

IN THIS ISSUE:

*Maintaining high
Standards - page 2*

*The USM Maintenance
Manifesto - page 3*

*How to grow your career at
USM - page 4*

People come first - page 5

*Strictly speaking
sugar - page 6*

*Socialise safe
online - page 7*

*Talk's not cheap at
USM - page 8*



The First Word

Another great Umbonowethu awaits you! All the articles are good but in particular I would like to highlight two. The first is by Esther Bwambale about how to grow your career at USM and the other by Jean Erasmus titled 'Do I have a job or work to do?' There is much wisdom in finding out what we are good at and to work hard at becoming a 'master' or 'best in class' at it. Why? Because it feels great to be good at something! Secondly, we are all part of a team and we all have a specific role to play, without which the team cannot operate properly. To become the most admired sugar mill in South Africa, like any team, results come from training hard off the field and playing hard on the field. In the absence of results, careful scrutiny needs to be given to who is on the team, or else the team as a collective may face relegation! If we are honest with ourselves, the 2014/15 season has not been our finest; we might have become who we think we are, unexceptional. BUT WE ARE NOT! If we believe in ourselves, if we have passion for what we do, if

we aspire to being better than average, our potential will be exposed and becoming 'exceptional' is within reach. This applies equally to us as individuals and to us as TEAM USM. It is also a well-known truth that 'exceptional players' create 'exceptional results' that attract 'exceptional rewards'. Realising our potential, collectively and individually means that we must believe in ourselves, we must be passionate about what we do and we must aspire to being better than average. Bring on 2015/16, LET'S MAKE IT HAPPEN! Before then, we have a welcome break to look forward to. I would like to wish all a merry Christmas and a happy New Year to everyone!

As always, work smarter, work together, have fun and be safe!

Adey



*by Adey Wynne
(Chief Executive Officer)*

Maintaining high standards

by Procurement Manager Munroe Ramnaryian

To maintain the required ISO (International Organisation for Standardisation) standard accreditation on our sugar bags, it was necessary for an audit on traceability for all USM's packaging materials. And to control incoming and outgoing materials, the stores department had to find the most suitable location for this purpose.

After much thought, the team decided that the motor store was most ideal, however, we were then faced with the challenge of relocating the motors to another suitable location - the paint store in the steel yard.

To accommodate for maximum storage capacity, new storage structures were fabricated to ensure the receiving and issuing function was undertaken efficiently.

At the end, the relocation of all the electrical motors was a success, without us having any incidents, and the storage facility was made possible by the stores team's commitment and positive dedication to get the job done.



Registrations for the 2015 Proudly USM Children Open Day Opening Soon

The USM TEAM will be invited to bring their children, aged 12 years and older for open days early during the first quarter of 2015 to learn more about the operations of the sugar manufacturing process and the various careers that is practised at USM. "Our motivation for this event is because we are proud of our mill and we want to create great relationships with our employees and their children," says Alan Williamson, Operations Director. The organisers of this event hope that it will also set in motion a more understanding environment at home for the hardworking USM parent.

ON THE COVER

Ndlela Mthombeni, Filter Operator in the Civils Department at the Company's water filtration plant has been working at the mill for 35 years. Ndlela gives the Civils Department's new office and workshop the thumbs up.

The USM Maintenance Manifesto

THIS IS OUR MANIFESTO, OUR POINT OF DEPARTURE, OUR PHILOSOPHY & OUR BELIEFS.



Protect your hands, you need them to pick up your pay cheque.



Being safe is in your own hands.

YOU HAVE THE RIGHT:

- To ask questions, to plan & devise tactics to fix things
- To plant & devices that can be fixed
- To access tools and spares.
- To fix things locally
- To replace any parts & all consumables yourselves
- To access maintenance documentation
- To access error codes and wiring diagrams
- To access trouble shooting information and flow charts
- To improve inspection schedules
- To write your own standard maintenance and or safe work procedures
- To write our own maintenance plan
- To choose the training you need to fix things yourself



Replacing a saw guard is easier than replacing a finger.

BENEFITS

- Maintenance puts you in control.
- Maintenance saves you money – Fixing things in time are often free and usually nine times cheaper than replacing them. Doing timeous Maintenances oneself saves hardship and money.
- Maintenance teaches you engineering – The best way to find out how something works is to take it apart. You learn so much faster moving you forward in the pack.
- Maintenance is better than recycling – Making things last longer is both more efficient and more cost-effective than mining them from raw materials.
- Maintenance saves the planet – Earth has limited resources. Eventually we will run out. The best way to be efficient is to reuse what we already have.
- Maintenance saves you the hardship & frustration of failures.

THE POINT IS:

- If we can't fix it, we feel powerless and then we feel lost.
- The inability to fix things causes one to lose interest and then ownership.
- If it can't work, it has no use & it should be discarded. And if discarded, it is lost.
- If we care, we will fix, we automatically assume ownership, and we are empowered.



Reach out for safety!

WHAT IS MAINTENANCE?

- Maintenance is the battle against entropy; which is disorder or the unavailability of potential energy to perform productive work.
- Maintenance is offensive. You can plan the what, when & how you want to.
- Maintenance connects people and things (plant & equipment).
- Maintenance is pro-active. It prevents breakdowns.
- Maintenance is sustainable. It is the battle to secure and hold ownership.



Keep a grip on life and protect your hands.

WHY? BECAUSE MAINTENANCE:

- Is independence and being independent is empowering
- Saves money, resources & time
- Requires creativity
- Makes suppliers contributors
- Inspires pride in ownership
- Makes you "The Man" – It puts you on the spot to say "I made it happen!"

Do I have a job or work to do?

By Engineering Manager Jean Erasmus

In his book 'The Purpose Driven Life', pastor and author Rick Warren states, 'When you give someone your time, you are giving them a portion of your life that you'll never get back. Your time is your life. That is why the greatest gift you can give someone is your time.'



If hardhats and safety glasses could talk it would say, '... come on, we've got work to do!'

We spend a third of the day sleeping, a third working and a third supposedly shared with our loved ones. If time is your greatest gift, it is your life, so make sure you use it productively. Use it to make the difference you want to see.

A job is something to accomplish. A career is an ambition – a desire to achieve goals, to serve a purpose and to show you care. The truth is, almost everything we do is done poorly when we first start doing it. It is normal for any beginner, but passion drives perfection. The highest achievers are those who work because of a passion for their job, not just for money. If you really want to get things right, show you care and work for a purpose.

Without a purpose, life is motion without meaning, activity without direction, and events without reason. Without a purpose, life is trivial, petty, and pointless. Work is only worth the effort if you want to make a difference. Knowing your purpose gives meaning to your life. It will motivate you. It is not what you do, but how much love you put into it that matters. Your quality of work reflects how much you really care.

Nothing shapes your life more than the commitments you choose to make. To commit yourself to care is not changing what you do, but changing your attitude toward what you do.

Albert Einstein once said: 'Always do what is right; this will gratify some and astonish the rest.' He also said, 'Only those who attempt the absurd can achieve the impossible.' Madiba's wise words were, 'It always seems impossible until it's done'.

At USM, we want to be the most admired mill in South Africa. Let us make a difference and show we care. Come on. We have work to do!

How to grow your career at USM

by HR Generalist Esther Bwambale

In interviews, I often ask candidates, 'where do you see yourself in five years?'

Common responses are they see themselves as being successful. As much as it is encouraging that they have a positive outlook on their future, one need to be more specific.

We ask this question to establish motivation and job suitability. So the answer needs to be well thought of and realistic. According to the Oxford Dictionary the definition of the word career is 'an occupation undertaken for a significant period of a person's life and with opportunities for progress'.

Growing your career at USM could mean the following:

1. Know yourself – have a good understanding of who you are; what you are good at; and where your strengths and weaknesses lie. There is no point in pursuing a career in finance if you have no passion for analytic thought and numeracy.

2. Constantly learn – once you have established where your passion lies, learn your craft! And not only for the job interview that has recently been advertised but to constantly grow and better yourself. You should always be learning and trying to master your work as if your dream position is going to be advertised tomorrow. Growing your career also means being the best Pan Boiler, Fitter, etc. that you can be, and that comes with initiative and learning.

3. Make a plan – a career plan also aids rising within your field. Set goals and time frames for training, education, and desired positions. When setting these goals, be realistic. If you tell yourself you want to be a Plant Engineer within the next 5 years, you have to ask if it is realistically possible for you to obtain the necessary qualifications, training and experience to be considered a Plant Engineer. Keeping your plan simple and realistic increases your chances of meeting your objectives and desired goals.

4. Don't chase money – in an attempt to grow and cultivate your career, money should not be your biggest motivator. If you choose to go into a career path for money then chances are you are least likely to succeed and stay in that field. The desire for money will surpass any real motivation for the field and usually leads to constant job hopping and a lack of fulfillment.

Rob Liano, author and life coach believes that 'no one can discover you until you do'. My advice to you my colleagues is to exploit your talents, skills and strengths and make the world sit up and take notice. Know who you are; what your passion is and master and nurture that passion by making the necessary sacrifices. Take every opportunity possible to grow and develop your career.

Cane Supply Update

by Cane Supply Manager Nhlakanipho Dlodlo

At the time of writing (week 38), the mill has crushed **1 005 849** tons which is **89%** of its **1 120 000** tons target for the 2014/15 season and is set to stop crushing on 16 December.

All hope is not lost and although cane supply to the mill was affected by the dryer 2014/15 season, the soft and steady rains expected in the days to come will still be of benefit to the 2015/2016 crop.

The latest MGS estimates and deliveries to-date are presented below:

	MGB Est	Delivered	Balance	% Allocation
Trams Large Scale	708,899	624,484	84,415	70%
Trams SSG	9,000	8120	880	1%
Other Road	298,384	267,119	31,265	26%
SSG	164,804	142,467	22,337	19%
Home cane	1,181,087	1,048,085	138,897	
Inward diversion	115,501	115,501	0	0%
Outward diversion	-176,359	-157,737	-18,622	-15%
Adjustment buffer				0.0%
Mill crush target	1,120,229	1,005,849.00	120,275.00	100%

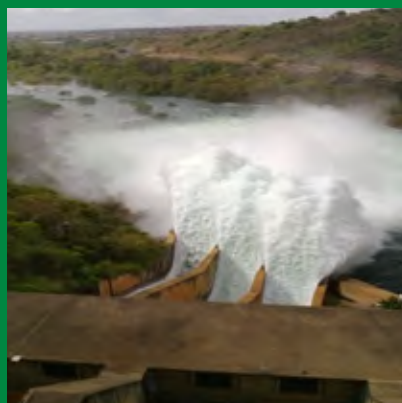
Drought and Floods Lower Small Scale Grower Estimates

Hardest hit by the large scale drought conditions during the 2014/15 season are the Mill's small scale farmers who face crop failure or severely lower yields. Small Scale Grower estimates are expected to drop by **7000** tons during November mainly due to the drought experienced this season.

On the other end of the pole, the opening of the Jozini dam mid-October resulted in some of the SSG fields being taken out from the estimate due to flooding. The estimate tonnage to be left at KwaShukela due to flooding is **±2000** tons.



This season's drought decreased the expected tonnage delivered to USM by 7000 tons. Harvesting the drought affected cane are Mr Mgenge (Zone Chairman) and Mr Ndabandaba (Grower).



The opening of the Jozini dam (left) caused flooding in some of the SSG fields (right) at KwaShukela.

Production Performance

by Production Manager
Samkelo Matsebula

Week 38

Description	Wk Actual	Wk Budget	Wk Variance	To Date Actual	To Date Budget	To Date Variance
Tons Cane	30933	28500	2433	1006006	1055410	-49404
Tons Cane/Hour	210	240	-30	241	245	-4
Extraction	96.75	96.27	0.48	96.92	97.04	-0.12
Lost Time % Available	3.16	7.93	4.77	14.38	6.64	-7.74
Tons coal burnt	66	0	-66	7616	3514	-4102
Boiling House Recovery (BHR)	86.89	86.55	0.34	85.36	88.69	-3.33
Overall Recovery (OR)	84.07	83.32	0.75	82.73	86.06	-3.33
Undetermined Loss (UDL)	2.09	1.8	-0.29	3.18	1.8	-1.38

The target of 1 million tons of cane crushed was achieved on Week 38 with the season's end fast approaching. We need one final push from the USM team to finish up the cane before we can look forward to the off crop period.

It has been tough and we were unable to crush all our cane because of the high Loss Time Available. The Boiler House and Overall Recovery are -3.33% below expectation and the Undetermined Loss is -1.38% below budget. That is a lot of money in our hands that we could not bank for our company.

Bagging Plant

Commodity	Bagged To Date	Warehouse Stock
1 ton	26,501	9,041
25 kg	8,866	2,407
Retail	3,255	727
	Total	12,175

We need to have over 16,000 tons of sugar in the warehouse for off crop sales. The Bagging Plants have responded positively to this need. We have dispatched over 2000 tons of bagged sugar in a week to the warehouse. Keep it up guys!

Let me take this opportunity to wish all USM employees a happy festive season. Enjoy yourselves with your loved ones. All the best in the coming new year!

People come first

by Vusi Tembe, Human Resources Executive

USM approached an independent company to undertake the company's 2014 climate survey where 100 employees were randomly sampled and interviewed on 23 and 24 October 2014 on a voluntary basis.

The purpose of the survey was to determine how employees view USM as a workplace; their perception of the USM culture; their feelings about the company in general and the slow rise of absenteeism causing underlying issues or general discontent.

Nine questions were asked in English and IsiZulu and although the overall survey results indicate that most employees enjoy working at USM, we must acknowledge that not everyone will feel the same.

The opinions of the participating staff are appreciated and as a team, we will strive to improve in any areas where there still remains room for improvement.

When the survey participants were asked how they believe they are treated at USM, 32.2% said they are treated very well, while 54.4% said 'average' and 13.3% said 'poorly'. The overall response in this regard was positive and it is something that we can be proud of.

Besides this response, issues around cultural diversity and favoritism were raised when it comes to recruitment, promotions and training selection. Other issues raised were the amount of dust in the workplace and the transition from day shift to night shift.

I would like to emphasize that there is absolutely NO place for cultural diversity intolerance at USM and favouritism is unacceptable. USM has strong ethical values and our integrity and open mindedness are core to our ideals. We expect everyone working at USM to respect each other and show tolerance for each other's cultural diversity.

We should all strive to be open, honest and conduct our daily business in a decent manner. Any issues relating to favoritism and racism may be reported immediately through the hotline or through our Human Resources department.

The transition from day shift to night shift (Friday quick change) will be looked at and the company will be happy to explore other shift patterns that may be suitable to USM shift employees. The dusty working environment is well noted by USM management and necessary steps will be taken to minimise dust in the workplace.

More effective communication between employees and line managers should also be improved by now through one-on-one sessions. If these are not taking place in your section, please take it up with line managers or levels above. It is important that we improve communication lines in the company. We must all strive to make working at USM enjoyable and fulfilling.

EMPLOYMENT EQUITY (EE)

USM submitted its Employment Equity report to the Department of Labour in October and I would like to take this opportunity to thank the USM EE Committee for their contributions in committee meetings.

The committee is dominated by new members and through regular meetings and training sessions, I believe this committee will grow from strength to strength. They also attended diversity management and discrimination awareness training in October. This training was mainly to



The Company Administration Building grounds are kept pristine thanks to these four friendly ladies from Excell.

help them understand diversity in the workplace and to help them avoid seeing other people in the workplace as 'us and them'.

The course also assisted with fine-tuning the way we work with a diverse workforce and to meet the demands of alterations at the Mill. It helped the committee understand the connection between diversity, equity, affirmative action and employees' rights in accordance with the SA Constitution.

The committee will be meeting again on 3 December for the review of the EE Plan. We have already received agenda items from the members for discussion in the next meeting. We are also working on getting a separate and identical notice board for reporting or communicating on Employment Equity matters.

FESTIVE SEASON

This is the last publication in 2014 and for that reason I would like to take the opportunity to wish everyone an awesome festive season. I feel the year has moved quite fast and I can't really believe we are nearly in 2015. The festive season tends to mark high road accidents and I would like to wish all USM employees a safe journey as they drive home to be with their loved ones. Please carefully check your vehicles to ensure that they are roadworthy and safe to drive. May your holidays be filled with joy and good cheer and the New Year bring you peace and happiness!

USM Wellness Week



USM CEO Adey Wynne takes his HIV Aids test from Sr. Rachel Calitz to mark World Aids Day on 1 December 2014. According to Sr Calitz, the Company's Occupational Health Practitioner, her team performed health checks for glucose, blood pressure, cholesterol and HIV.



Mlamuli Buthelezi Plant Operator signing the USM HIV Aids Pledge during the company's Wellness Week.



Rose Woolmore won the Healthy Breakfast Selfie competition to mark International Diabetes Day and their drive to focus on eating a healthy 'brekkie'.

Strictly speaking sugar

At USM, we ensure consistent safety and quality through strong governance and compliance to applicable regulations and standards. We manufacture our sugar following strict policies, requirements and specifications provided through an integrated quality management programme that measures all of our operations against global standards for production of our product. USM employees are key to the company's sugar quality and safety. It is important for every person to understand the vital role they play in ensuring that USM sugar is excellent in quality and safe to consume.

*by Julie Gengan,
Quality Assurance
Controller*

Our sugar is tested in modern laboratories using state-of-the-art methods and appropriate technologies against stringent requirements. We approach the safety and quality of our products as a primary strategic objective.

Meeting the needs of customers and complying with legal requirements as well as our own policies and procedures is a huge undertaking and cannot be met without the effort of each and every employee at USM.

Food quality and safety is not just something we do at work. Buying good quality food that is safe to eat at home is equally important.

To keep our sugar quality high, a great deal must be focussed on housekeeping and hygiene practices at USM and must be carried out daily on every shift, by every employee.

USM aims for continuous improvement and a major upgrade will take place in the Packing Station with the installation of the new 'A' centrifugal to boost performance and production during the upcoming off crop season.

The bottom line is, to produce quality and safe for consumption sugar, we must meet the standards and requirements of customers.

If they are happy, we are happy.



Sihle Mthembu, Safety Assistant, conducting a fire extinguisher demo after an evacuation drill of the Administration Building on 24 October 2014

Pedals pushed for a good cause



The Dukuduku Cycle Race attracts geared and non-geared cyclists and takes place on the 26th of December.

USM is a proud supporter of the Isandla Esiphayo organisation's annual Mtuba Dukuduku Bicycle Race on 26 December.

Cyclists put their best foot forward on the day to raise funds for the non-profit, which cares for vulnerable young children as well as the elderly in the Mtubatuba area with key focus on education, development, health and welfare.

Dukuduku Cycle Race organiser Calvin Mthembu is passionate about getting all local community members on their bicycles for the rest of the holidays.

'It helps the people in our area stay in shape and sober during the festive period,' said Calvin.

The event targets local residents, holiday makers to Mtubatuba and St Lucia and last year received excellent media coverage on KZN TV. The entry fees are used to support the NPO's feeding scheme for the elderly and vulnerable in the Dukuduku area. This year USM will sponsor cycling safety headgear as prizes during the event.

RACE DETAILS:

DATE: 26 December 2014

REGISTRATION: Dukuduku Sports Ground at Enyamazoneni on 26 December before the race

FEES: R20 for 10km, R35 for 30km and R100 for 60km

RACE START: 09:00



The finance and administration team members in high spirits and looking forward to an exciting 2015.

Recharge and regain 2015 momentum

by Financial Accountant Rose Woolmore

As 2014 draws to an end, there are no brakes on for the USM Finance team. We are all still working at full steam, finalising various deadlines within our departments so that we can all go off peacefully for the Christmas break and just relax, recharge and regain momentum for 2015.

Our Management Accounts team are currently meeting with all Budget holders to discuss and collate the operating budget for the 2015/16 year. This process should be finalised by mid-December. Once this has been completed the verification and manpower calculations will be performed in the 3rd week of December. The Finance Team will meet in the third week of January to review and iron out any issues. We are aiming to have the consolidated Budget pack ready for first review by the senior team at the beginning of February 2015. A week later we will be doing the second review and final sign off will be by mid-February. D-Day is the 2nd week in March when the Budget Pack will then be presented to the Board of Directors. So Budget Holders - if you haven't had the square little men in grey little suits knocking at your door yet, they soon will be!

With all our deadlines and December month-end planning in place, we are starting to get super excited for the fast approaching festive break – fun, sun, sea and coolbox. At this time of the year, it is always a good time to reflect on the past 12 months and show gratitude towards our fellow colleagues, team mates and families for understanding and supporting us through the good and bad times.

A final thanks and appreciation to the Factory team for keeping our old girl going.

On this note, I would like to wish each and everyone one of you at USM a very joyful festive season and a happy New Year. May you all have a blessed time with your loved ones and friends. And thank you to all of you without whose support and co-operation, we could not be able to function efficiently as a team. We look forward to growing together and reaching new heights as a team in 2015.

I would like to end with a quote: *"Coming together is the beginning. Keeping together is progress. Working together is success."* – Henry Ford.

Socialise safe online

Social networking has become a vastly popular trend with more and more people wanting to find or share their news, music and videos at an easy click of a button. Not only do social media sites offer a way to stay in contact with family and friends, but they also open doors for professional networking.

However, there are cons as well as pros to using Facebook, YouTube, Twitter, LinkedIn and Instagram among many other sites currently ruling the World Wide Web. While it has allowed countless people to connect with old friends from school and build better relationships with those you are unable to meet, social networking could also lead to addiction, isolation and affect productivity at work.

Many studies have shown that extensive use of online media can get a person hooked and reduce the level of human interaction.

With the internet at our beck and call, face to face communication has been significantly reduced and many people lose their interpersonal relationships with fellow staff members. It also easily becomes a great distraction to some employees who show more interest in posts and updates online than their work responsibilities and targets.

KEEP TEENS OUT OF TROUBLE

In the online world, one of the biggest threats is that teens often disclose too much information, putting themselves at serious risk. Since youngsters are often trying to catch attention or gain approval from their peers, they are most vulnerable to fall prey to untrustworthy online users. It is therefore vitally important that teens use strict privacy settings and are savvy about the individuals they allow to view their social networking profile.

Teens should also be forbidden to post risqué pictures, brag about the previous weekend's 'adventures', post inappropriate content or humiliate others on these sites. No information is truly private on the internet since online contacts can forward any information to others.

LAY DOWN THE LAW

Schools have their own codes of conducts, which should include social media rules that are signed by both learners and their parents or guardians.

The rules vary between schools but many state:

- No access to social media below the age of 13
- No form of bullying of other children
- No accessing of inappropriate material, including images or videos of a sexual nature
- No tolerance of racism or hate speech
- No bringing the school into disrepute

According to South Africa's Bill of Responsibility, the right to free expression does not allow people to express views that advocate hatred, or are based on prejudices with regard to race, ethnicity, gender or religion. 'We must, therefore, take responsibility to ensure this right is not abused by ourselves or others, to not tell or spread lies, and to ensure others are not insulted or have their feelings hurt,' states the Bill.

Children under the age of 10 cannot be held responsible for their actions under South African law. But at age 10, a child reaches the age of criminal responsibility as a minor. At 18, teens have full legal capacity and can be sued or sue in a court of law. Until they are 18, children are the responsibility of their parents or guardians - and ultimately the government. It is up to parents to regulate their teen's posts on social media and ensure they are equipped with the knowledge on how to act responsible online.



Sandra Hlongwana, HR Intern stays in contact with her friends and family during her lunch breaks. "It is also great for professional networking and for graduates to secure permanent positions at companies that advertise online," she says

How to let your communication skills walk the talk

Talk's not cheap at USM



They know all too well how important interpersonal communication is; USM's two frontline employees, Wendy Stander, receptionist and Nokholo Ngwabi, switchboard operator.

It is no secret that at USM, communication is considered key. Employees are at the very heart of the company and how they treat each other is vital for the smooth running of the Mill.

In technical terms, interpersonal communication is described as the sending and receiving of information between two or more people. It involves the interaction between co-workers and between superior and subordinates. But in practical terms, it is not as

much about what you say, but how you say it that moulds your relationships with team members. JoAnn Baney's book 'Guide to Interpersonal Communication' hones in on specific guidelines to help professionals improve their 'talking talent'.

Here are some of the book's step-by-step recommendations.

'Building Blocks'

- The building blocks are 'active listening', 'good feedback', 'effective questioning and responding' and 'awareness of social style'.
- Listening enables a person to improve relationships; good feedback affects change; questioning and responding helps a person to better understand the correct way to ask questions and respond to questions; and social styles help a person determine how another may deal with a situation.

Mindfulness matters

Unfortunately, a lot of social problems in today's society can be traced back to peoples' lack of mindfulness. According to a published journal on social issues, written by Judee Burgoon, Charles Berger, and Vincent Waldron,

being mindful plays a vital role in interpersonal communication between colleagues. Using an 'automatic' state of mind that 'runs off' in discussion without much thought could lead to dysfunctional communication. Instead a person should always be mindful and aware when talking to co-workers to have an efficient discussion.

Three top skills to lead

Communications specialist Sam DeKay shares his research on the complex communications matter. DeKay believes it takes 'people skills', 'soft skills' and 'personal skills' to climb up a corporate ladder. 'Recent research has identified interpersonal communication skills as critical attributes for employees seeking promotion,' said DeKay. In an informal experiment, he found that there are two top interpersonal skills desired by managers — the ability to have difficult conversations when necessary and the ability to speak to others as a good leader. From his study, he found speaking skills are more important than writing skills in communication.



Volunteers make crèche Christmas merry

USM volunteers saw smiles for miles when they hosted a Christmas party for children at the Fezimpilo Crèche on 4 December.

The team entertained 55 little ones, teachers and other volunteers. Situated in one of USM's small scale grower areas, the playschool sees few visitors. To change their luck, either by volunteering or donating much needed tables, chairs, books and toys, you can contact Fezimpilo Crèche's Mrs Phumzile Dube on 072 409 8809.



A day filled with sports

On the rainy morning of the 18 October USM and TSB Pongola gathered at the Bhekokuhle Soccer Field for the two companies' annual Sports Day. The games started with a 'wet' 5km run and walk in typical KZN tropical weather but even the rainy conditions were not able to put a damper on the fun and excitement. The USM team was able to win the majority of the matches against TSB Pongola which included Volleyball, fishing, Men's Running, Ladies Running, Men's Walking, Darts, Tug of War and the Soccer B game. To round of the sweet victory, the USM Rugby team won against their rugby rivals for first time in three years.

The human resources team's Esther Bwambale thanked all the participants and supporters for making the 2014 games "one of a kind".

