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# THE BRIEF

News Worth Knowing



## Vivo Energy shrugs off Caltex pending competition amid Engen integration

THURSDAY 21 NOVEMBER 2024

## MAIN STORY



**S**hell, operating through Vivo Energy Namibia, remains unshaken by competition in the country's fuel market as plans to integrate Engen service stations into its network gain momentum.

Vivo Energy Namibia's Managing Director, Jaco van Rensburg, explained that Shell's focus lies on innovation and leveraging its competitive advantages in the regulated fuel market.

"Competition is always good, but when it comes to fuels, we operate in a regulated market where prices are determined by the Ministry of Mines and Energy. This means fuel prices are the same at every station, so for us, it's about providing the best technology, like V-Power, which offers top benefits at the same price as any other fuel in the country,"

van Rensburg said.

This comes after Chevron Brands International LLC's recent partnership with Bachmus Oil to expand its presence in the country.

Chevron Brands International LLC signed a long-term retail trademark licensing agreement with Bachmus Oil and Fuel Supplies to launch Caltex fuel retail outlets in

### Crucial Dates

- Bank of Namibia Monetary Policy announcement date: 4 December 2024

Namibia.

Meanwhile, Shell's strategy includes enhancing its service offerings while avoiding unnecessary market saturation.

Van Rensburg clarified that, due to local competition regulations, there are no immediate plans for large-scale expansions in Namibia. However, Vivo Energy is pursuing growth opportunities across Africa.

"We don't have room to expand significantly in Namibia because of competition regulations, but Vivo Energy, as a company, continues to grow on the African continent. That's why Vivo acquired Engen from Petronas earlier this year. Now, we are the owners of Engen, which operates in eight African markets alongside our Shell-licensed markets, like Namibia," he noted.

He said while managing 75 Shell stations and 58 Engen stations across Namibia, the immediate focus is on integrating and rebranding the Engen network.

Van Rensburg emphasised that this process is critical for the company's strategy moving forward.

"Our priority is to integrate and rebrand the Engen stations into the Shell network. This process hasn't started yet, but it will begin soon. The entire rebranding process will likely take six to nine months before customers start seeing the changes in the market," he said.

Shell and Vivo Energy continue to focus on innovation and service quality, capitalising on their established presence in Namibia and the broader African region.

According to van Rensburg, this approach ensures the company remains competitive despite the regulated nature of the market.

"For us, it's about consistently improving our offerings, whether through technology, service, or marketing. By doing so, we ensure that customers always receive value and quality, no matter the competitive landscape," he said.

This comes as Engen and Vivo Energy merged their respective African businesses to create one of Africa's largest energy distribution companies.

The combined group will have over 3,900 service stations and more than two billion litres of storage capacity across 27 African countries.

Engen is the clear market leader in South Africa and has around 1,300 service stations across seven African countries.

Vivo Energy is a major pan-African retailer and distributor of fuels and lubricants to retail and commercial customers, with over 2,600 service stations across 23 African countries, using the Engen and Shell brands.

PETRONAS sold its 74% shareholding in Engen to Vivo Energy at completion.



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News Worth Knowing



# DBN eyes Green Climate Fund accreditation

The Ministry of Environment, Forestry and Tourism (MEFT) has confirmed its support for the Development Bank of Namibia's (DBN) bid to gain accreditation from the Green Climate Fund (GCF).

Speaking on the side-lines of COP29 in Baku, Azerbaijan, Minister Pohamba Shifeta highlighted the importance of Namibia having multiple accredited entities to access international funding for climate initiatives.

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environmental green fund, the only accredited fund in the country, so we are working on assisting and supporting the Development Bank of Namibia to get accredited. More institutions accredited enable us to get more grants into Namibia,” Shifeta explained.

Shifeta reiterated the need for grants rather than loans, emphasising the principle of "polluter pays" enshrined in international climate agreements.

“It is not of our making that the developed world caused 99.9% of global warming.

They must lead by taking responsibility,” he said.

Meanwhile, during Namibia’s national statement at COP29, Shifeta expressed disappointment at the lack of tangible commitments from developed nations.

“We came here with renewed hope that COP29 will deliver on climate finance, but what we’ve witnessed this past week is contrary to our expectations,” he said, calling for honesty in fulfilling obligations under the UNFCCC and Paris Agreement.

He emphasised the urgency of meeting financial commitments, including the US\$100 billion annual climate finance goal, and warned against the risks of inaction.

“Without adequate and predictable financial resources, no meaningful climate action can take place. We are not here to negotiate loans but to ask for fair and just compensation for the damage caused by environmental crimes,” Shifeta said.

Meanwhile, DBN CEO John Steytler recently provided an update on the bank’s sustainable finance efforts, noting that the journey towards aligning operations with green financing frameworks began years ago.

Steytler highlighted DBN’s success in unlocking Namibia’s renewable energy sector through consistent funding partnerships, such as with the German Development Bank.

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"In 2018, when the first solar power plants emerged, there were very few private sector players willing to invest. We unlocked the sector by tapping into consistent funding," he noted.

As DBN moves towards GCF accreditation, Steytler acknowledged the challenges of aligning with evolving global standards.

"We must understand what green means. Often, what we think is green may not meet the clear directives for a green product," he explained, adding that proper alignment ensures access to affordable financing for impactful projects.

The GCF accreditation process involves meeting rigorous standards and priority sector requirements, a challenge Steytler views as crucial for Namibia's development.

"It's about accountability and ensuring that resources are directed to impactful projects, such as schools and hospitals, where deficits exist," he said.



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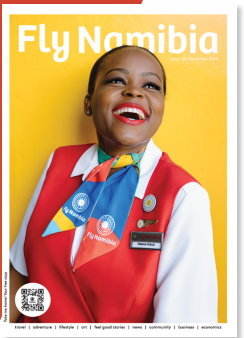
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# Gondwana officially opens Namibia2Go N\$15m HQ at Hosea Kutako Airport



**G**ondwana Collection Namibia has officially opened the N\$15 million head office for its car hire business, Namibia2Go Car Rental, at the Hosea

Kutako International Airport.

Speaking at the opening ceremony, Gondwana's Managing Director, Gys Joubert, highlighted that the facility was designed to reflect Namibia's breathtaking landscapes and rich cultural heritage.

"At Gondwana, we often talk about and challenge each other regarding the size of our dreams. What you see here today is the culmination of many dreams and the hard work of many people. Dreaming about offering the best car rental service in Namibia is simply not big enough. What you see here today is our dream, as Namibians, to offer the best car rental service in the world," he said.

Also addressing attendees, the Head of



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Namibia2Go, Marco Clarijs, emphasized the seamless integration the facility offers with Gondwana's iconic lodges and destinations, along with 24-hour personalized support and collaboration with tour operators.


"This is the beginning of a bigger and even more beautiful journey. This facility represents our commitment to delivering not just a service, but an experience that inspires and empowers every traveler," he said.

The opening comes after construction began in June. The new headquarters, spanning two erven in the SUNGATE precinct, follows Gondwana's acquisition of the property in early 2020.


Namibia2Go, supported by a team of 32 dedicated members and a fleet of 278 rental vehicles across various categories, has seen significant growth. In 2019, the company relocated from its original premises on Bismarck Street to its current location on Bassingthwaighe Street, Klein Windhoek, due to space constraints.

Gondwana Collection Namibia is a leading

hospitality group specializing in exceptional accommodation, unique travel experiences, and sustainable tourism initiatives. Its extensive portfolio includes accommodation, tour consulting, car rental, and online travel agency services.



# EXPRESSION OF INTEREST



First date of publication: 15 November 2024

## DBMNE0518 - CONCEPT DESIGN AND DEVELOPMENT OF A TECHNICAL ASSESSMENT AND STORAGE FACILITY

**SCOPE OF WORK:**

Debmarnie Namibia is expanding its in-country capability to coordinate the repair and refurbishment of its equipment. This expansion will involve a comprehensive review of current practices, procedures, support services (engineering and logistics), physical infrastructure and equipment.

To this end, EPCM contractors with the necessary capabilities and capacity are invited to respond to this expression of interest. The general scope, be refined in collaboration with the appointed EPCM contractor, includes a study and assessment of organisational needs and capacity development to achieve the desired future state.

EPCM contractors wishing to respond to this expression of interest should have a proven track record of completing projects on time and within budget. The scope of capability should include the review and development of physical infrastructure, process design and adequacy, skills deployment, and operational readiness/implementation of solutions.

EPCM contractors interested in responding to this request are required to provide a comprehensive set of documents demonstrating their qualifications, experience, capabilities and approach to achieving the project's objectives.

**DOCUMENTS TO BE SUBMITTED :**

1. Company Profile and Overview
2. Relevant Project Experience
3. Technical Proposal
4. Capabilities and Capacity
5. Indicative Rates and Personnel Deployment Plan

**CLOSING DATE:** Registered businesses interested in providing these services are requested to submit their interest by sending the documentation reference number DBMNE0518 by 20 December 2024 at 12:00.


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Asite Marketplace: <https://za.marketplace.asite.com/>

Subject line: DBMNE0518 - CONCEPT DESIGN AND DEVELOPMENT OF A TECHNICAL ASSESSMENT AND STORAGE FACILITY.

**Bidders must register on our electronic platform to participate in this EOI.**

**DISCLAIMER:**  
 Debmarnie Namibia shall not be responsible for any costs incurred in the preparation and submission of a response to this Expression of Interest and furthermore reserves the right not to extend this Expression of Interest into any future tenders, negotiations and/or engagements. Debmarnie Namibia will not accept submissions rendered after the closing date and time.







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# Dispatches from the frontline

By The Brand Guy

I am not a comfy extrovert, so I don't take pleasure from talking on the phone. Making calls, especially cold calls, is not high on my list of fun ways to spend a Friday, or any other day of the week. This is probably the legacy of Covid and the rise of the mobile device.

The situation becomes harder when the frontline staff is not functional. You know the scene. Call, get no answer, call again, the switchboard operator can't understand you, call again and the person is out of office, until you give up.

That experience affects the brand with moments of desperation.

Frontline staff are those people who deal directly with customers, suppliers, or other publics in an organization: call center agents, shop workers, customer complaint and dispute resolution agents, and so forth.

The frontline has evolved with the implementation of online mechanisms. The dubious benefit of the online mechanism is that it offers greater economy once the initial investment is recouped through replacement of employees.

Chief among these are chatbots that provide answers to questions, and international call centers that provide solutions either by voice or type chat. Bots are relatively inflexible, providing information on a limited range of prompts (keywords).

The range and responsiveness for bots will depend on construction of metadata.

Human agents are more flexible and



“

**Frontline staff are those people who deal directly with customers, suppliers, or other publics in an organization.**

nuanced. As it stands now, the ability of online frontline mechanisms depends on the energy and empathy of human operators. In general, however, the quality of the human system will be variable.

AI will probably bring a greater level of quality to the frontline. It is already being used for chatbots.

The next iteration of AI will bring greater flexibility in response-handling. Current systems in development will be characterized by improved judgement and discrimination, enabling them to handle nuanced requests to a greater degree, rather than just reporting from the existing data set.

Until such time as AI improves and becomes feasible in Namibia, there are five guidelines that should be implemented.

Firstly, the old rule was that the phone should be answered within three rings. This still applies.

The current system of giving a series of choices is not entirely optimal, particularly after the choices have run through their script. The script delays the wanted

response. A further delay is cruelty. Once the script has played out, the phone needs to be answered in three rings. The adverts that serve to fill the response gap are rarely edifying, especially if you have heard them before.

Secondly, have enough staff to handle the call volume. Sometimes staff need to go to the restroom. When that happens someone competent needs to answer the phones. Economizing on staff to answer the phones is penny wise, pound foolish.

Thirdly, people who answer the phones must have a certain degree of understanding of the scenarios and structures to deal with issues. If they can be trained to competently deal with queries, this itself will be a form of useful economy.

Fourth, in an age of email and online contact, there will still be a requirement for voice contact. If reception or the switchboard puts a call through, pick it up.

Finally, develop response etiquette. Someone who is interested enough to make a call or contact needs to know when a response can be expected, even if you don't have enough information to immediately give an answer.

There is no great mystery to handling the frontline. The best place to begin is to audit the customer journey and script all the necessary

measures and responses.

***\*Pierre Mare has contributed to development of several of Namibia's most successful brands. He believes that analytic management techniques beat unreasoned inspiration any day. He is a fearless adventurer who once made Christmas dinner for a Moslem, a Catholic and a Jew. Reach him at [contact@pressoffice7.com](mailto:contact@pressoffice7.com) if you need thought-leadership, strategy and support.***



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# Global Entrepreneurship Week Namibia Part 1



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## Green agenda set to boost household income by N\$99.4 billion

The Namibia Green Industrialisation Agenda (NGIA) is expected to significantly increase household income, potentially adding N\$99.4 billion during its investment phase and N\$87.9 billion annually once the project reaches its operational phase.

This projection was shared during a panel discussion on the socioeconomic impact of green hydrogen in Namibia, hosted by the Green Hydrogen Programme in collaboration with the Bank of Namibia and the Namibia Statistics Agency.

Mwala Lubinda, a lecturer at the Namibia University of Science and Technology and associate researcher at MONASA Advisories, detailed the expected benefits of the NGIA, emphasising the impact on household income.

“The NGIA could potentially increase household income by about N\$99.4 billion during the investment phase and N\$87.9 billion per year during the operational

phase,” Lubinda remarked.

He said the NGIA aims to create significant income growth, although the distribution will not be equal across all sectors of society.

According to Lubinda, most of the income gains will go to high-income households, especially in urban areas.

“While the income benefits are expected to be substantial, the reality of Namibia’s high-income inequality means that urban high-income households will benefit the most,” he explained.

Lubinda noted that these income gains will be driven by the green hydrogen sector and its associated industries, which will generate jobs and stimulate broader economic activity.

“The majority of the income increase will come from sectors like construction, rail transport, and wholesale trade, as green hydrogen development progresses,” Lubinda stated.

However, the need for careful policy implementation was stressed to mitigate

income inequality, ensuring that the benefits of the green hydrogen sector reach a broader demographic.

“The key challenge will be ensuring that the benefits are not concentrated in only a few segments of society. Policymakers need to be proactive in addressing income disparities as part of the broader green hydrogen strategy,” Lubinda added.

The key findings revealed that the NGIA could potentially create about 120k additional employment opportunities during the investment phase and sustain 30k job opportunities per year during the operational phase.

The NGIA could potentially add about

N\$129 billion additional GDP during the investment phase and N\$177 billion additional per year during the operational phase.

The panel discussion on the socioeconomic impact of green hydrogen in Namibia explored its potential to drive sustainable economic growth and social advancement.

At the session, Green Hydrogen Programme Head of Impact and ESG, Eline Van der Linden, said while immediate market entry for underskilled and under-resourced individuals is unlikely, employment growth for better-skilled individuals will lead to positive economic effects.

“We don’t expect immediate entry into the market for those that are underskilled and under-resourced, but we do believe that as employment increases for those who are a little better resourced and who do have some of the knowledge and some of the skills, we will see some trickle down effects in the economy, and we believe that as the economy grows, we will see higher fiscal income so there will be more fiscal space,” she noted.

The session provided the attendees with an overview of the assessment methodology, including the expanded 2019 SAM, CGE model assumptions such as market behaviour, production technologies, and potential external shocks, and HM model considerations addressing household heterogeneity and income distribution.

## VACANCY



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### Remuneration:

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The NIPDB reserves the right to use additional/ relevant information as criteria for short listing and regrettably no documents will be returned.

Enquiries: [recruitment@nipdb.com](mailto:recruitment@nipdb.com)

Closing Date: 22 November 2024 @ 17:00



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### ABOUT NIPDB

The Namibia Investment Promotion and Development Board (NIPDB) is mandated to promote and facilitate investment by foreign and Namibian investors, and coordinate MSME activities across all levers of the economy, with the aim of contributing to economic development and job creation.



# Nedbank Namibia wins IPM HR Center of Excellence Award

Nedbank Namibia has been awarded the prestigious Institute of People Management (IPM) HR Center of Excellence Award of the Year at the 14th Annual IPM Namibia Conference. Nedbank Namibia’s Human Capital



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Executive, Bianca Muller, said the bank was recognized for its outstanding work in the wellness department, particularly through the establishment of its innovative Campus On-Site Wellness Facility, which was inaugurated in August 2024.

“Nedbank Namibia’s award underscores its commitment to enhancing the overall well-being of its employees through holistic and impactful wellness initiatives. The On-Site Wellness Facility has been instrumental in transforming employee wellness at Nedbank,” she said.

“This award is not only a testament to the dedication of our teams but also a call to action for others to invest in wellness. Together, we can create thriving communities within the workplace and beyond.”

The facility, which offers programs focused on physical, mental, and emotional health, serves as a hub for employees to access resources that empower them to achieve both personal and professional wellness goals.

“Wellness is not just a trend; it is a fundamental aspect of our lives that impacts productivity, happiness, and longevity. As money experts who do good, we believe that when employees thrive, our organization thrives. This recognition affirms our commitment to fostering a healthier, more vibrant workforce,” Muller added.

She also noted that Nedbank’s wellness journey is far from over. “In addition to the current initiatives, the bank has ambitious plans to expand its wellness programs by digitizing employee well-being solutions. This will make wellness resources accessible to employees wherever they are, encouraging a deeper connection to their health and fostering a culture of proactive wellness across the organization.”

This year’s IPM Namibia Conference, themed ‘Namibia Decides – Managing Hopes and Fears’, celebrated outstanding achievements across various sectors, shining a spotlight on innovation, community engagement, and excellence in the HR and People Management landscape.





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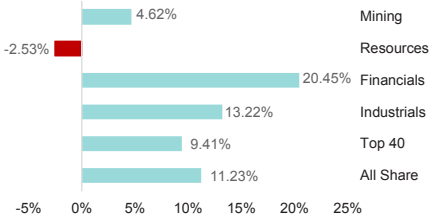
Commodities

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Platinum	957.76
Palladium	1023.68
Silver	30.74
Uranium	81.00
Brent Crude	73.93
Iron Ore	93.23
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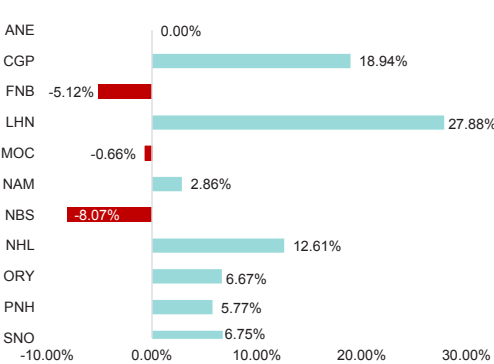
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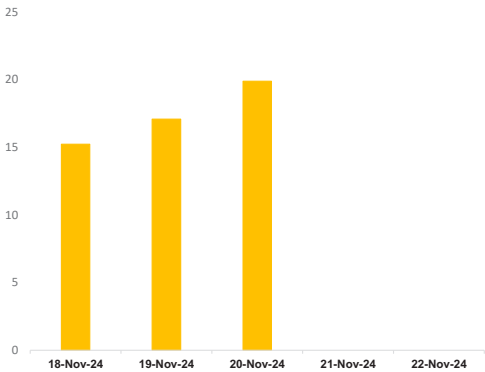
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JSE ALL SHARE VALUE TRADED (ZAR BILLIONS)



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