

# MIDCITY

# FOCUS

## 2019:1

✦ FROM THE CEO'S DESK

✦ WIN WITH OUR  
WORD SCRABBLE-  
QUESTIONNAIRE

✦ PROFILE ON  
MMASEISA SISA

✦ OUR EVENTS  
CALENDAR

✦ NEW STAFF MEMBERS  
& BIRTHDAYS

✦ LONG SERVICE

✦ THE PHOTO BOOTH

✦ FROM THE DESK OF HR

✦ INSURE CITY/MIDCITY UTILITIES

✦ TITLES/PROP ADMIN

✦ CROSS-SELLING LEADERBOARD





# FROM THE CEO'S DESK

Dear colleagues

In the previous MidCity Focus, I reported half year results ending 31 August 2018 which exceeded our budget to the tune of 9%. We are now in a position to report on results as at end January 2019. Unfortunately we were unable to continue in the same vein and December and January was well below our average for the year. As you know these two months are holiday periods and our utilities division was hard hit by low consumption and to top this up our economy was hard hit with "load shedding". Our other business units namely, Titles, Property Admin and InsureCity, also did not achieve their targets. This resulted negatively in the group performance and as at the end of January we are 4% below a very challenging budget. This is also the reason why we were not in a position to pay out the remainder of the bonuses. We are nevertheless hopeful that February was a better month and if we can catch up on the 4% below budget, we will pay the remainder or a portion of bonuses in April. The year-end results will be available approximately 15 April 2019.

The year started with a bang and we had our strategic sessions, compiled budgets and it is business as never before. We believe that we are geared for **growth** which is also our strategic theme for the 2019/20 financial year. We will revitalise our cross-selling efforts and you can look forward to some interesting challenges associated with increased incentives for specific periods.

Leadership feels energised and is ready to support our business operations. We are well positioned to make 2019/20 the best performing year in the history of MidCity and you can count on the support from all head office functions.

We have reiterated and challenged leadership to support business units and you can demand our support. Let's make this a memorable year personally and business wise.

Enjoy the journey!!



# CEO's Recommended Reading:

## Humane Capital

### How to Create a Management Shift to Transform Performance and Profit

By Vlatka Hlupic

#### The "Big Shift"

The business world currently faces unprecedented challenges, as the acronym VUCA suggests: Volatility, Uncertainty, Complexity and Ambiguity. Organizations that fail to adapt swiftly and intentionally will falter. These storms call for a comprehensive management shift that starts with leadership. Challenges in the rapidly evolving business sphere include: a multi-generation workforce with varied expectations; the need to integrate front- and back-office processes; gender and racial diversity; the pace of technological advancements; and a transition from the Fordist productivity model to a more human-centered one. The Big Shift must occur soon, and it must be profound and systemic.

Enlightened leadership benefits organizations, yet the "high-performance workplace" remains elusive. With practical tools, such as the "Emergent Leadership Model" and the "6 Box Leadership Model," and with guidance from real-life stories from people who use these tactics, leaders can achieve a high-performance workplace. As covered in *The Management Shift*, the Emergent Leadership Model has five levels of management culture. Number one is quite dysfunctional. Three, "Controlled and Orderly," is the most common level; it harkens to the traditional way of doing business in the industrialized world. Transitioning from level three to level four, "Enthusiastic and Collaborative," requires a human-centered approach, as does advancing to the fifth level, "Unbounded and Passionate."

The 6 Box Leadership Model outlines the facets of an organization's internal workings that it must address in navigating change. It defines the "People-Related Aspects" as the three boxes of "Culture, Relationships and Individuals." Then it describes the "Process-Related Aspects," the three boxes labeled "Strategy, Systems and Resources." Organizations must move their focus from process-related to people-related to shift their management culture.

Organizations across four sectors of commerce have specific change-related priorities and their own sets of best practices. They are:

#### 1. The Public Sector

In the public sector, austerity is the norm. Investing in better training and permitting teams to self-organize both have more potential for improving productivity than engaging in costly technological or infrastructure projects. Change must come from within, and it starts with each individual. This requires managers to cede a measure of control.

- **Innovasjon Norway** – This publicly owned company manages Norway's sovereign wealth from oil reserves and is accountable to every citizen. It needed to shift from a bureaucratic leadership model to an entrepreneurial one. It began by engaging its workforce and then advocating for its customers. Innovasjon introduced improved technology in measured steps that it calibrated to fit specific work processes and customer needs. Its operations improved dramatically.

#### 2. The Corporate Sector

Moving from a level-three to a level-four management style means rejecting the zero-sum notion that if someone wins, someone else must lose. That mind-set leads to the end of level-three companies. Firms should empower people by promoting a self-management structure (as at Morning Star), eliminate hierarchies (as at WL Gore) or empowering employees to make decisions (as at HCL Technologies). Consider these examples:



- Sanofi Pasteur – Celine Schillinger challenged her employer, the pharmaceutical company Sanofi Pasteur, to diversify. She created a new group on an internal social network to “broaden the definition of a leader.” She gave fellow employees a voice, which drove internal change and wider stakeholder engagement. Customers trusted its people more. With public engagement on disease management, Sanofi Pasteur led a revolution in the world of pharma by eliminating barriers between customer and provider. Schillinger’s advice: “Find like-minded people and do something.”
- Unilever (UK and the Netherlands) – When Paul Polman became CEO of Unilever in 2010, his goal was to make Unilever a leader in sustainability practices. Unilever touches 2.5 billion people daily with its products and is uniquely positioned to have a worldwide impact. Dove soap, a Unilever product, champions women’s self-esteem. Domestos bleach fights poor sanitation. Polman emphasizes clear strategy and a defined structure to implement Unilever’s Sustainable Living Plan, which supports sustainable sourcing, anti-corruption and “social compliance in the value chain,” among 50 other goals. A company must have strong values, and its priorities should evolve as society’s needs change.

### 3. Small and Medium Enterprises (SME)

By virtue of their size and commitment to innovation, SMEs are uniquely positioned to benefit from a level-four management style. Such moves as eliminating job titles and abolishing rules for days off require trust. Companies today need better measurement tools for evaluating relationship building, creativity and well-being.

- La Fosse Associates (United Kingdom) – This recruitment agency recognized that it needed to hire staff members who held its values, and didn’t require micromanaging to serve clients better. It changed its compensation structure by opening up 40% of the company’s wealth to employees via share options. Removing barriers between senior people and those who create value gave all the employees a common purpose. La Fosse employees are committed to the brand and treat all clients with equal respect. La Fosse has gained several nominations for “Best Company to Work For” awards and enjoys a high annual growth rate.

### 4. The Nonprofit Sector

Nonprofits prioritize solvency and innovation to aid a world in which social inequality, environmental problems and conflict are on the rise. Reducing bureaucracy gives employees more autonomy. Basing performance evaluations on values rather than revenues drives the management shift in the nonprofit world. Consider these examples:

- On Purpose (United Kingdom) – This nonprofit critiques and seeks to change the distinction between the profit and nonprofit worlds. It insists that real change must be everyone’s responsibility. The shift, in its view, must happen at the individual, organizational and societal levels, and must be systemic and paradigmatic. It believes that corporations should shift away from shareholder value and profit for profit’s sake, and focus instead on their service or product. This gives workers a higher purpose. The nonprofit sector, specifically social enterprises, offers models that the for-profit sector should emulate.
- The Drucker Institute (California) – The Institute seeks to “strengthen organizations to strengthen the society.” It acknowledges that balancing successful business operations with employee satisfaction is a challenge. The institute’s executive director, Rick Wartzman, believes that companies can demonstrate corporate responsibility and sustain their enterprises by keeping customers foremost, treating workers well and contributing to the community.
- The Drucker Society Europe (Austria) – The European branch is dedicated to fostering improved alignment among management practitioners, academics and other stakeholders to drive innovation in the corporate world. The organization’s priorities include promoting management as vital to society; encouraging knowledge work, entrepreneurship and innovation; and motivating the younger generation.

### Making the Shift

While level-four and level-five business strategies are superior to the old command and control ways, most information about the efficacy of these approaches remains anecdotal. Data from different organizations suggest that optimizing humane capital creates a high-performance workplace. It starts with each individual and creates a ripple effect. This doesn’t happen overnight; it is a work in progress that starts with changes in behavior that lead to changes in practice.



### "The 8 Pillars of Humane Capital"

Eight factors illustrate the management shift. This list derives from interviews with 58 leaders in the above sectors. For the shift to happen, firms must focus on these eight factors. They relate exclusively to the People and Process areas in the 6 Box Leadership Model. Strong values matter most, because they outlast leaders. These are the crucial elements:

1. Mind-set – Leaders must acknowledge that a business should support the worker, not the other way around. Leaders should seek input and act on feedback. They need to have a balance of IQ and Emotional Intelligence (EQ).
2. Motivation – An employee is motivated when his or her "head and heart" are in balance. Head means clarity and direction. Heart means emotional engagement.
3. Higher purpose – Purpose is difficult to measure, but it's important to employee satisfaction. A more compassionate view of capitalism can direct businesses away from a profit orientation and toward improving people's lives.
4. Values and their alignment – Companies don't often demonstrate the values that they claim guide their business. To foster trust among employees, leaders must embody and communicate their values.
5. Aligning people and systems – Technology must support employees, not oppress them. Managers' practices must align with the new mobility and freedom that technology provides, and they should adapt their organizations accordingly.
6. Self-organization of employees in communities – Empowered teams drive innovation. Autonomy is key, but with boundaries. A strategic narrative, an agreed-upon definition of success, a strong voice and clear company values give employees more power and inspire their commitment to their organization's agenda.
7. Caring ethos – Treat all employees with care and respect. Performance must rely on meeting customer needs, not on arbitrary targets. Replace "human resources" with "resourceful humans." People don't work for a company; it works for them.
8. Opportunities for learning and development – Investing in organizational learning distributes and fosters knowledge across the enterprise. Knowledge spurs better decision making and innovation.

### A Moral Duty

Firms have a moral duty to undertake this shift for the benefit of civilization. This is not merely a technical system, but a social and moral one. Breaking down hierarchies and opening up opportunities so people from all backgrounds have access to learning and development improves business and society. The managerial model in which one stakeholder wins only at the expense of another's losses is outdated and cynical. Everyone benefits when constituents collaborate.

"If you choose not to prioritize the empowerment and motivation of those people who report to you, then you are choosing to dis-empower and demotivate them."

While many companies acknowledge that the shift from a level-three to a level-four culture is vital, important and profitable, barriers remain. Most revolve around complexity, lack of coordination, employees who resist and leaders who cling to power. These relate to the internal barriers of mind-set and attitude. For example, some employees prefer the command and control model because they can be less accountable. Leadership and management must demonstrate the value of looking outward, remember that profits result from human activity, and that they don't have a right to operate, only permission to do so. Giving employees a stake in the business enables change. Employee ownership encourages communication and "constructive dissent."

### The Time Is Now

Deciding to stay at level three means losing productivity and competitive advantage. Level-three firms don't champion social equality or worthy stewardship. Eventually, they decline, as many have in recent years. The cost of doing nothing now exceeds the cost of acting. For example, it costs less to try to solve world hunger than it does to dispose of excess food. The choice isn't between a higher or lower profit margin. It's between happiness and disappointment or even life and death. Business should use this time of change and innovation to invest in humanity.



# WIN WITH OUR

## Word scrabble-questionnaire

FIRST CORRECT ENTRY **WINS** A **R400** BROOKLYN GIFT  
VOUCHER

SUBMIT YOUR ANSWERS TO [MARKETING@MIDCITY.CO.ZA](mailto:MARKETING@MIDCITY.CO.ZA) BEFORE 16:00 PM ON 25 MARCH 2019

### QUESTIONNAIRE:

1. True or False, on 26/04/2019 MidCity will host our 8th Annual Charity Golf Day?  
\_\_\_\_\_
2. Who has retired in February 2019 after 26 years of service?  
\_\_\_\_\_
3. The total amount of commission MidCity has paid out in 2018 until the end of December.  
(rounded to the nearest 100)?  
\_\_\_\_\_
4. Name one service offered by Ascendant Financial Services?  
\_\_\_\_\_
5. Who won the third quarter prize in the Cross-Selling competition?  
\_\_\_\_\_
6. Who is the new Mayor of Tshwane?  
\_\_\_\_\_
7. Where will the 2019 Rugby World Cup be hosted?  
\_\_\_\_\_



Name & Surname: \_\_\_\_\_

# PROFILE OF THE QUARTER

## MMASEISA SISA

TITLES

PORTFOLIO MANAGER



### 1. What was your biggest opportunity to date?

Getting funding for my undergraduate studies.

### 2. What are your other interests besides property?

I have invested in livestock. I go to check on them on weekends when I am at Fochville with the assistance of my father.

### 3. Who is the person that you would most like to meet?

Jesus

### 4. Where in the world would you like to travel to?

Italy, to the city of Rome to hopefully meet the Pope.

### 5. How do you recharge?

By having weekend getaways with my cousins and friends. And every weekend in Fochville is also refreshing, the town is less busy than Pretoria and I am surrounded by familiar faces in the neighbourhood which is always pleasant.

### 6. What is one word you would use to describe yourself as a child?

Shy

### 7. What kind of impact do you believe you have on people?

I often try to motivate and inspire others, so I hope that impacts their lives positively.

### 8. What characteristic do you most admire in others?

Trustworthiness

### 9. If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do?

It will have to be two people, both my parents. Had they not raised and supported me the way they did, I would not have achieved what I have thus far.

### 10. When are you the happiest?

When I am with my daughter, she is fun and makes me laugh. Also, when I am with all my siblings, cousins, our parents and our children. We are a crazy family and love each to bits.

### 11. What super power would you like to have?

Telekinetic powers. Having watched Matilda growing up made this power look important and fun in stopping bad things.

### 12. What one memory do you most treasure?

This will also have to be two memories. Memory of my late sister Disebo and late sister-in-law Amanda. They both played a very supportive role in my teenage years and I knew at the time they would always look out for me no matter what.

### 13. What is your philosophy in life?

There is a silver lining in every dark cloud. No matter how bad things may seem in life, I always look for the positive. Because I believe that all bad/hard times are temporary and happiness always returns and will remain.

### 14. Fill in the blank: If you really knew me, you'd know.....

I love going out with my friends, my middle name is Margaret which I grew up not liking, I sing first & second alto quite well and I am turning 27 years young in June 2019 (not 30 years old) (smiley).

### 15. What was your most interesting experience this year?

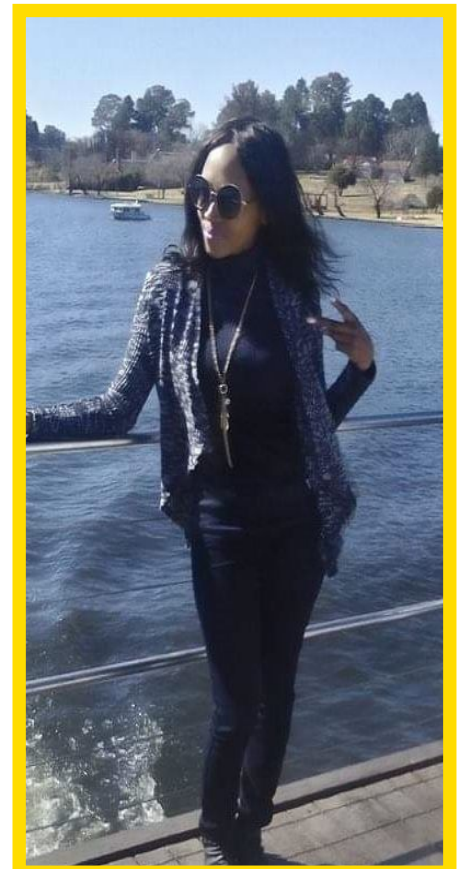
Every day in being a sectional titles portfolio manager has its interesting experiences.

### 16. If you were 80 years old, what would you tell your children?

I would quote Alexander Parker: "The more you know, the more you realise you don't know". With that being quoted, I would advise them to always be open to learning and work hard towards the dreams they have no matter how wild/impossible to achieve they may seem.

### 17. How long have you been working at MidCity?

One year and six months.



# MidCity

# CALENDAR

2019

## JANUARY

NEW YEAR

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

OFFICES  
OPENING

## FEBRUARY

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

VALENTINE'S  
DAY

## MARCH

ST. PATRICK'S  
DAY

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

HUMAN RIGHTS  
DAY



# WELCOME!

## NEW STAFF MEMBERS

### New Staff

Adria Pieterse – Titles  
Jenneke Steyn – Titles  
Kgodisho Mashego - Prop Admin  
Jetro Mashego - Prop Admin  
Charlotte Maphosa - Titles/Finance  
Keri-Anne Coleman- MidCity Utilities  
Donnevin Raath - MidCity Utilities  
Johanna Ramashala - MidCity Utilities  
Michael Phoshoko - MidCity Utilities  
Lilly Moriri - Head Office

## BIRTHDAYS

### JANUARY

2 Heintjie Serfontein  
6 Daleen van Dyk  
6 Barry Sweetlove  
18 Angelique Rhodes  
19 Tshidi Mokou  
21 Mariska Broodryk  
21 Sarah Malatsi  
24 Anita Stewien  
24 Charysse van Heerden  
27 Louis Steyn  
27 Mpho Makallane  
29 Marie van Vuuren  
29 Isabel Lundall  
31 Norman Mokatse

### FEBRUARY

5 Freda Swartz  
8 Barnabas Moemi  
10 Pieter Taute  
13 Jacqueline Portwig  
18 Ria de Jager  
18 Pieter van Heerden  
26 Edward Dickson  
27 Marius Alberts

### MARCH

3 Charlotte Sampson  
9 Clodie van Gylswyk  
13 Jean Janse van Rensburg  
14 Estelle Cooper  
14 Malissa Naidoo  
14 San-Marie Vermeulen  
16 Claudia Naidoo  
20 Eleanor van Wyk  
21 Annette Branders  
25 Davey Mabotja  
30 Solomon Moloisane  
30 Neels Pienaar  
31 Bennie van Dyk

# LONG SERVICE

Congratulations to each staff member and thank you for your loyalty over the years. This is truly an achievement!

25

YEARS

Martha Chiloane

10

YEARS

Tania Burger  
Marie van Vuuren  
Heintjie Serfontein  
Manny Stassen  
Retha van der Schyff

15

YEARS

Cecile Steyn  
Mildred Satshane

35

YEARS

Ruth Moloisane



Cecile Steyn



Tania Burger



Marie van Vuuren



Retha van der Schyff



Mildred Satshane



Heintjie Serfontein



Manny Stassen



Martha Chiloane



Ruth Moloisane

# PHOTO BOOTH

Year-End  
Function  
2018



# PHOTO BOOTH



# From the desk of HR...



## Mental health and Well-Being

Your mental health influences how you think, feel, and behave in daily life. It also affects your ability to cope with stress, overcome challenges, build relationships, and recover from life's setbacks and hardships. Whether you're looking to cope with a specific mental health problem, handle your emotions better, or simply to feel more positive and energetic, there are plenty of ways to take control of your mental health—starting today.

### What does it mean to be mentally healthy?

Mental health refers to your overall psychological well-being. It encompasses the way you feel about yourself, the quality of your relationships, and your ability to manage your feelings and deal with difficulties.

Strong mental health isn't just the absence of mental health problems. Being mentally or emotionally healthy is much more than being free of depression, anxiety, or other psychological issues. Rather than the absence of mental illness, mental health refers to the presence of positive characteristics.

### People who are mentally healthy have:

- \* A sense of contentment
- \* A zest for living and the ability to laugh and have fun.
- \* The ability to deal with stress and bounce back from adversity.
- \* A sense of meaning and purpose, in both their activities and their relationships.
- \* The flexibility to learn new skills and adapt to change.
- \* A balance between work and play, rest and activity, etc.
- \* The ability to build and maintain fulfilling relationships.
- \* Self-confidence and high self-esteem.

These positive characteristics of mental and emotional health allow you to participate in life fully, possible through productive, meaningful activities and strong relationships. These positive characteristics also help you cope when faced with life's challenges and stresses.

Having solid mental health doesn't mean that you never go through bad times or experience emotional problems. We all go through disappointments, loss, and change. And while these are normal parts of life, they can still cause sadness, anxiety, and stress. But just as physically healthy people are better able to bounce back from illness or injury, people with strong mental health are better able to bounce back from adversity, trauma, and stress. This ability is called resilience.

People who are emotionally and mentally resilient have the tools for coping with difficult situations and maintaining a positive outlook. They remain focused, flexible, and productive, in bad times as well as good. Their resilience also makes them less afraid of new experiences or an uncertain future. Even when they don't immediately know how a problem will get resolved, they are hopeful that a solution will eventually be found.

Anyone can suffer from mental or emotional health problems—and over a lifetime most of us will. This year alone, about one in five of us will suffer from a diagnosable mental disorder. Yet, despite how common mental health problems are, many of us make no effort to improve our situation.

We ignore the emotional messages that tell us something is wrong and try toughing it out by distracting ourselves or self-medicating with alcohol, drugs, or self-destructive behaviors. We bottle up our problems in the hope that others won't notice. We hope that our situation will eventually improve on its own. Or we simply give up—telling ourselves this is “just the way we are.”

The good news is: you don't have to feel bad. There are practices you can adopt to elevate your mood, become more resilient, and enjoy life more. But just as it requires effort to build and maintain physical health, so it is with mental health. We must work harder these days to ensure strong mental health, simply because there are so many ways that life takes a toll on our emotional well-being.

From the desk of HR..

# Insure City

Congratulations to Nicolette Steyn for passing her Higher Certificate in Short-Term Insurance (NQF5). Your determination and dedication to complete your qualification paid off and we are proud of you.

Insure City would like to thank Maliska Labuschagne for her contribution to the department in the time she spent with us. We wish her all the best in her new position as Marketing Manager of MidCity. You have left lasting footprints in our department.

Thank you to everyone who sent referrals to Insure City with the Cross-Selling initiative. We currently have a closing ratio of 64% and we are working hard to increase the closing ratio on referrals to 70% and above. Please keep on sending referrals through to us.



Insure City is sponsoring Power Bank sets as prizes for the 8th MidCity Annual Golf Day. To order one of these Power Bank sets for yourself will cost R 260.00. Please come see us to place and order.



# MidCity Utilities

MidCity Utilities personnel changes over the last few months:

1. Renaldo Greeff moved over to Titles – we wish him well
2. Retha van Dyk joined our team as a Line Manager
3. Two interns joined our team: Johanna Ramashala and Michael Phoshoko
4. Charlotte Maphosa joined us a Junior Credit Controller
5. Charlene Snyders was promoted to Senior Administrator and is in charge of training of the interns
6. We say a sad goodbye to Shorne Adams and Rene Poonsamy who are moving on to other ventures

The integration between Meter Manager SA and MDA Cloud has been completed and our billing is on track to be completed by no later than the 16th of every month.

MU Statements to clients are sent out no later than the 22nd of every month and we continue to build momentum.

The drive to convert our conventional metered clients over to our Smart Metering is continuous and MidCity personnel's assistance with the drive would be greatly appreciated.

We are also busy with the investigation into incorporating automated water meter reading collection into Meter Manager SA.

Please feel free to come and see us or request of us to attend any meetings with the Trustees, Directors or owners if we can be of assistance with our offerings.



# Titles

2019 started off as an exciting & eventful New Year for us all. Our Team returned well rested from their time off during the festive period.

The new year greeted us with a few changes as well:

- Charmaine Lubbe & Kayla Ernest decided to pursue new career opportunities. We wish them well in their new ventures.
- Internally we appointed Sherizaan Boskila as Assistant to Chris Fourie and Angelique Botha was appointed as the Line Manager for the Portfolio Assistants. Renaldo Greeff was appointed in Charmaine's position as Portfolio Manager.
- Some NEW faces were added to the Titles team.  
Jenneke Steyn was appointed as a Portfolio Assistant and Adria Pieterse and Teri-Anne Coleman joined the Titles Financial team.

Mariska Broodryk & Portia Ralepelle are expecting their bundles of joy this year. Everyone is very excited for them and we wish them all the best.

The Titles team is ready for the opportunities that 2019 will present us with!



## Prop Admin: Long Service (26 Years) Stalwart Retires: Martha Chiloane

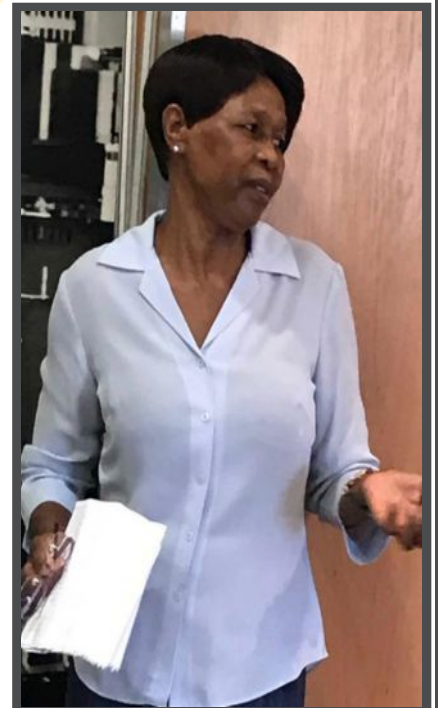
On Thursday 28 February 2019 we said farewell to long-standing staff member Martha Chiloane. Martha joined the MidCity family on the 29th April 1993 and has served tea and coffee to over 40 personnel for the last 26 years.

Martha was a dedicated person who took pride in her work and ruled her kitchen with an iron fist. Everyone knew that it was "Martha's Kitchen" and that she kept it spotless and expected the same from everyone else.

Martha had a good heart, and this was very evident in the heartfelt speeches delivered by Ruth, Davey and Martha's daughter, Winnie, who was invited to celebrate Martha's dedicated years of service with MidCity with snacks and drinks and to reminisce over the memories the past 26 years.

Martha serving coffee and tea will be sorely missed and her way of brightening up a sombre day with her lovely tasting coffee and tea and the motivation and inspiration she brought with it to everyone.

We wish Martha all the best and a good and healthy retirement and the coming years with her children and grandchildren.



# CROSS-SELLING

## QUARTERLY LEADERBOARD

WE PLAN TO ACTIVELY INCENTIVISE THE BEST CROSS SELLERS!

PRIZES WILL BE AWARDED TO QUARTERLY AND YEARLY TOP ACHIEVERS

THE FOURTH QUARTER LEADERBOARD IS AS FOLLOW:

	TOP ACHIEVERS	DIVISION	R
1	Eugene Abrahamse	Prop Admin	33 000
2	Isabel Lundall	Prop Admin	14 400
3	Riaan Taljaard	Titles	7 250
4	Tian Ras	Titles	6 000
5	Mmaseisa Sisa	Titles	5 000

CONGRATULATIONS EUGENE ON WINNING THE THIRD QUARTERLY PRIZE!!!  
WE HOPE YOU WILL ENJOY YOUR WEEKEND IN DINOKENG!





# CROSS-SELLING

WHO WILL THE ANNUAL **WINNER** BE?

WHERE WILL THE WINNER BE JETTING OFF TO ???

WATCH THIS SPACE....



THE ANNUAL WINNER WILL BE ANNOUNCED AT THE  
CROSS-SELLING REWARDS FUNCTION TO BE HELD IN  
APRIL 2019!