



# e-Life Newsletter

VOLUME 1, ISSUE 2

25 NOVEMBER 2005

## BIHL SCOOPS TWO TOP AWARDS

It is a pleasure for me to inform you that Botswana Insurance Holdings Limited (BIHL) shone last night at the Pricewaterhouse-Coopers (PwC) annual awards for the best Annual report and corporate governance. We were awarded a trophy for the first prize in the FINANCIAL SERVICES SECTOR

and a second trophy as the winner for ALL SECTORS of the competition.

The competition has been run in Botswana by Pricewaterhouse-Coopers (PwC) for 36 years and covers companies listed on the Botswana Stock Exchange, Parastatals, and non profit making organizations. It seeks to promote good financial reporting and good corporate governance in all corporate entities. The criteria used for the competition are:

- The quality of financial reporting;
- The level of disclosure;
- Corporate governance;
- Presentation and quality of the report.

The judges consisted of a panel of experts selected from various sectors of the economy.

This is the first time that the BIHL

has won a trophy in these awards and the achievement is commendable. It is something for which we should be very proud as it signifies that we are associated with a company that is the best in the country in terms of the criteria listed above. Please join me in thanking the AGM Finance Gaffar Hassam, Finance Manager Lorato Mosethanyane, BIHL Accountant Haig Ndzingo, AGM Corporate Communications Isang Tshoagong, BIFM Head of Support Services Mothusi Lekalake and all those that worked tirelessly to produce the high caliber report that has earned us, the two awards.

I wish to thank you all for ensuring that we had the content to put in the report through your various contributions to the company and to assure you that we would not have been able to achieve these awards without your continued support.

It is my hope that we keep the trophy for a while. Well done guys.

**Regina Vaka  
MD BIHL**



**Hon. Minister Baledzi Gaolatlhe, Simon Ipe (Head of Operations), Regina Vaka(CEO Botsana Life) and AGM Finance Gaffar Hassam.**

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## Market Leadership Through Service Excellence

**Tsoseletso News Flash**  
By Rob Holgate

The branch roll out task team meets at Nyerere Drive on a weekly basis to check on the progress of the project and also to log and take action on any risks or issues that arise. The task team welcomes any suggestions or feedback that any mem-

ber of staff may have. The ask team members are:-

Irene Mangope  
Lucas Moakofhi  
Linah Sekwababe  
Lorato Mosethanyane  
Mmathuto Mphothwe

Segale Moilwa  
Mooketsi Maphane

Calvin Nthekeng  
Patience Tseetse  
Coloh Chengeta  
Sithando Kgosiayang  
Catherine Jeremiah  
Thomas Masifhi  
Rob Holgate

Please feel free to contact any member of the team at any time with sugges- **go to page 2**



**Tsoseletso was to improve the "Botswana Life Experience" for both customers and staff**

**Continues .... from page 1**

tions or comments.

The Sales executives at Nyerere Drive have assumed responsibility for the management of arrears and also persistence management of individual agents working in the sales teams. This should go a long way towards decreasing the number of lapses and cancellations we experience.

Mr Thomas Masifhi has become very involved in the policy conservation initiative at Nyerere Drive. Whenever possible, clients wishing to cancel are referred to him for and interview. This has resulted in many policies that would have been cancelled previously now staying on our books.

Staffing levels in the Customer Service office as well as data capture are currently being checked for adequacy. This is necessary because the new Tsoseletso processes (complete customer service wherever possible) take longer than the old processes where customer service was always split between a front office and a back office.

High Value Brokers are now capturing their own new business at their own

offices. This business is validated within the High Value department. Initially there were high error levels but these are being successfully managed downwards through constant communication and retraining where necessary.

When Head Office moved from Nyerere to Fairgrounds a significant amount of paper and redundant equipment was abandoned at Nyerere. A branch clean up was started on Tuesday 8 November. The clean up is now almost complete and the interior of the building has been thoroughly cleaned. A small amount of redundant equipment still needs to be moved from the parking lot. As you will recall, one of the objectives of Tsoseletso was to improve the "Botswana Life Experience" for both customers and staff. The tidy environment at Nyerere Drive definitely means that the staff at the branch can start to feel proud of their working environment.

The Nyerere Pilot is not complete but significant progress has been made and we are confident that the pilot will end and the branch will go fully live by the end of December 2005.

Planning for the next "Go Live" sites (Francistown and Maun) is at an advanced stage. Servers are required for these sites to improve Bobi response times and these are currently being sourced. If all goes according to plan, Francistown and Maun should go live in January and February 2006.

During the next few weeks planning for changes within the call centre will start. The changes will include moving the call centre to a more suitable working environment as well as relieving the call centre of legacy work that should not be their responsibility.

## RE BA BONA HA

Barclays Bank has embarked on a project called Miles Ahead Overland Expedition. Miles Ahead Overland Expedition is a caravan of 4X4 vehicles that crossed Europe into Africa on a five month journey. The convoy left Canary Warf in London in June 2005, the convoy journeys through France, Portugal, Spain, Italy, Egypt, Sudan, Ethiopia, Kenya, Uganda, Tanzania, Zambia, Zimbabwe and Botswana ending in South Africa.

The Miles Ahead team is expected to reach Botswana on the 17 October 2005, leaving on the 26 October 2005.

Barclays Bank in each of the representative countries is hosting a fundraising campaign around the Miles Ahead Project. Barclays Bank of Botswana ran a five-a-side football tournament of which all the proceeds will be donated to a Sports Development

Program called "Re Ba Bona Ha" run by the Botswana National Sports Council (BNSC). To this end Barclays Bank of Botswana organised Five-A-Side Tournament on 22 October 2005. Botswana Life team received second position.



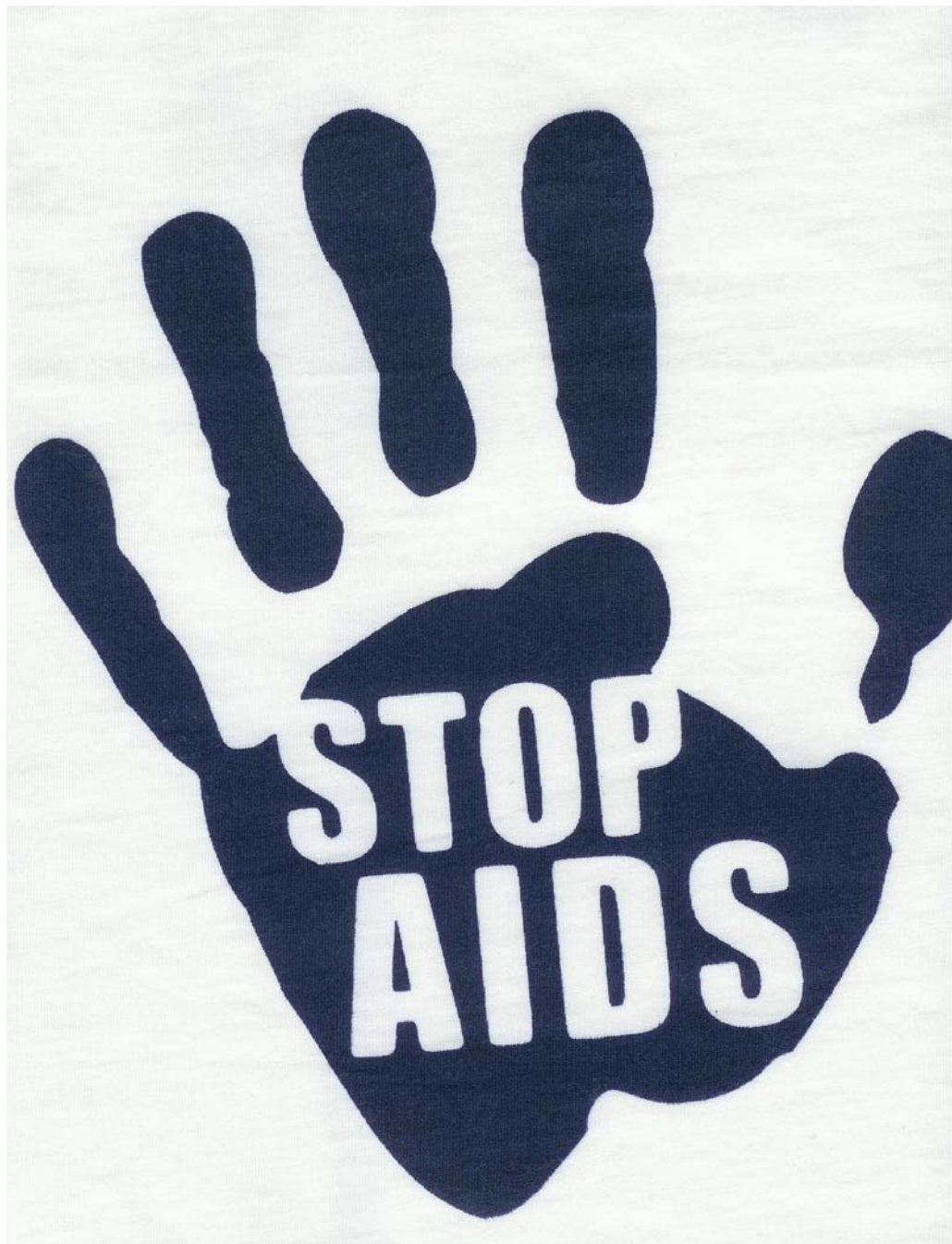
BLIL Football Team showing the trophy with the AGM Finance Mr Gaffar Hassam after becoming runners up in the Re ba bona ha (fund

## AIDS Day celebrations

1. **GABORONE**  
30 November 2005: Voluntary testing and Counselling: Staff from Tebelopele Counselling and Testing Centre will be at Botswana Life Headquarters

Sectoral AIDS Committee. The walk will start at 0600 from various points in Gaborone and will culminate with celebrations at the Tsholofelo Park (opposite the Tsholofelo Community Centre).

place at Nyerere Branch, where there will be a presentation by a representative of Tebelopele, a speech by the CEO, entertainment by the BLIL choir and other activities that will be outlined early next week.



**MAUN:** BLIL will participate in AIDS activities organized at the district level. There will be BLIL stands along the route of the AIDS walk where water will be served to the participants.

**SELIBE-PHIKWE:** there will be a walk around the mall area organized by the BLIL Office in the mining town.

**PALAPYE/ SEROWE:** Activities at the District level will be held at the Serowe Sports Complex, starting with a motorcade from Palaye at 0600hrs and a marathon that will finish at the stadium. In addition, there will be speeches by various speakers. BLIL will be participating in all these events.

**LOBATSE:** Activities have been organized at district level and BLIL will participate in the AIDS walk.

**FRANCISTOWN:** There will be an AIDS motorcade around the city which will finish with an official event at the District Commissioner's Office. BLIL will be participating in this event. On 17 December, BLIL will participate in cleaning at the "Light and Courage Centre", a day care centre in Francistown for people living with HIV/AIDS.

throughout the day to counsel and test BLIL staff. Staff is therefore encouraged to go for testing on the day and green ribbons will be issued to staff who test their HIV status

1 December 2005: (morning) There will be an AIDS walk organized by the District Multi-

Participants are drawn from the government, non-government and the private Sectors respectively. BLIL will participate in the walk and staff interested in walking will have to seek release from their immediate supervisors.

1 December 2005: (afternoon) – AIDS day activities will take

T-Shirts and hats will be issued to all staff and agents and should be worn on the 1<sup>st</sup> of December.

# CHRISTMAS PARTIES UPDATE

## GABORONE AND NYERERE BRANCHES:

As previously communicated, the theme for this year's X-mas party for Head-Office and Gaborone Branches is "**CARIBBEAN**" AND will be held on 10 December 2005 at the BLIL Head Office. Invitation Cards will be issued at the end of next week.

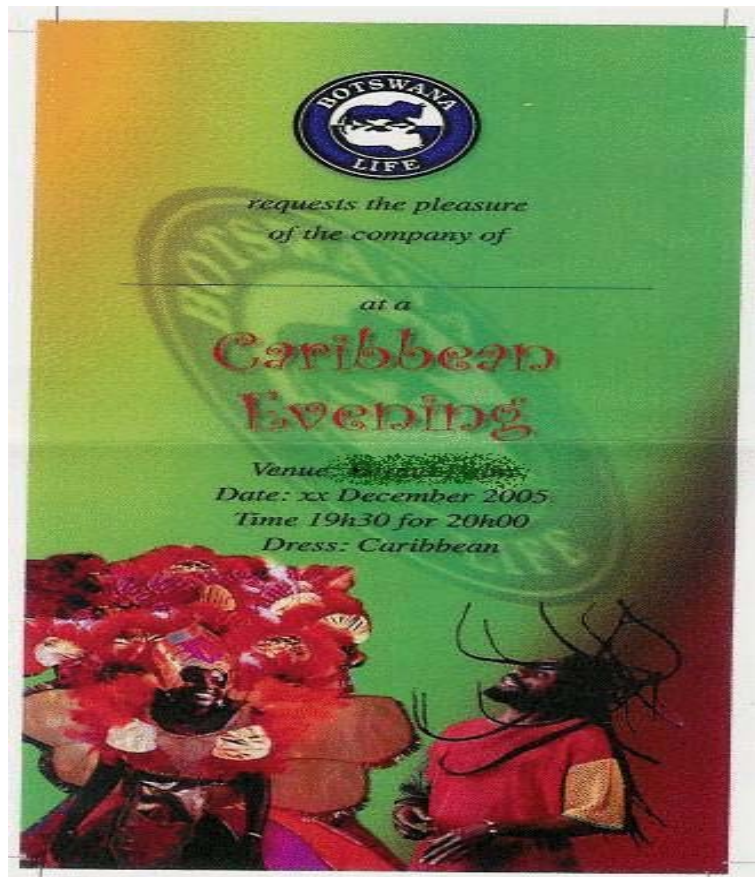
**.MAUN:** The X-mas party will be held on 9 December 2005 at the Crocodile Camp. The theme is "**CHANGE FOR A BETTER TOMORROW**" and the dress code is Safari.

**FRANCISTOWN:** 9 December 2005 at Motel Marang and the theme is CARIBBEAN.

**PALAPYE:** 10 December 2005 at the Oscar Conference Centre.

**SELIBE-PHIKWE:** 16 December 2005.

**LOBATSE:** 9 December 2005 at the Baratani Lodge in Otse.



*Welcome to Botswana Life*

<http://pd/blil/library/news/blil.pdf>

[Click here to see Botswana Life's Organ gram](#)

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## **STRENGTH & SECURITY**

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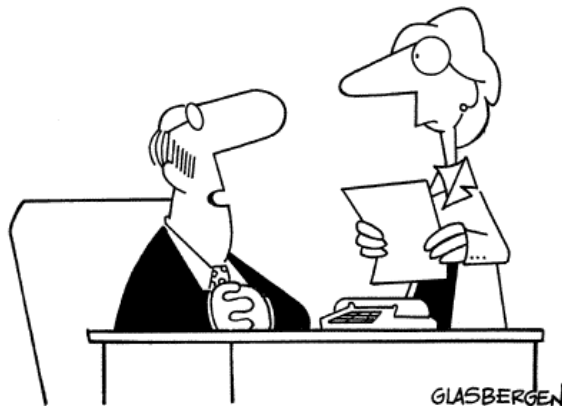
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**"The key to success is constant and never ending self-improvement. Like my new sideburns?"**

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