



MICROmega MAIL

NEWSLETTER FOR THE STAFF OF MICROmega HOLDINGS LIMITED THE DIFFERENCE IS IN THE DETAIL

NOSA's night of the stars

NOSA's premier awards banquet evening – the NOSCARS – enjoyed its 40th successive year in May this year. Held at Montecasino in Johannesburg, NOSA's staff hosted the crème of its client base, celebrating each company's health and safety successes while enjoying a night of glitz and glamour.

Greg Morris, chairman of the MICROmega group, commended the guests present for their commitment to health and safety and added that one of NOSA's goals was to increase national awareness of this highly important sector.



Watch out for highlights from NOSHCON, NOSA's annual occupational risk management

conference, in the next issue of the MICROmega MAIL.

Lubrication Equipment enjoys NAMPO Harvest Day

Lubrication Equipment had its wares on display at this year's NAMPO Harvest Day. An annual event held in Bothaville in the Free State, NAMPO is widely regarded as the agricultural event of the year, with all the players of this highly important industry gathered on one giant field for four days.



Already a veteran of the show, Lubrication Equipment's stand was quick to garner the attention of industry players already familiar with the company's quality products, particularly its portable grease gun, which requires no electricity to operate 'in the field'.

The company's name and reputation ensured a bustling stand, despite lower gate numbers for the show than in previous years, while members of the company's team who manned the stand all attest to having had a great time in the sun.

MEGA Profile: MECS Africa

MECS Africa is spreading its wings. The contractual manpower specialist is branching into a number of different sectors, including its new role as payroll administrator for the entire MICROmega group!



MECS
Africa

The company's focus now includes HR and industrial relations management, recruitment, contractual manpower, project logistics, employee benefit programmes, a payroll bureau, procurement and, of course, its petrochemical arm, Petrolmecs, based in Angola.

According to Roland Glass, the company's managing director, this expansion allows MECS to cater for any and all needs its clients might have – from sourcing cellphones to making travel arrangements to offering tax consultations, even medical evacuations for its employees where necessary.

"We want to offer the best service possible to both our corporate clients and contractual staff," explains Roland. "We believe that the best way to do this is to cover every sphere of the business environments we work in, from labour to tax and payroll to project support – we can do it all."

In line with this expansion, MECS Africa has also rebranded itself. The company's new logo reflects MICROmega's corporate identity, as well as its commitment to excellence in everything it has to offer.

View from the top

With half the year behind us, it is important to reflect on the past six months and put in perspective the performance of the group.

Despite the current economic climate, the diversified nature of our earnings has to some extent shielded the group and ensured that we remain on target for another successful year.

The importance placed on cost culture in the previous publications has certainly had a positive impact, and while there is still a large amount of work that is required in reducing unnecessary expenditure, we would like to thank all the staff who have bought into the process.

From a sales perspective, it is critically important that all staff understand the key revenue drivers behind their respective businesses. To blame the current economic climate for a decline in sales might be a valid reason, but we need to realise that sales are also affected by a number of other factors. These include the quality of the product or service being offered, the after-sales support and the relationships we have with our clients.

While we have a limited capacity to influence the current economic climate, the factors above are firmly within our control and essentially have a direct impact on our financial performance and market share. There can be no excuse for a business which has had its market share eroded by competitors who have grasped the challenge of the economic climate and made every effort to survive.

Whether it is a Bullbar, battery, NOSA audit or radio, the principle of ensuring that the product or service we offer is of a world-class standard does not change.

A number of competitors across all our sectors will not survive the next six to 12 months. But, provided we focus on both the products and services we offer and ensure we are strategically well positioned, we will see the benefits when the market conditions improve.

MECS Africa and NOSA join forces



NOSA and MECS Africa are launching an exciting new initiative at this year's NOSHCON conference: the NOSA Employment Agency. Having recognised a gap in the market, Justin Hobday and Roland Glass, NOSA and MECS Africa's MDs respectively, made the decision to launch NOSA Employment Agency as a niche recruitment division specialising in the placement of qualified and experienced professional SHEQ representatives, practitioners and managers across all industry sectors in Southern Africa.

"We have been inundated with queries from qualified SHE practitioners asking us about industry specifications and the qualifications necessary for certain levels of employment," says Justin. Roland agrees: "The gap in the market with regards to this specific sector is apparent. We want to be proactive within the health and safety industry, and NOSA's database of qualified SHE practitioners, together with our experience in recruitment, should allow us to do so."

Look out for feedback regarding the success of the launch in the next issue of the MICROmega MAIL!

Revenue Management's multi-talented team

Three existing members of the MICROmega Revenue Management Solutions team, as well as one new staff member, will be manning the call centre. They have undergone extensive training over the last few weeks and are ready to take on this exciting new challenge.

They are (from left): Heidi Schreuder, Fiona Sampson, Patience Ngonyama and Mosa Koahela. While the ladies have all been with the company for a while, Mosa is new to the MICROmega Revenue Management Solutions family. We wish him the best of luck and hope that he finds his new position fulfilling!



MICROmega Revenue Management Solutions launches call centre

MICROmega Revenue Management Solutions, a company that provides revenue management solutions to local government and the utilities, recently launched a new call centre. The facility will provide customers with a quick and easy way of querying meter readings on their utility bills, thereby improving customer service and increasing revenue collection.

The call centre, situated at the company's offices in Germiston, was officially opened by MICROmega's chairman, Greg Morris, and the executive mayor of Ekurhuleni, Councillor Lentheng Mekgwe.

"MICROmega Revenue Management Solutions is responsible for the collection of R9 billion annually on behalf of local governments, and we are very aware of the challenges that we must meet," said Greg Morris, chairman of MICROmega Holdings. "We must ensure the integrity of data at all times and provide consumers with accurate readings and bills in a timely manner. The new call centre will allow us to improve the service that we offer by making it easier for the public to contact MICROmega Revenue Management Solutions if they have any queries regarding their meter readings and bills."



The call centre will service all areas managed by MICROmega Revenue Management Solutions and will hopefully assist municipalities and utilities in collecting outstanding revenue.

"There is a lot of pressure on local government at the moment," stated Mpho Mofokeng, chief executive officer of MICROmega Revenue Management Solutions. "Municipalities countrywide are currently owed in excess of R2 billion, and with the economy struggling at present, revenue collection is likely to become increasingly difficult. But we are confident

that our new call centre will assist greatly with the process of meter reading and revenue collection."

MICROmega Revenue Management Solutions' call centre – a first within the industry – will allow customers to query bills via telephone, email and text messaging.

"It is with great pride that I open this call centre. Constant interaction with consumers is very important and I believe that this facility will greatly assist in meeting the needs of the public," concluded Cllr Mekgwe.

A new face at BTM



Melanie Matthysen-Nolte has joined the BTM team as a clerk. With a background in recruitment, the manufacturing industry is a new experience for Melanie. "It's exciting to be doing something so different," she says. "BTM is a great company full of friendly people, and I'm learning a lot of new things."

Sue-Marie ties the knot

Sue-Marie Saayman (née Taljaard), Greg Morris' personal assistant at head office, married Wynand Saayman at the Walter Sisulu National Botanical Gardens in Roodepoort on 25 April. The couple dated for three years before officially tying the knot, and according to Sue-Marie, they have loved every second of married life since. Congratulations to Sue-Marie and Wynand and all the best for the future!



BTM invests in new bending machine

BTM, manufacturer of aftermarket components, recently invested in a new bending machine. The machine – designed and built in Italy by BLM – is the most advanced of its type and allows for the bending of intricate shapes.



“A bending machine is an incredibly necessary piece of equipment in our industry; for creating Bullbars, tow bars and nudge bars, it’s indispensable,” says Bruce Carolin, managing director of BTM.

BTM should have had the machine last year already, but the first one was unfortunately lost at sea when a container fell overboard, forcing the suppliers to ship a second unit from Italy. This delayed plans greatly, and BTM is currently running two daily 10 hour shifts in order to maximise capacity.

Overall, BTM is presently expanding its tooling capacity significantly. It recently also purchased a laser cutting machine, and has plans to purchase a second bending unit and laser cutting unit early in 2010.

“Due the current economic conditions, capacity isn’t an issue at present,” states Bruce. “But we believe that the market will really start to recuperate early next year and we want to be able to accommodate the increase in demand when this happens.”

The new bending machine has been entrusted to Amos Maseko, who underwent a two-month training programme in preparation. Amos is an eight-year veteran of the automotive component industry and has been with BTM for two years.

“We believe that training is very important, which is why we always train our employees, even when they have received training prior to joining the company,” says Bruce. “Because of this Amos received extensive training and is ready to manage every aspect of the machine’s operation. The machine is his personal responsibility.”

Ten minutes with Lydia Molapifi from MECS Africa

How long have you been with MECS Africa?

I have been with MECS since 1995 – so almost 14 years.

What do you do at MECS?

I have been at the reception desk for four years now. It’s a demanding job, particularly within a company like MECS where the phone is always ringing. We offer so many services that are based in our head office in Sandton that there literally isn’t a moment where the switchboard doesn’t need my attention.

What are your plans for the future?

I love working at MECS, which is why I’ve been here so long (it was my first job in fact), but I’m also ready for a new challenge. I look forward to my future here and I where I might be needed next.



What is your family life like?

It’s wonderful. I have two daughters, aged 12 and seven, and a son, who is my baby, aged five. My husband is also the most caring man I could ever have hoped for in my life, although we often spend our evenings in comfortable silence, he because he is a project officer at Eskom who deals with phone calls all day, and me because I am also speaking all day. The silence and comfort when we get home is wonderful.

What are your hobbies?

My passion in life is our church, the 12 Apostles Church in Soweto. My husband is a priest, and our weekends are spent with our congregation and reading the Bible.