

MIBCO INSIGHTS: UPDATES FROM THE AGS DESK

June 2024

Fostering a Servant Leadership Culture



Greetings MIBCONIANS,

First and foremost, I would like to thank each and every one of you for your role and contributions in workshops that crafted our MIBCO First culture.

As you might know, this is in line with the strategic objectives and alignment to the approved and revised mission, vision, and values.

This is all being done to achieve improved employee engagement in a desired state and creating a cohesive, caring, and high-performing organisation.

We can also be excited about the research project on Improvement of Inspectorate working conditions, which has been finalised. Currently, the parties are in the process of engaging with Senior Management regarding the recommendations contained in the research report, and the Inspectorate team will be kept abreast of the progress of this project.

Following additional milestones the Council has reached, the process of amending the Administrative Collective Agreement as well as the Main Collective Agreement to include employees earning above the wage threshold has begun. Once finalised, employees earning above the wage threshold will be paying Council levies, which will slightly improve the Council's revenue. This is indeed a great feat for the Council.

Another issue to anticipate is the resolution the Special Council Meeting has communicated regarding NEASA's status as a member of MIBCO to be restored as of June 1, 2024. However, this has been delayed as the NUMSA appeal case at the Labour Appeals Court was heard on May 16, 2024, and judgement is reserved.

MIBCO always looks to create a conducive working environment for all, and as such, the alternative power installation project began in June and is progressing well with the facilities team led by HR taking the lead on the project. We are proud of the traction gained in this important venture.



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In addition to a seamless working environment, we also seek to have seamless processes created for us all.

As such, it is with great eagerness that we embark on the Business Process Re-engineering project led by Crowe and ISB Optimus.

This project kicked off on April 25, 2024, and I kindly request that all staff members participate in this endeavour when requested.

The outcome of this project is important, as it will lead to improved processes and a better way of working.



The electronic claims system project has also kicked off, whereby scoping and the User Requirement Document are completed and wire frames are done. Adding to this, management has completed the 2024/5 budget process and has made presentations to various committees.

We are optimistic that the budget will be considered favourably at the next Governing Board meeting scheduled for June 27, 2024.

By now, you are aware that the performance reviews for January-June 2024 will be done manually. Although I acknowledge that this might be a painful process, I believe it is important and request your patience in the process.

The previous system presented us with challenges that prevented us from renewing the contract with the service provider. HR is hard at work to finalise the procurement of the new system.

Lastly, I would like to extend my sincere appreciation to every MIBCONIAN for all your efforts, dedication, and hard work.

Norton Rose Fulbright Seminar - Steering through strikes: Current trends and insights



Norton Rose Fulbright recently hosted a seminar titled *Steering through strikes: Current trends and insights* at their offices in Sandton. The aim of the seminar was to explore the latest strategies and insights surrounding strikes, pickets and lockouts.

DRC Director Haroun Docrat, Managing Commissioner for Highveld, Shamima Bhabha, Managing Commissioner for Western and Eastern Cape, Kardess Kock, MIBCO's Industry Compliance and Training Manager, Marwaan Davids, and Senior Human Resources Officer, Ithabeleng Mphole, were all in attendance.

The employment and labour team from Norton Rose Fulbright provided insightful and delved deep into the ever-evolving landscape of industrial action featuring esteemed guest speaker Feroze Boda, Senior Counsel.

Mr Feroze Boda, Senior Counsel, is an employment and labour law specialist with extensive experience in successfully dealing with the legal aspects of strikes was the seminar's esteemed guest speaker. Some of the topics that were unpacked included - *How to prepare for wage negotiations, Practical tips for handling strikes, Picketing rules – learnings from the latest judgments, The essentials of strikes and essential services* and *Dealing with strike violence*.



NUMSA and Billing and Collections Manager Workshop



NUMSA delegates and the MIBCO Billing and Return team held a workshop on system training on May 27, 2024.

The workshop was centred around training on accessing the system, reports that the union can retrieve for their members, reports on numbers, and searching employee records and employer records.

Furthermore, during the session, verification of member records and existing members was also explored.

The manual on members that are awaiting forecasts, resignations, and engagements of the members, as well as the time frame for resolving queries and unallocated cash on companies that have NUMSA members, were discussed and unpacked during the session.

The workshop was a beneficial and well-reserved opportunity for both MIBCO and NUMSA.





Importance of Remittance Advices for Improving Payment Allocations in the Motor Industry

In response to the growing need for enhanced payment allocation processes within the motor industry, together with the requirement from the MIBCO Auditors to fulfil this addition to improve reporting, MIBCO recently introduced remittance advices as a key component of our debtors' statements.

The importance of the remittance advices is their positive impact on streamlining payment allocations for stakeholders in the motor industry.

Payment allocation is a critical aspect of financial transactions, especially within the motor industry where multiple parties are involved in various transactions.

The Importance of Remittance Advices:

1. Enhanced Clarity and Transparency:

Remittance advices provide essential details regarding each payment, including invoice numbers, payment amounts, dates, and any other relevant information.

This transparency ensures that both MIBCO and its stakeholders have clear visibility into the payment and allocation process, reducing confusion and discrepancies.

2. Facilitates Reconciliation: By including detailed information on remittance advices, reconciling payments with invoices becomes more efficient and accurate. This streamlined reconciliation process minimizes errors and ensures that payments are allocated correctly.

3. Improved Communication: Remittance advices serve as a form of communication between MIBCO and its stakeholders, providing a structured format for conveying payment details and facilitating better interaction regarding financial transactions.

4. Efficient Record-Keeping: Remittance advices act as a record of each payment transaction, creating a comprehensive trail of documentation that can be referenced for future audits, inquiries, or disputes.

Incorporating remittance advices into our debtors statements represents a proactive step towards improving payment allocations and enhancing financial transparency within the motor industry.

Overall, the introduction of remittance advices is a significant advancement that will benefit all parties involved in the motor industry by promoting clarity, transparency, and efficiency payment allocations.

MIBCO Internal Audit launches scam awareness campaign



In an era where digital communication is integral to business operations, the risk of scams and email impersonation has surged dramatically.

MIBCO recognises the need to safeguard its employees and assets, the Internal Audit department will launch an educational awareness campaign aimed at educating staff about these growing threats.

Scams and email impersonation attacks, often referred to as phishing, involve fraudsters pretending to be trustworthy entities to steal sensitive information or money.

These attacks have become increasingly sophisticated, making them harder to detect and more dangerous.

Common tactics include impersonating executives or vendors, sending fake invoices, and creating convincing replicas of legitimate websites.

All MIBCONIANS are urged to keep a look out for further educational and helpful communication on this pressing wave taking over the digital space.



MIBCO Members Portal and Liable Person Update

MIBCO has launched the Electronic Member Information portal, that will ensure easy update of member information.

This comes after The Financial Sector Conduct Authority ("FSCA") issued Conduct Standard 1 of 2022 in terms of Section 13A(8) of the Pension Funds Act, whereby it is the employers legal responsibility to ensure that the correct information is provided to us for your employees who are part of Motor Industry Retirement Funds ("MIRF"), and that employee/member information is updated regularly.

As we are aware, MIBCO is the 13B Administrator of MIRF the Motor Industry Retirement Fund (MIRF), and is responsible for managing the membership information of all members of MIRF.

MIRF consists of the Auto Workers and Motor Industry Provident Funds.

This new system will not only ensure legal compliance, but also more importantly will help MIBCO use technology to streamline our updates process.

There will be more information shared on the new system and the impact it will have on MIBCO members. Launch will be on the 1 July 2024.





DRC national management team workshop/ Session

The DRC National Management Team had an in-person workshop on the 13 and 14 June 2024 at the training room at 279 Kent Road.

As a team, we experienced our session as strategic, constructive, and informative. We are spread across four (4) offices (regions) and value this type of interaction not only for communication purposes but also department cohesion and staff morale.

The agenda was comprehensive and covered important operational and departmental items. These include:

- The CCMA Accreditation certificate – As the DRC must be accredited to manage disputes in the industry, this certification is a requirement for its operations. Amongst others, the DRC's settlement rate, postponement rate, late awards, and general efficiencies such as, case turnaround times, are measured. It is important to note that the DRC statistics show that currently we have surpassed all efficiencies and are operating optimally as a division of MIBCO.
- General information regarding vacancies, capacity and staff training were discussed.
- The upcoming 27th SASLAW national conference which MC's and the Director, as members, will attend in September 2024. The theme for this year is "Pursuit in the ideal of Justice" - The theme is premised on the question of whether our society at large, through our legal system, and with specific regard from a labour law context, is achieving this ideal for a better purpose.
- The implementation of specific Standard Operating Procedures (SOPS) for key functions in managing disputes – with the start of the new financial year, these will be implemented.
- The DRC will soon release the amended DRC Rules which is a requirement for its operations. As a first, the Rules will be published in an impressive booklet form and will be made available to stakeholders.
- Regarding innovation and future projects, the possibility of online referral (E referrals) of disputes and a possible, DRC App was discussed. Also, the DRC insert/slot in the new MIBCO website which is currently underway.



IT launches a new helpdesk system



It has been 10 years since IT introduced Spiceworks as our ticketing system, where previously we had used a shared spreadsheet to keep track of calls. In the years following the new system, it served us well.

The time has come to again move on to a newer solution, better adapted to the ever-changing world of technology. While Spiceworks was a great tool with many features, the current version we use is not built with the current technology in mind and is showing its age.

We reviewed a few different platforms to find a balance of functionality, and ease of maintenance. In the end, GLPI stood out amongst others. GLPI is a commercial grade platform that offers many different functions, most of which are only applicable to IT departments. There is still quite a bit of customization we need to do, unfortunately the old system is acting up, and as a result we have made the decision to immediately move over to the new system.

While you will note that the responses and return emails will look quite different, the core of the technology remains unchanged. If you require assistance, send an email to Helpdesk@mibco.org.za. You will receive notifications when your ticket is updated, or when there is an update to it.

Don't be surprised when we update the new system soon, to have a better look and feel!

NEW	OLD
[GLPI #0000030] New Ticket test 14:25	[Ticket #84788] Test email
 Helpdesk@mibco.org.za Fri 6/14/2024 2:29 PM	 Helpdesk <Helpdesk@mibco.org.za> Fri 6/14/2024 2:53 PM
To: LD Test01;	To: LD Test01;
==--== To answer by email, write above this line ==--==	
URL : https://sscsys02/glpi/index.php?redirect=ticket_30	
Tickets: Description	The Motor Industry Barga <i>Our ticket management system for tracking IT issues.</i>
Title :test 14:25	
Requesters : Test01 LD	
Opening Date :2024-06-14 14:27	
Closing Date :	
Request Sources :E-Mail	
Associated Items :	
Status : New	
	LD Test01,
	TICKET #84788
	Summary: Test email
	Description:
	Test email
	.



HR Roadshows



Dear Mibconians

As I reflect on a journey that began on the 5th of June 2024, with our HR Roadshows kicking off in the vibrant coastal regions of KZN and the Western Cape, and then proceeding to PE, the journey continued inland, starting with Northern, Highveld, and SSC regions, and concluded triumphantly in the Free State.

This annual conversation with our dedicated MIBCONIANS holds special significance. We are building upon the dialogue we initiated last year, driven by insights from our Employee Engagement Survey and our shared ambition of creating high-performance teams.

As I travelled through each region, discussing with MIBCONIANS our current position, achievements, and future aspirations, it was uplifting to hear the unique perspectives that emerged. Each region highlighted what was critically important to them, showcasing both the common threads and distinct challenges we face.

Some recurring themes included the need for improved communication about industry matters to our internal staff, the desire for more effective Performance Reviews that truly recognise exceptional performance, and concerns about middle management's accessibility and timely communication.

One of the most impactful pieces of feedback we received was regarding the Purpose-Led sessions, which marked the beginning of our transformative journey towards high-performing teams.

It was heartening to see how the Conscious Commitment Leadership Programme had planted seeds of change.

Our Exco and management have embraced these lessons, as evident during the Purpose-Led Leadership workshop. Here, MIBCO leadership engaged deeply with the invaluable contributions of MIBCONIANS, fostering a cohesive culture and breathing life into our shared values.

As we look to the future, the road ahead is promising. This promise hinges on our collective participation and commitment. Together, we are building an incredible organisation that enriches the lives of all our stakeholders.

Let us forge ahead with determination, collaboration, and a shared vision of excellence. Our journey is far from over, and with each step, we move closer to realising our dreams.

As some of the plans discussed with MIBCONIANS begin to unfold, the future of MIBCO is bright because of each and every one of you, from **Good To Great Together!**