained.

The planned rail link between Namibia and Botswana is expected to be a game-changer, particularly for Botswana's coal industry.

Currently, road transportation dominates coal exports, but it is a costly and less efficient option. The Trans-Kalahari Railway promises to significantly reduce these costs, potentially revitalising Botswana's coal exports and creating a more sustainable transport network for the region.

Pupkewitz April's cheapest hardware store

Pupkewitz emerged as the most cost-effective hardware store for April 2024, with their basket costing N\$6,933.19, just N\$1 less than March, indicating a marginal 0.01% decrease.

Conversely, BUCO revealed a higher-priced basket at N\$7,985.12, up by 2.1% from March's N\$7,820.20.

Build It came in second, with a slight increase to N\$7,429.13 from N\$7,393.31. Specifically, Roofing Galvanised IBR rose from N\$650.64 to N\$659.94, and the Door Hardboard from N\$304.39 to N\$318.46.

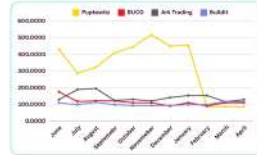
Ark Trading landed in third place with a more affordable basket but experienced a notable 3.43% month-on-month increase. This rise was propelled by price hikes in items such as Aluminium Window N\$1,046.09 to N\$1,098.10, Lintel Concrete 1.200m N\$45.71 to N\$49.75, Lintel Concrete 1.800m N\$68.56 to N\$73.52, and Plasterboard N\$240.95 to N\$308.99.

In April 2024, the gap between the most expensive and least expensive construction baskets widened to N\$1,051.93, compared to N\$886.01 in March 2024, largely due to significant increases from Ark Trading.

The Following items are in the basket:

- Roofing Galvanised IBR
- Copper Tube 460 Class 0
- Aluminium Window (Bronze)
- Aluminum Sliding Door (Bronze)
- Brick 7 MPA

Hardware Store Comparison for April 2024



- Month Trend**
 - Pupkewitz emerged as the most cost-effective hardware store for April 2024, with their basket costing N\$6933.19, just N\$1 less than March, indicating a marginal 0.01% decrease.
 - Conversely, BUCO revealed a higher-priced basket at N\$7985.12, up by 2.1% from March's N\$7820.20.
- Commodity Spotlight**
 - BuildIt emerged as the most economical option, offering the Lockset Lever at an average price of N\$ 301.6.
 - Pupkewitz, on the other hand, presented the highest average price for the Lockset 2 Lever, standing at N\$ 324.12 over the survey period.

- Brickforce 150 MM 15M ROLL
- Brickforce 75MM 15M ROLL
- Lintel concrete 1200X110X75MM
- Lintel concrete 1800X110X75MM
- Lintel concrete 900X110X75MM
- Ceiling Board 1200X3000X6.4MM
- DoorFrameSteel813X2032X115X1MM
- 2-lever Lockset
- Door Hardboard Interior 813 X 2032 MM
- 32.5 Cement Ohorongo
- 42.5 Cement Ohorongo
- Paint 20 liters

The Brief every month undertakes a survey, which started in June 2023, to assess a basket of similar hardware items that customers would probably purchase in a month. The survey is carried out across these four hardware stores: Build It, BUCO, Pupkewitz Megabuild and Ark

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Trading.

The aim of the survey is to provide shoppers with guidance on which hardware wholesaler offers the cheapest basket of building materials for that particular month. Moreover, an analysis of changes in the basket is carried out in order to provide overall basket and item variations month on month.

2-Lever Lockset April's spotlight commodity

For this month's spotlight commodity we are focusing on the 2-lever Lockset, which boasts several comparable options with varying prices based on quality.

Throughout the survey period, the 2-Lever Lockset maintained an average price of N\$170.65 across the four hardware stores.

Build It emerged as the most economical option, offering the Lockset at an average price of N\$101.6.

The pricing trajectory for this commodity exhibited fluctuations. It began at N\$108.22 in June 2023, dropped significantly to N\$97.51 in September 2023, remained steady at N\$92.00 from October to December 2023, experienced a slight increase to N\$96.99, rose to N\$115.97 in March, and settled at that price afterward.

Pupkewitz, on the other hand, presented the highest average price for this commodity, standing at N\$324.12 over

the survey period. In order to ensure comparability, we opted for another 2-lever Lockset of equivalent quality, priced at N\$84.44 consistently from February to April 2024.

In terms of affordability, BUCO followed Build It with an average price of N\$114.03 for the commodity under review, while Ark Trading ranked third with an average of N\$142.86.

***Note:** The list of products we collect is limited and not intended to be an absolute measure of affordability. We aim for products to be broadly comparable.

In almost all cases it is possible to find any of these products at a cheaper price or to find cheaper alternatives, depending on location or time of month. Our sample is intended to simply reflect the total price of the cart in a single visit on a particular day



ENVIRONMENTAL INVESTMENT FUND OF NAMIBIA
ensuring sustainability

**EXPRESSION OF INTEREST
HUMAN RESOURCES AND REMUNERATION COMMITTEE MEMBERSHIP**

The Environmental Investment Fund of Namibia (EIF) extends an invitation for expressions of interest from qualified and experienced Namibian professionals to join the Human Resources and Remuneration Committee of the EIF. The EIF is established under the EIF Act (Act 21 of 2001) and functions as a state-owned enterprise. Its mandate includes mobilizing financial resources from governmental and alternative sources to support projects that contribute to the sustainable use and management of environmental and natural resources, ensuring ecological balance, ecosystem maintenance, and enhancing the livelihoods of Namibians through natural resource utilization. These resources are allocated as grants and concessional loans to various beneficiaries. The governance of the EIF is overseen by a Board of Directors, as stipulated in sections 5 and 6 of the Act.

Eligibility Criteria:

- Individuals with a minimum of ten (10) years of experience in senior or executive human resources roles or related fields.
- At least five (5) years of experience in a strategic human resource oversight or governance role.
- Advanced academic qualifications (NQF level 9 or higher) in one or more of the following areas:
 - Human Resources Management
 - Business Administration with a focus on human resources
 - Organizational Development
 - Psychology with a focus on Organizational Psychology
 - Any related field emphasizing Human Resources and Personnel Management

Preferred Knowledge and Expertise:

- Expertise in strategic human resources planning, talent management, and organizational development.
- Strong understanding of remuneration strategies, compensation, benefits management, and compliance with related legislation.
- Proficiency in dealing with human resources governance issues within public enterprises or state-owned entities.
- Knowledge of Corporate Governance Principles relevant to human resources and remuneration practices.
- Experience in public sector or public enterprises will be considered an asset.

Terms and Conditions of Appointment:

- Successful candidates will be appointed to serve on the Human Resources and Remuneration Committee for a term of three (3) years, subject to annual performance reviews.
- The committee is expected to meet at least four (4) times per year, with the possibility of additional meetings as required.

Remuneration:

Committee members are not EIF employees but will receive remuneration for their services in accordance with the Public Enterprises Governance Act, 2019, including any other relevant regulations and schedules.

Application Submission:

Interested candidates who meet the requirements are invited to submit **(emailed soft copies preferred)** comprehensive CVs with traceable references and proof of their work to: Ms. Carol-lee Pick at CPick@eif.org.na

Environmental Investment Fund
2933 Heintzburg Heights, c/o Heintzburg & Dr. Theo-Ben Gurirab Streets,
Klein Windhoek, Windhoek, Namibia
www.eif.org.na

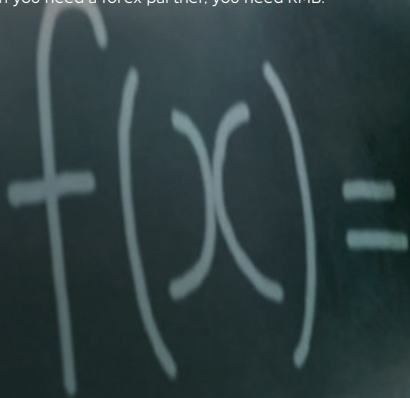
Closing Date for Applications:
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CORPORATE AND INVESTMENT BANKING

SIM disconnections to impact Namibia's telecom sector outlook

The Communications Regulatory Authority of Namibia (CRAN) says the disconnection of unregistered SIM cards could adversely affect the financial outlook of the country's telecommunications sector.

This comes after Telecom Namibia reported a potential monthly loss of N\$7.5 million due to the deactivation of 191,598 unregistered prepaid SIM cards, effective 1 April 2024.

Similarly, the announcement follows the Mobile Telecommunications Company (MTC) revealing an anticipated loss of N\$8.1 million in revenue per month from 323,236 unregistered customers.

Combined, Telecom and MTC project a total loss of N\$15.6 million from 514,834 unregistered SIM cards.

CRAN Chief Executive Officer Emilia Nghikembua said the projected losses will have an impact on the overall financial outlook of the sector.

However, she added that the authority is pleased with the operator's strategies to mitigate further losses.

"Licensees operating in a regulated environment must understand that any degree of variation in regulatory compliance, will inherently, have an impact on their operational efficiency and or financial outlook," she said.

"It is for these reasons that operators must put in place a robust system to ensure regulatory compliance and stringent mitigatory strategies to alleviate the negative impact of any deviation in compliance. This is an inherent risk of any regulated business."

The CEO emphasised that losing phone



numbers wasn't the intended outcome of SIM registration. She added that suspending unregistered cards is an unforeseen issue that could have been avoided if people had simply registered their SIMs.

Nghikembua emphasised the importance of SIM registration in obtaining a digital identity, crucial for e-commerce purposes.

"The primary aim of the process is for operators to know their customers and for consumers to obtain a digital identity, which is pivotal for e-commerce purposes. With the advancement of technology, e-commerce has become a new way of doing business, utilised for banking, financial services, and other administrative operations," she said.

In response to the challenges posed by unregistered SIM cards, CRAN encourages operators to implement aggressive SIM registration reconnection modalities to mitigate revenue losses.



By Victor Songa Musiwa

Customer service charter: Setting standards for exceptional service

Customer service charters have unfortunately become cliché in some organizations, often existing in theory more than in practice. They frequently fail to be operationalized, rendering them an unreliable means of shaping customer expectations.

However, as companies increasingly seek to differentiate themselves and cultivate customer loyalty, the concept of a customer service charter has emerged as a fundamental tool for achieving success.

Defining the Customer Service Charter

A customer service charter is a formal document or statement that outlines an organization's commitment to delivering high-quality service to its customers.

It serves as a roadmap for both employees and customers, clearly defining the standards of service excellence that can be expected and the procedures for addressing any issues that may arise.

Typically, a customer service charter will include:

statement that articulates the organization's dedication to customer satisfaction and outlines its overarching goals in providing exceptional service.

2. Service Standards: Specific benchmarks and expectations for service quality, such as response times, resolution procedures, and communication protocols.

3. Customer Rights and Responsibilities: A clear delineation of the rights customers can expect when engaging with the organization, as well as any responsibilities they may have in the service process.

4. Complaint Handling Procedures: Transparent procedures for addressing customer complaints or concerns, including escalation pathways and resolution timelines.

5. Employee Guidelines: Guidelines and training protocols to ensure that all employees understand their roles and responsibilities in delivering exceptional service and upholding the standards

outlined in the charter.

Why a Customer Service Charter Matters

1. Consistency: A customer service charter provides a framework for consistent service delivery across all touchpoints and interactions.

By clearly defining expectations and procedures, it helps ensure that customers receive the same level of service excellence regardless of who they interact with or when.

2. Customer Confidence: When customers know what to expect from a company’s customer service, they feel more confident and secure in their interactions.

A well-defined charter demonstrates that the organization takes customer satisfaction seriously and is committed to meeting their needs.

3. Alignment with Values: A customer service charter serves as a reflection of the organization’s values and priorities.

By articulating a commitment to customer-centric principles, companies can strengthen their brand reputation and build trust with their customer base.

4. Empowerment: Clear guidelines empower employees to deliver exceptional service by providing them with a roadmap for success.

When employees understand the standards they are expected to uphold and the procedures for addressing customer issues, they are better equipped to meet and exceed customer

expectations.


5. Continuous Improvement: A customer service charter is not set in stone; it should evolve over time to reflect changing customer needs and market dynamics.

By regularly reviewing and updating the charter, organizations can demonstrate a commitment to continuous improvement and adaptability in the pursuit of service excellence.

In conclusion, a customer service charter is a cornerstone of any customer-centric organization.

By clearly defining service standards, procedures, and expectations, it sets the stage for exceptional service delivery, fosters customer confidence and loyalty, and provides a framework for continuous improvement.

****Victor Songa Musiwa, CCXP, XMP, MSc, is Namibia’s first globally certified experience management professional (CCXP & XMP), Founder, and Chief Executive Officer of Relentless CX cc.***



TENDER: DPMT24_012

FABRICATION AND INSTALLATION OF AUSMELT BAGHOUSE OUTLET AND INLET MANIFOLD

Dundee Precious Metals Tsumeb (Pty) Ltd. invites registered, competent and experienced individuals or companies to tender for the Fabrication and Installation of Ausmelt Baghouse Outlet and Inlet Manifold.

Details of the Tender	
Tender availability:	From Monday, 22 April 2024 Tender details and documents will be available exclusively on our e-Procurement portal at www.webportunities.net
Cost per set:	No levy
Closing date for submission:	Friday, 17 May 2024, at 16h00



Submission requirements are defined in the tender documents and the closing date for submission is final, no extensions will be granted. Technical information, bid clarifications and any enquiries pertaining to this tender can be requested at email: Tendersnam@dundeeprecious.com

All tender proposals must be submitted via our e-Procurement portal at www.webportunities.net
No other method of submission will be accepted.

The Fabrication and Installation of Ausmelt Baghouse Outlet and Inlet Manifold tender will be found under the tab Quotes/Tenders.

For any assistance on the portal, please call the Tara News team on +26464402403 or send an email to the Contact Us page on the portal.

Dundee Precious Metals Tsumeb employs an equal opportunity policy. Calls for tenders will be awarded through a competitive bidding process which is transparent and open to all. Any persons or companies that qualify as per the tender's evaluation criteria, may bid.

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NAMFISA to break ground for new Head Office in May

The Namibia Financial Institutions Supervisory Authority expects to break ground for the construction of its head office along Independence Avenue in the capital in May.

According to the Chief Executive Officer, Kenneth Matomola, the building which is expected to be a one-stop shop for NAMFISA services, is set for completion in 2027.

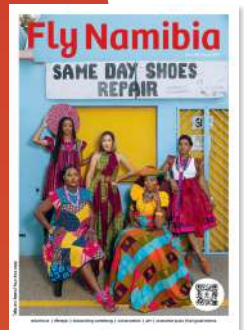
This comes after the Central Procurement Board of Namibia (CPBN) recently announced that the construction tender valued at N\$236,824,319.45 has been awarded to Adaptive Building Land Construction cc JV China State Construction

Engineering Corporation (Pty) Ltd.

“We shall be holding our groundbreaking ceremony either by the end of April or somewhere in May. In terms of financing we have secured a loan from a local bank we shall use to finance the building,” said Matomola.

NAMFISA now rents office space at the Gutenberg Plaza in the Windhoek CBD through a lease contract that was procured through the Central Procurement Board of Namibia as required by the Public Procurement Act of 2015, for a period of five years and six months, with a termination date of 30 November 2025.

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MultiChoice Namibia hosts Masterclass with South African Filmmaker Muneera Sallies

... female filmmakers inspired to “own their professional space”

MultiChoice Namibia teamed up with famed South African director, producer and KykNET commissioning editor, Muneera Sallies, to host a masterclass for women in the local film and tv industry, themed: ‘owning your professional space’.

Muneera Sallies has been part of the MultiChoice Namibia local content project Ombura, as a fiction commissioning editor, assisting with script writing and casting this year.

Muneera Sallies, a South African award-winning filmmaker has been a part of the arts for many years, making significant contributions to the film and television industry. Muneera started her career at an early age as an actress, having taken part in many theatre, television, and film productions. She was born and raised in Cape Town and made her big screen debut at the age of 15 when she was the lead in the Documentary film “Through The Eyes Of My Daughter” and a year later debuted as the lead actress in the feature film “Don’t Touch” both films receiving great reviews and awards at various local and international film festivals.

At the masterclass Sallies encouraged the audience to tell stories that move, inspire, touch, and provoke their audience to engage with themselves internally and externally, transporting and living within the space and world created on screen.

She also highlighted how important it is for filmmakers to ‘know and embrace their roots’ in order to capture the essence of Namibian culture.

“Learn from every environment you step into,” Sallies said. “Break the hierarchy. It starts with us.”

Other topics discussed at the masterclass were boundaries, gender pay gaps, safety on sets, the importance of networks, and supporting our local communities.

“Create the ethos of how you run your productions,” said Sallies, “it’s important to set a positive tone when on set. Talent and skill will only get you so far. It is everything else that gets you there – hard work, hours, and owning your space.”



Inflation remains sticky in most African countries, causing rate cuts postponements

By Theo Klein

Inflation risks in the southern African region are skewed to the upside as an escalation of the Hamas-Israel war could cause a spike in oil prices and most African currencies remain at weak levels against the US dollar relative to a year ago, while El Niño weather trends result in below-average rainfall throughout the summer cropping season could ratchet up food prices.

Due to the removal of fuel subsidies by governments, fuel prices have risen in countries such as Angola, Cameroon, Kenya and Uganda. While oil prices could rise in the coming months, they are forecast to decrease towards the end of the year. We forecast global oil prices to average \$84.13 in Q2 2024, \$81.72 in Q3 2024 and \$80.05 in Q4 2024.

This brings the annual average to \$82.23 for this year. Hence, fuel prices in most African countries are expected to rise at the same time that domestic currencies remain

weak against the greenback.

A virus outbreak, excessive rains that delay harvesting and wildfires have reduced cocoa supply from the globe's largest suppliers: Ghana and Côte d'Ivoire.

Together with Nigeria and Cameroon, these four west African countries account for over 70% of the global cocoa bean supply. Given that consumer demand for cocoa goods is strong — especially in the US — the price outlook on cocoa remains positive for the coming months.

Lower rainfall in west African countries could lead to subpar beans in terms of size and also lower quantity, providing upward impetus to cocoa prices.

Hence, other African countries will likely face higher consumer prices for chocolates and baking goods amongst other products.

Annual inflation in Angola reached a two-year high in March, with food and healthcare costs driving the headline figure to 26%. In

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addition, the passthrough of last year's acute currency devaluation to inflation is likely to continue until the end of H1 2024.

Lower food and transport prices allowed annual headline inflation in Botswana to slow to 2.6% in March. Although, a slightly weaker pula exchange rate and weak regional harvests due to El Niño induced weather patterns are expected to lift inflation figures in the coming months.

Mozambique's annual headline inflation rate for March fell to 3% - the lowest level since November 2020 - amid a continued decline in food prices and exchange rate stability.

Skyrocketing food price growth steered the annual March headline inflation figure in Zambia to the highest level in more than two years – reaching 13.7%. The country declared the ongoing drought a national disaster in February this year, as nearly half the country's crop area has been destroyed.

The drought has also deteriorated the country's hydropower generation capabilities, which is expected to weigh on economic growth this year. Power parastatal Zesco warned miners that they may have to cut their power demand by 20%.

In South Africa, inflation eased to 5.3% y/y in March, kept close to the upper limit of the target range as a result of elevated utilities, food and transport prices. Two-year ahead inflation expectations in South Africa remain in the top half of the central bank's target range.

Furthermore, annual headline inflation in Namibia moderated to 4.5% in March on account of easing food and transport prices. While we forecast inflation to average 4.9% this year, we expect consumer prices will continue to face periods of upward pressure due to rising global oil prices, a weak currency and adverse weather events.

In east Africa, El Niño weather patterns have brought above-average rainfall,

replenishing domestic food stocks in Kenya, Rwanda, Uganda and Burundi. In Ethiopia, annual inflation slowed to 26.2% in March – its lowest level since June 2021 – and was mainly assisted by high base effects.

Annual inflation in Tanzania remained low at 3% in March, balanced by rising fuel prices and falling food prices. The increase in local fuel prices can be ascribed to higher import premiums at the Dar es Salaam port and the increased use of euros as a means of payment for imports.

Despite a relatively weak domestic currency in Rwanda, declining food prices outweighed gains in utility charges, leading to a softer headline figure. Indeed, inflation fell to a two-and-a-half-year low in March at 0.6% y/y.

Although interest rates are a blunt instrument in the face of cost-push pressures, the central banks in Angola (100 bps), Egypt (600 bps), Kenya (50 bps), Malawi (200 bps), Nigeria (600 bps), Tanzania (50 bps), Uganda (75 bps) and Zambia (150 bps) have hiked their benchmark interest rates since the start of the year. Ghana (100 bps) was the first African country to cut interest rates in 2024.

The Bank of Mozambique followed suit and became the first African central bank to cut its key policy rate twice this year, having cut by 75 bps in both January and March. Central banks that have kept rates unchanged thus far include the Bank of Central African States (i.e. Chad, Cameroon, Central African Republic, Equatorial Guinea, Gabon and Republic of Congo), the Gambia, Mauritius, Namibia, Rwanda, South Sudan, South Africa and Tunisia. Going forward, we expect the South African Reserve Bank, as well as the Bank of Namibia, to cut the repo rate by 50 bps in Q4 2024.

**Theo Klein is an Economist at Oxford Economics Africa*



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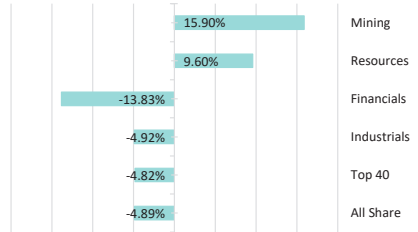
Commodities

Spot Gold	2390.44
Platinum	931.20
Palladium	1016.21
Silver	28.48
Uranium	90.00
Brent Crude	87.54
Iron Ore	105.66
Copper	9676.00
Natural Gas	1.80
Lithium	14.95

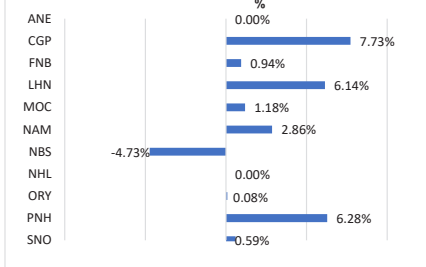
Currencies

USD/ZAR	19.1265
EUR/ZAR	20.3873
GBP/ZAR	23.7990
USD/CNY	7.2403
EUR/USD	1.0670
GBP/USD	1.2442
USD/RUB	93.1090
CPI	4.46%
Repo Rate	7.75%
Prime Rate	11.50%

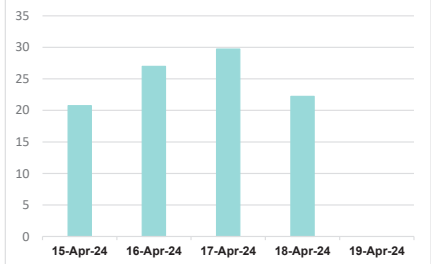
JSE Indices: Year to date movement %



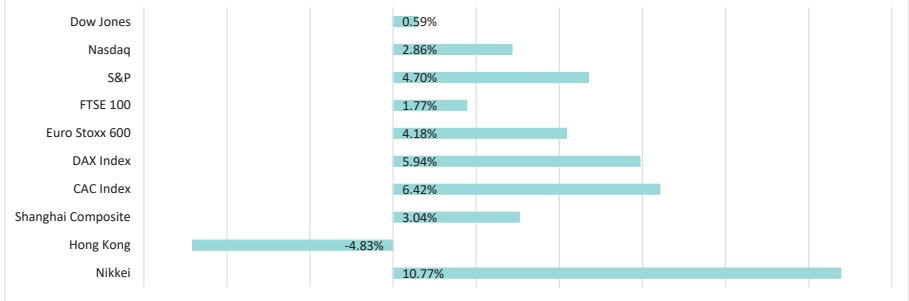
NSX Local Stocks: Year to date price movement %



JSE ALL SHARE VALUE TRADED (ZAR BILLIONS)



Global Indices: Year to date movement %



*Prices as at 16:40, 19-Apr-2024