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# THE BRIEF

News Worth Knowing



## Namibia moving ahead with Universal Health plans

FRIDAY 17 MAY 2024

## MAIN STORY



# Namibia moving ahead with Universal Health plans

**T**he Ministry of Health and Social Services (MoHSS) says it is still planning to implement universal health coverage (UHC), with the framework already approved by the Cabinet two years ago.

According to MoHSS Minister, Kalumbi Shangula, the process is ongoing and involves extensive consultations with the public and various stakeholders.

“Once these consultations conclude, a report will be compiled and reviewed before finalizing the UHC implementation plan. The framework has already been approved by the Cabinet two years ago.

## Crucial Dates

- Bank of Namibia Monetary Policy announcement date:  
19 June 2024  
14 August 2024  
23 October 2024  
4 December 2024
- 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

We have set up structures, and consultation with the public, the government, and different stakeholders has been ongoing,” the Minister told The Brief.

He further explained that while there is no specific date for the UHC rollout, the current efforts aim to expand on primary health care and create a comprehensive UHC program.

“It’s a process, so we don’t have a definite date of how long the process is going to take, but the most important element we are already implementing is primary health care,” he explained.

The UHC is expected to provide affordable health services to everyone in the country, as Namibia strives to re-envision the availability, accessibility, acceptability, and quality of health service delivery in a way that meets the needs and rights of all, especially key, marginalized, and vulnerable populations.

This comes as South African President Cyril Ramaphosa, on Wednesday, signed into law the National Health Insurance (NHI) bill, which serves as a fund, financed through taxes, through which the

government procures healthcare services for all citizens residing in the country, from both public and private healthcare providers.

This means that when an individual falls ill, they can visit their nearest general practitioner or clinic that has a contract with the NHI, without any concern about the cost of care.

Individuals will have the freedom to choose the healthcare facilities they prefer. The primary objective of the NHI is to enhance healthcare accessibility for all citizens. Individuals will have the option to access NHI-contracted general practitioners, clinics, or hospitals nearest to them, regardless of whether they are part of the public or private sector.

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# INVITATION

## Standard Bank Annual Legal Conference

Theme: **ESG, Sustainable Finance and facilitating a just energy transition for Namibia.**

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**Event Details:**

Date: **27 and 28 May 2024**  
Place: **Windhoek**

Date: **30 and 31 May 2024**  
Place: **Swakopmund**

Dress Code: **Business Attire**  
Fees: **N\$5000** (two-day conference)





Adv. Sigrid Tjijerokisa  
Head, Legal & Governance,  
Standard Bank



Jessica Blumenthal  
Executive, Banking &  
Finance practice, ENS



Itembu Sibisusa  
Manager, Client Coverage,  
CIB, Standard Bank



Irvin Titus  
Senior Partner, Koop  
and Partners



Stefanie Busch  
Senior Associate, ENS  
in Namibia



Anina Boshoff  
Executive, Banking and  
Finance practice, ENS

RSVP Date: **21 May 2024**

[I.Ingrid.Cupido@standardbank.com.na](mailto:I.Ingrid.Cupido@standardbank.com.na)

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\*Proceeds will go towards the Buy-a-Brick initiative.



# Market Sounding for Southern Corridor Green Valorisation and Central Valley Common User Infrastructure Development



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## Overview.

The Namibian Government, through the Ministry of Mines and Energy, and in collaboration with the Namibia Green Hydrogen Programme (NGHP) is embarking on an exciting phase of development that could unlock numerous opportunities for green industrialisation. As part of this endeavour, interested developers are invited to participate in a market sounding exercise, which will inform a launch for requests for proposals. The primary objective of this market sounding is twofold: to facilitate the development of crucial green hydrogen projects and infrastructure necessary for realising the goals of green industrialisation, and to gather preliminary perspectives, comments, and feedback on the proposed approach to advance the green industrialisation agenda.

### Southern Corridor Green Valorisation

This initiative focuses on the development of green energy valorisation projects within the Southern Corridor, as part of the Southern Corridor Development Initiative (SCDI). This initiative, integrated within the Economic Advancement Pillar of the Harambee Prosperity Plan II, aims to harness the potential of green hydrogen production and industrialisation for the benefit of Namibia. The SCDI comprises a strategic portfolio of projects and infrastructure in the Southern Region, designed to maximise the opportunities presented by green hydrogen. A key area of focus is in developing an industrial complex centred about the port of Lüderitz to connect Namibia's Green manufacturing with SADC and global markets. By fostering collaboration and innovation, the initiative seeks to drive economic growth and sustainable development in the region.

### Central Valley Common User Infrastructure (CUI) Development

This initiative seeks to explore the feasibility of developing Common User Infrastructure (CUI) in the Central Valley. The Central Valley has emerged as a key focal point for infrastructure investment, particularly in the establishment of a synthetic fuel hub. With multiple pilot projects already underway and private developers initiating ventures related to green hydrogen, the Central Valley is poised to become a thriving hub for green industrialisation. The primary focus of this initiative lies in developing various projects within high-capacity factor wind resource zones, including development of CUI for connecting existing and new projects, generation assets for renewable energy production, synthetic fuels production facilities (e.g., e-kerosene, methanol) and manufacturing facilities for essential components such as electrolyzers, solar panels, wind turbines, and flat glass.

**Virtual Sessions will be held on the dates and times noted below. Links will be shared with all registered participants.**

#### Southern Corridor Green Valorisation Market Sounding Virtual Session.

Date: 30th May 2024  
Time: 10:00 - 12:00 CAT  
Platform: Online

#### Central Valley CUI Development Market Sounding Virtual Session.

Date: 29th May 2024  
Time: 09:00 - 12:00 CAT  
Platform: Online



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# Paratus and Bonlife ranked among fastest growing companies in Africa by Financial Times

Namibian companies, Paratus Namibia Holdings Ltd and Bonben Assurance Namibia Ltd, have been ranked by the Financial Times among some of Africa's fastest-growing companies.

Paratus Namibia Holdings Ltd. clinched the 49th spot in the ranking of Africa's Fastest-Growing Companies for 2024.

The list, compiled by the Financial Times, features 125 enterprises that have exhibited remarkable resilience and growth.

According to the Financial Times, the criteria for judging

were primarily based on key financial metrics and performance., with Paratus Namibia Holdings having displayed remarkable growth figures.

Its absolute growth rate according to Financial Times, stood at an impressive 262.86%, with a compound annual growth rate of 53.67%.

Similarly, Bonben Assurance Namibia Ltd., Bonlife Assurance, also made it to the list, securing the 73rd position, with an absolute growth rate of 148.8% and a compound annual growth rate of 35.5%.

The ranking showcases

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INVITATION FOR BIDS

The Namibian Agronomic Board (NAB) hereby invites competent Namibian registered companies to submit proposals as outlined below:

| NO. | Description   | Procurement Reference No | Document Fee | Closing date and Time   |
|-----|---|--------------------------|--------------|-------------------------|
| 1   | Procurement of five (5) motor vehicles for the NAB  | G/ONB/NAB-001/2024/2025  | N\$300       | 30 May 2024 at 10H00 AM |
| 2   | Consultancy services to undertake an assessment of the financial sustainability of the Namibian Agronomic Board (NAB) | SC/RP/NAB-002/2024/25    | N\$300       | 30 May 2024 at 10H00 AM |

Interested eligible bidders may send their proof of payment and request for bidding documents via the email below. Kindly use the bid no as a reference (e.g. NAB-001 or NAB-002).

The document fee should be paid into the bank account provided below:

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Account Name: NAMIBIAN AGRONOMIC BOARD  
Account Number: 041525361  
Account Type: Business Current Account  
Branch: Ausspanplatz Branch  
Branch Code: 082672  
Swift Code: SBNMNX  
Currency: Namibian Dollar  
Universal Branch Code: 087373

Submissions must be hand-delivered/ couriered to; NAB Head Office, NO. 30 David Meroro Road, Agricultural Board's Building, Windhoek, Namibia. The documents must be deposited into the bid box placed at the NAB reception. No emailed or faxed documents will be accepted.

Requests and enquiries:  
Mr. Severin Shilongo  
Tel: 061 379 500  
Email: [PMU@nab.com.na](mailto:PMU@nab.com.na)  
Procurement Management Unit



[www.nab.com.na](http://www.nab.com.na)

the impressive growth trajectories of Namibian companies amidst the broader economic challenges facing the continent.

The ranking, now in its third year, highlights the dynamism and growth of companies in sectors including IT, retail, renewable energy, real estate, and e-commerce during what continues to be a generally challenging time for businesses worldwide.

The FT collaborates with Statista, a data research company, to produce rankings for companies in Europe, Asia, America, and Africa in order of revenue growth.

For the 2024 list, the companies were ranked by their compound annual growth rate in revenue between 2019 and 2022. South Africa had 42 companies on the list, followed by Nigeria's 25, while Kenya tied for third at 12.



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[www.agribank.com.na/page/vacancies/](http://www.agribank.com.na/page/vacancies/)  
CLOSING DATE: 27 May 2024

# Toyota drives Namibia vehicle sales with 50% market share in April

Toyota dominated Namibia's vehicle sales in April 2024, with a 43.2% share of passenger vehicle sales and 50% of total sales, latest data reveals.

According to data provided by Cirrus Capital's Head of Data & Analytics, Tannan Groenewald, out of the 411 passenger units sold during the period under review, 174 were Toyota vehicles.

The Toyota Landcruiser PU and Hilux emerged as favorites among consumers, contributing to Toyota's substantial presence in the industry.

"207 Toyota Hilux units were sold in April 2024. The Toyota Landcruiser PU came in second with 65 units sold, followed by the Toyota Corolla Cross with 55 units sold. Toyota vehicles made up 50.4% of the total vehicles sold. There were twelve rental agency purchases—seven Toyota Fortuners and five Toyota Urban Cruisers," Groenewald said.

Meanwhile, in passenger vehicles, Volkswagen trailed behind with a 14.1% market share, followed by Kia and Suzuki with shares of 11.7% and 9.0%, respectively.

"Volkswagen came in



EAN PUBLIC DISCUSSION

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**22 MAY 2024**  
Time: 18:00 – 20:00  
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Keynote Speaker:  
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and Energy



**Lameck Odada**  
MC & Moderator:  
Lecturer, NUST



**Zenzi Awases**  
Key presenter:  
Managing Principal  
Director, EmpowerMine  
Consulting Services



**Lauren Graham**  
Panelist:  
Chief Economist,  
Chamber of Mines  
of Namibia



**Franco Labuschagne**  
Panelist:  
Head: Specialized Finance  
Lending, FNB Namibia



**Dr. Gurvy Kavei**  
Panelist:  
Lecturer, UNAM

second, with 58 units sold and a share of 14.1%, followed by Kia and Suzuki with shares of 11.7% and 9.0%, respectively," said Groenewald.

This comes as in April 2024, vehicle sales in Namibia fell to 899 units, down from 1,451 units in March and 1,004 units in April 2023, marking the lowest monthly sales recorded this year.

Simonis Storm Junior Economist Halleluya Ndimulunde said this represents a negative growth rate of 38.0% m/m and

10.5% y/y.

"The decline in sales was primarily driven by commercial vehicles, contributing to the overall drop compared to the previous month," she said.

Ndimulunde said that vehicle sales by country of origin in April 2024 show a strong preference for Japanese and German vehicles in Namibia.

She said Japanese brands led with 574 units sold, capturing 63.8% of the market share with Toyota being the most preferred brand.

"Germany follows with 114 vehicles sold, reflecting the admiration for German engineering and performance, with Volkswagen and Mercedes Benz being the leading brands. South Korea comes in third, with 55 vehicles sold (6.1%), indicating the appeal of their modern designs and advanced technology, primarily from Kia. American vehicles, with 53 units sold, also have a significant presence, largely driven by the popularity of Ford," she said.



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|------------------------|-------------------------------|---------------|
| Tuesday, 14 May 2024   | NIPAM, Paul Nash Str, Olympia | 08h30 - 15h00 |
| Wednesday, 15 May 2024 | NIPAM, Paul Nash Str, Olympia | 08h30 - 15h00 |
| Thursday, 16 May 2024  | NIPAM, Paul Nash Str, Olympia | 08h30 - 15h00 |

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Standard Bank



## Unlocking Africa's Energy Potential at the Africa Energies Summit 2024

The Africa Energies Summit 2024 is bringing together a distinguished panel of experts from across the globe to delve into the continent's energy future and outlook. Among the esteemed panelists is Nelson Lucas, Head of Corporate and Investment Banking at Standard Bank Namibia, who aims to shed light on the role of Namibia in shaping Africa's energy landscape.

Joining him on the panel are Patrick Rutty, the Director of Global Intelligence from Enverus in the UK, and Marit Brommer the Chief Executive Officer of the International Geothermal Association in the Netherlands. This group of people bring with them a wealth of knowledge and experience and are in a suitable position to discuss the future potential that lies within Africa and the global landscape.

Lucas has expressed his excitement for being part of the panel, highlighting the opportunity to network with global energy experts and collaborate on pressing issues facing Africa. For him, the summit presents a platform to discuss and craft strategies for meeting the continent's energy demands while contributing to global energy goals.

Namibia's presence at the summit, represented by Standard Bank Namibia, holds profound importance for both the bank and the country. As Namibia emerges as a beacon of energy innovation in Africa, the summit provides a stage to showcase its potential as a major player in the global energy arena.

With abundant opportunities in renewable energy sources such as Green Hydrogen, Wind, and Solar, as well as conventional resources like Oil & Gas, Namibia stands poised to drive growth not only for itself but for the entire continent.

Standard Bank Namibia's commitment to driving growth aligns perfectly with the nation's energy ambitions. As the bank's purpose states, "Namibia is our Home, we drive her Growth." The summit serves as a testament to this commitment, as Standard Bank Namibia leverages partnerships and offerings to advance the energy agenda in Namibia and beyond.

Lucas outlined his expectations for the summit, which include raising critical matters and brainstorming solutions to energy challenges, exchanging insights with industry leaders, and contributing to shaping Africa's energy future. However, he also emphasized the importance of enjoying the experience and building valuable connections through networking opportunities.

In conclusion, the Africa Energies Summit 2024 serves as a catalyst for unlocking Africa's energy potential. With Namibia playing a pivotal role in this journey, events like these pave the way for collaboration, innovation, and progress in the continent's energy sector. As leaders come together to share ideas and forge partnerships, the future of Africa's energy looks brighter than ever.



# Namibian women increasing participation in govt procurement

Namibia is seeing a positive trend with more women entering the government tender process. According to Bank Windhoek's Manager

of Emerging SME, Jenevieve Swartz, there has been an increase in women taking up tenders to provide the government with services or products such as cleaning

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Nowadays, we also get ladies that get government tenders. So they get a tender for cleaning material or cleaning supply and delivery.

materials.

“Nowadays, we also get ladies that get government tenders. So they get a tender for cleaning material or cleaning supply and delivery,” she said.

She further explained that the beauty industry and food services for retail are among the majority of sector services dominated by women, with the age range varying.

“You get young people in the youth category and then you get the two older women. So it's relatively straight. So it's not just an influx of youth or an influx of older women,” she said.

She said this at the She Rebuilds the World project's graduation ceremony,

where 50 Namibian women entrepreneurs graduated from the program.

The project offers ongoing help to participants through workshops and training programs. This includes equipping them with business skills through bootcamps, teaching them how to leverage technology in their businesses through digitalization workshops, and providing training on using online government services and advocating for their rights.

It was launched in Namibia through a partnership between the Namibia Investment Promotion and Development Board (NIPDB), Business Financial Solutions (BFS), and Economic Cooperation and Investments for Latvia (ESI-LV).

In 2022/2023, the first group of 39 participants completed the program.



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## Customer experience is all about respecting the buyer (Moreki) above all else

By Victor Songa Musiwa

In Setswana, "Moreki" and in Silozi, "Muleki" both mean "the Buyer." Within alcohol drinking cultures, Moreki holds a position of unwavering respect and power. Businesses can learn invaluable insights from this reverence bestowed upon Moreki in alcohol consumption settings. Fundamentally, Customer Experience (CX) hinges on esteeming the customer or buyer, acknowledging their desires, preferences, and principles, and harmonizing every facet of the business to not only fulfill but surpass those expectations.

Respect in customer experience transcends mere politeness or superficial gestures. It encompasses a deeper understanding and appreciation of the customer's journey, their emotions, and their intrinsic worth as individuals engaging with a brand. Here's why respecting the customer is the cornerstone of exceptional customer

experience:

### Acknowledging Individuality

Every customer is unique, with their own set of preferences, behaviors, and expectations. Respecting the customer means recognizing and valuing this individuality. It involves personalizing interactions, tailoring products or services to suit their specific needs, and treating each customer as a distinct entity rather than a faceless transaction.

### Empathy and Understanding

Respect goes hand in hand with empathy. To truly understand and serve customers, businesses must empathize with their challenges, frustrations, and aspirations. By putting themselves in the customer's shoes, companies can anticipate needs, provide relevant solutions, and offer support that resonates on a human level.

### Transparency and Trust

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Respect is built on a foundation of transparency and trust. Customers appreciate honesty and openness in their interactions with businesses. Whether it's about pricing, product features, or company policies, transparency fosters trust and cultivates long-term relationships. Concealing information or resorting to deceptive practices erodes trust and damages the customer experience.

### Active Listening and Feedback

Respecting the customer involves actively listening to their feedback and incorporating it into business practices. Whether through surveys, reviews, or direct communication, customers provide invaluable insights that can drive continuous improvement. By listening attentively and responding thoughtfully to feedback, businesses demonstrate their commitment to meeting customer needs and preferences.

### Empowerment and Ownership

Respect empowers customers by giving them ownership of their experiences. This means providing them with the tools, resources, and autonomy to make informed decisions and navigate their interactions with the brand seamlessly. Whether it's through self-service options, intuitive interfaces, or responsive customer support, businesses empower customers to take control of their journey.

### Consistency and Reliability

Consistency is a key aspect of respect in customer experience. Customers expect reliability and uniformity across all touchpoints, from the first interaction to post-purchase support. By delivering consistent experiences that align with their promises and values, businesses show that they respect their customers' time, effort, and investment.

### Cultivating a Culture of Respect

Respecting the customer is not just a strategy; it's a mindset that permeates an organization's culture. From frontline employees to top-level executives, everyone plays a role in upholding this ethos. Businesses that prioritize respect in their interactions with

customers also tend to foster a culture of respect internally, where employees feel valued, empowered, and motivated to deliver exceptional experiences.

### Conclusion

By embracing respect as a guiding principle in every interaction and decision, companies can differentiate themselves in a crowded marketplace, drive customer loyalty, and ultimately, achieve sustainable success. After all, in the realm of customer experience, it's not just about making a sale - it's about honoring the customer as a valued partner in the journey towards mutual growth and satisfaction.

**\*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.**



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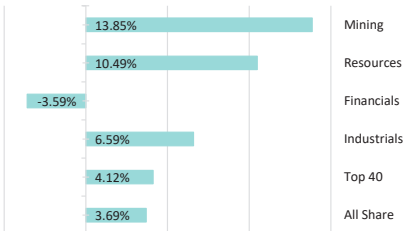
Commodities

|             |          |
|-------------|----------|
| Spot Gold   | 2415.08  |
| Platinum    | 1076.74  |
| Palladium   | 1009.70  |
| Silver      | 30.75    |
| Uranium     | 91.00    |
| Brent Crude | 83.41    |
| Iron Ore    | 108.32   |
| Copper      | 10361.76 |
| Natural Gas | 2.60     |
| Lithium     | 14.35    |

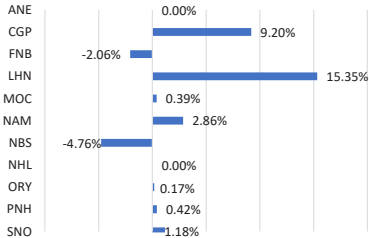
Currencies

|            |         |
|------------|---------|
| USD/ZAR    | 18.1613 |
| EUR/ZAR    | 19.7461 |
| GBP/ZAR    | 23.0561 |
| USD/CNY    | 7.2229  |
| EUR/USD    | 1.0873  |
| GBP/USD    | 1.2695  |
| USD/RUB    | 90.9336 |
| CPI        | 4.80%   |
| Repo Rate  | 7.75%   |
| Prime Rate | 11.50%  |

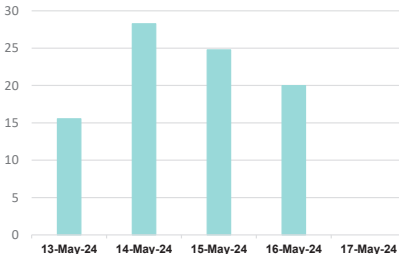
JSE Indices: Year to date movement %



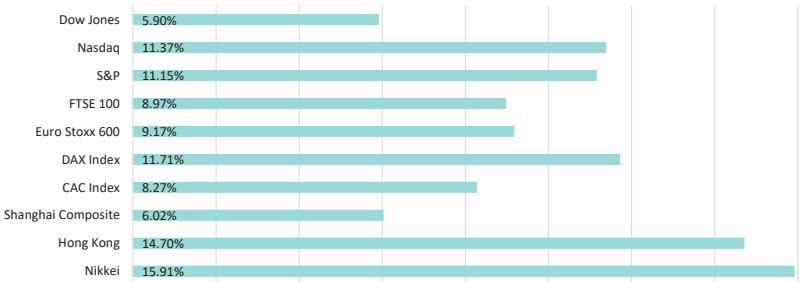
NSX Local Stocks: Year to date price movement %



JSE ALL SHARE VALUE TRADED (ZAR BILLIONS)



Global Indices: Year to date movement %



\*Prices as at 16:54, 17-May-2024