



BEACON

Keeping the Broll family informed!
September 2004



broll

Setting the standard

Broll has successfully complied with the stringent criteria set by the International Standards Organisation and can now proudly display its ISO 9001:2000 accreditation symbol

In fact, in a first, the independent team conducting the certification audit congratulated the Broll team on achieving a unique landmark - it was the first time that they had recorded no non-conformance reports from the operational segment of the audit!

"This is a significant milestone in the history of Broll Property Group," says chief executive officer Arnold Meyer.

"We should all be very proud of this achievement and continually strive to live up to these global standards. A special thanks to the team of Alan Frames, Ernest Macmillan and Yvonne Behari-Ram for the commitment and dedication to making this certification a reality."

The ISO 9000 series of standards is an international quality management and assurance system produced by the International Standards Organisation based in Geneva, Switzerland.

They are practical standards which can be implemented and maintained by any organisation in any industry. Locally, the South African Bureau of Standards (SABS) acts as the certification body responsible for compliance with ISO standards.

The three-day certification process involved three auditors examining seven different operational entities. This process will be repeated every six months at Broll offices randomly selected throughout the country.

"The attainment of ISO recognition is only the beginning. Its on-going compliance is a never-ending process," explains Ernest Macmillan from Internal Audit - the department tasked with ISO implementation. "We must ensure that every task we perform is in accordance with our own high standard and that it is carried out in a coherent and uniform manner throughout the Group."

Details of the Standards are only a click away on the company's intranet and all new employees will be introduced to ISO through formal training sessions.

Congrats to fundraisers

No enterprise can survive surrounded by a sea of poverty, no nation can thrive if people go to bed hungry or cold. Stretch your hand backwards to those left behind and help them move forward, even if you catch just a finger. This was Mvelaphanda Holdings Chairman Tokyo Sexwale's message at the handover of money raised by Broll staff for the Habitat for Humanity build project.

The handover took place at the home of Tokyo and Judy Sexwale and included a luncheon to recognise the two Broll teams that met their target first and raised the most money. Tokyo congratulated all involved and welcomed everyone to his 'verandah of happiness' - a place where former presidents and heads of state had met and made momentous decisions.

Well done to everyone at Broll who participated in the fundraising initiative. (See pages 4 and 5)



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Just the right medicine for this business



Organisations and individuals that embrace transformation in true spirit and, more importantly, with action are secured a rosy future in the new and improved South Africa, says Broll director and Mvelaphanda Strategic Investments (MSI) chairman Dr Jackie Mphafudi

"It's only natural that the prospect of change can cause angst in many people's minds," says Mphafudi. "But

without transformation, a spreading of wealth and the broadening of the middle class, we are doomed to see our beautiful country with its bountiful resources - especially human capital - remain a divided society.

"The future is packed with opportunities - opportunities for those who are in tune with our new democracy. Broll is South Africa's largest empowered, multi-disciplinary property services group and is ideally positioned to take advantage of these." While medicine - and a specialisation in paediatrics - is Mphafudi's formal tertiary training, it was as a helper to his enterprising father that he developed his business acumen and entrepreneurial spirit.

Dr Mphafudi's father was one of the first black farmers to be recognised as a successful cattle breeder - going on to notch many firsts in the retail, liquor, supermarket and wholesale goods fields. Many school holidays were spent shadowing his father.

As a high school student Mphafudi was no slouch; he finished third overall in the 1974 matriculation examinations. The opportunity to attend medical school beckoned and in 1980 he graduated with distinction, achieving prizes in orthopaedics and paediatrics!

He completed his internship at Ga-Rankuwa Hospital and in 1984 was appointed Registrar in the Department of

Paediatrics at Chris Hani-Baragwanath Hospital - acknowledged as one of the finest medical training hospitals in the world.

While Dr Mphafudi's medical career flourished his entrepreneurial spirit burned brightly. Kilimanjaro Investments, of which he was a founder director, was the first black-owned company to acquire a Coca Cola bottling franchise in South Africa.

In 1990 he was appointed to the board of Lesedi Private Hospital - the first black-owned hospital in SA - an initiative with another of the country's leading empowerment pioneers, Dr Nthato Motlana - founder of the New Africa Investments (NAIL) empire.

Numerous other firsts and directorships have flowed across his path following these early ventures. However, it is as the executive chairman of Mvelaphanda Strategic Investments that Mphafudi is making his mark.

MSI, a subsidiary of Tokyo Sexwale-led Mvelaphanda Holdings, is the entity responsible for all the group's interests outside of oil, gas and resources - and that represents a considerable and growing portfolio. The acquisition of a 50% stake in Broll almost three years ago has proved to be a masterful stroke, says Mphafudi.

"Broll offered size - it was, and continues to be, the dominant player in its sector - it had good management in place and it complemented the services profile we wanted to grow. "Government is not in the property management business. Companies that offer the right credentials -

ownership, transformation, skills and competency - are going to be well-placed to secure business in the future."

However, he says, the property sector has long been criticised for its lack of transformation, and rightly so. "The property sector is still predominantly lily white and male," says Mphafudi. "But as the industry leader we have a major role to play in accelerating the transformation pace. Specifically, the Broll Property Academy has already started to make a difference.

"This institution was not only the frontrunner in the commercial property industry when it started but also came with solid academic credentials thanks to our association with the University of Pretoria. The establishment of a learnership programme last year is another feather in our cap, and proof that Broll is unequivocally committed to changing the face of the industry.

"These training initiatives don't come cheap. But we firmly believe that it is one of the ways we will secure Broll's future role as industry leader. Unfortunately, there are other organisations in the industry that don't share our commitment; we have become the industry trainer and our staff is frequently poached by others!"

It's not hard to see why Dr Mphafudi is excited about the industry and the future.

"Don't be shy. I encourage everyone to roll up their sleeves and get stuck in; not only to making Broll successful but also to making South Africa successful. We are already winners. We have overcome what seemed insurmountable odds, let's pull together and take the future forward together in a spirit of mutual recognition."

'b'eautiful on the eye

By now everyone should have received their own copy of the standardised corporate identity manual. In keeping with this standard visual identity, the company has chosen to rebrand its three existing Johannesburg-based delivery vehicles. The three vehicles now sport the traditional Broll logo as well as the new Broll "b", a visual element which will be rolled out over time in other marketing initiatives. The three vehicles will be far more visible to both current and potential clients in and around the streets of Johannesburg, and will help to build Broll's profile as the leading property services group.



We're sure to 'b' seen around town with this new look which is a lot more visual and more effectively reflects our corporate ID.



A Tyger in the shopping valley...

Popular 'Tyger Valley Centre', as it's commonly known is a super regional shopping centre bordering Bellville and Durbanville in Cape Town. The 82 693m² of area hosts 286 tenants and caters to 1.3 million people per month.

Co-owned by Pareto Ltd and Metropolitan Life Ltd, it was established in 1985 and has a year-on-year turnover growth of 10.62% with a footcount growth of 7% from 2003 to 2004. Broll Property Group has successfully managed the centre for six years, with Johan Venter spearheading the team. Johan holds B.Comm and MBL

degrees. He's married with two daughters and lives in Paarl. "In January 1998 I relocated to Cape Town where I took up the position as general manager for Tyger Valley Centre. I regard all staff as colleagues rather than employees as I believe this enhances the team spirit, dedication and loyalty." He believes his attitude has paid off as results show a motivated staff body, aware of the benefits of high standards.

"We pride ourselves in being the leaders in shopping centre management. Tyger Valley centre was voted the number one centre in its category by the independent



Johan Venter (front row), general manager of Tyger Valley Shopping Centre and his competent team, making shopping at Tyger Valley a pleasant experience.

IPD (Investment Property Databank) organisation," he says proudly.

Johan started at Eskom Pension fund as a Property Investment Portfolio Manager in 1981. In 1988 he was appointed facilities manager at Eskom Head Office and served there until 1990, when he was appointed general manager of Southgate Shopping Centre in Johannesburg.

Laduma for Broll!

With 2010 on the horizon, our teams are certainly in high spirits on the field. A recent tournament between Standard Bank, Yfm and Broll Diski Dolls - Diski meaning "Soccer" and taken from the YFM Scamto Dictionary - at Wanderers on 4 July 2004 proved this.

Soccer is so well loved in this country, but not everyone has the opportunity to play in tournaments, so Broll Diski Dolls adopted four unemployed youths from Soweto to play for them. They are Busi and Jabulile Sithole, better known as the terrible twins and Nokuthula and Nonhlanhla Hadebe, who say they're not related. They're motivated, off the streets and the result - seven goals scored in one tournament!

The first game was a seven-a-side played between Broll Diski Dolls and Standard Bank soccer ladies. The enthused Broll team headed by Vuyokazi Mtwecu from



In action for Broll Allstars in red and white are Gideon Mbeuhulu, Master Motoung, Nation Molele, Donald Ndlovu, and Tami Ndlovu. Yfm are the boys in blue.

Broll Utilities and Jenny Mitcheley from Finance made some brave attempts, but Standard Bank won 4-2. In the second game between Broll Diski Dolls and Yfm Radio presenters, Broll ladies hammered Yfm 5-2. They were headed by Marika Schwarz of the Redefine Portfolio and Lynette Phambukela from Utilities. The Broll goals were scored by Busi (3) and Jabulile (2).

In the main event the Broll Allstars played against Yfm on-air DJs.

The Yfm team, spearheaded by Breakfast Show sports presenter Udo Carelse and DJ Cleo, beat Broll Allstars 4-2. In a fast-paced and furious game, Yfm capitalised on a number of defensive errors committed by Broll. Asked to comment on the game Caiphus "Kaiser" Mothapo from Finance had this to say: "If the Broll teams play these kinds of games on a regular basis they will be a formidable entity to reckon with in the corporate soccer arena. The only disadvantage with our teams is that they have not joined a corporate league structure and don't get to compete very often.

"But the Broll spirit of Ubuntu and togetherness as employees was the ultimate winner. Special thanks to Arnold Meyer, Tilly Gasela, Donovan Agar and Bev Esterhuizen for taking time out to come and support the boys and girls of Broll, not forgetting



In top form for Broll Diski Dolls is Jabulile Sithole who scored two goals.

Nation Molele and the Broll Soccer Committee for organising a marvellous event," said Mothapo. Executive director Richard O'Sullivan was also on hand to lend moral support during the day.

At the afterparty the Yfm DJs justified their status as the number one radio station in Gauteng by blasting all the latest dance grooves and to equal sentiments, Broll players responded with the latest dance moves. It was a winning social occasion indeed and a great time was had by all.

Come on guys, support the team in the rematch against Yfm in September. They'll most likely bring their radio personalities and on-air DJ celebrities but we'll meet them with verve and vitality, proving that on the field it's fancy footwork that counts, not DJ banter.

Nation Molele will keep you posted.



BRICK BY BRICK, BROLLERS

The pictures tell it all.

A massive well done to all those who helped raise the money and participated in the build process. Three houses have now been completed and the fourth house will be built during a special 'blitz build' in November.

The official handover of the first three homes will take place on Saturday 11th September and everyone is encouraged to attend. More details will follow by email.



HELP BUILD HOMES IN IVORY PARK





Namibia Update

Since the start of Broll Namibia in 2003, which evolved through both organic growth as well as through a strategic partnership agreement between Broll SA and Ohlthaver & List, it has become the second largest property management service provider in Namibia which manages properties throughout Namibia. The portfolio currently managed covers leisure, commercial, office, industrial and residential markets.

The most prominent property managed is Town Square shopping centre. This property development, valued in excess of N\$100 million, was put together by Broll Namibia and forms part of a regional shopping node including the Wernhil Park Shopping Centre.

Apart from introducing many new retailers to the Windhoek market, Town Square is also home to the 10 000m² Standard Bank of Namibia. This deal, possibly one of the largest property leasing deals in the history of Namibia,



was concluded by Broll. Broll Namibia will also embark on the extension of Wernhil Park Shopping Centre early in 2005 and this task and extension will introduce more retailers to the Windhoek market. Broll Namibia also manages Kaiserkrone in Windhoek and Seagulls in Walvis Bay.

Marco Wenk, Marita Nel, Adri Heigan, Jennifer Beukes, Marthe Langner, Denise du Preez, Louise de Beer, Malcolm Horne, Jan Brand, Chrisinda du Toit and Paul Jandrell (not featured) make up the team who affectively manage these properties.



I'm a family person

Jennifer Beukes, our creditors administrator and receptionist was adopted from Ohlthaver & List on 1 August 2003. She has a three-year diploma in Commerce and intends to study further next year for her B-Tech in Accounting.

"I am a family person. I have three older sisters who are all married. I am the youngest and still staying with my parents." Jennifer likes to read, eat and socialise. "In my free time I like to shop and socialise with my friends, but I know where, and when, to draw the line.

"On my list of favourite things to do are watching movies, going to braais and just chatting with family and friends - most of my weekends are spent with my family. We really enjoy eating and socialising at each others' houses."

Supporting Growth

Our general manager, Marco Wenk also hails from the Ohlthaver & List Group of Companies, which he joined in 2000 as Financial Accountant. He was appointed portfolio manager of the joint venture company, Broll & List Property management, before taking over as general manager in March 2004.



"As general manager of Broll Namibia, I basically get involved in every aspect and function of the company, from client and tenant meetings, leasing of vacancies, recovery of outstanding debt, facilities management, as well as the financial management of the company. Currently I see my main duty to be one of ensuring that the company's base can support the future growth of our business.

"I'm determined to see Broll Namibia providing the best and most professional property service to its clients in terms of management, leasing and development, and for it to grow and become the largest Property Management company in Namibia within the next three years," he says with enthusiasm.

"My life away from the office consists of socialising with friends and family. I enjoy watching rugby, football and athletics. For me the ultimate relaxation after work is to read an interesting book or watch some or other programme on the television."

Paul's Passion

Paul Jandrell is our assistant centre manager of Wernhil Park & Town Square.



Paul enjoyed the tourism industry for eight years as a tour guide. After marrying he started farming with his in-laws, producing export grapes for Europe. His greatest achievements are his two beautiful children Kate and Neill. "I enjoy my kids. We play together a lot and we try to visit Etosha National Park to see game as often as possible."

Camping in the Namib Desert and photography are also keen pastimes. He started working for Ohlthaver & List in 2001 and has been with Broll since they took over the property management.

Paul's looking forward to the major changes coming to Wernhil Park and is definitely keen on the challenges that go hand-in-hand with such a revamp. "In August 2004 the parking area will be enlarged and a new parking system will be installed. The floor space of Pick 'n Pay will be increased by about 1500m².

"Next year a whole new Wernhil Park will be built with more retail space and a whole new look - I can't wait! They plan to start in October 2005 and there will be nothing like it in Windhoek."

Developing future leaders

The mentorship programme, started almost a year ago, is on track and all three candidates are enthusiastic with progress to date, says one of the candidates, Mohammed Khan. "There have been ups and downs, as one would expect with any new initiative, but on the whole we have learnt a lot and at the halfway mark are committed to seeing the programme through to its end," says Khan.

The establishment of a mentorship programme was in direct response for the need to develop future leaders from within the company.

"It's a natural progression from our already-successful in-house Property Academy started in 2002," says chief executive officer Arnold Meyer. "The property industry has been criticised for its lack of transformation and this

is a concrete effort to fast-track change. The calibre of candidates we interviewed from within was outstanding and I look forward to continuing this programme in the future."

Louise Phele, Khan and Donald Ndlovu have all enjoyed the opportunity to spend time in departments other than their own area of competency. "In the past we all too often viewed requests from other disciplines as unrealistic and irrelevant. However, once you've experienced what those departments go through in the execution of their business you have a complete change of heart," says Phele.

So if you come across any of the mentorship team in your normal duties take time to ask how they're doing, who knows you may be next on the programme!



Donald Ndlovu, Mohammed Khan and Louise Phele are almost halfway through the two-year mentorship programme and have already benefited from the real-life situations they have encountered within the various business units so far.



Broll women are doing it for themselves

The Prima Portfolio unit are making history at Broll as the first all-women property management team in the group. Headed up by Kim Neumann, the team is in charge of a new style property unit trust focused on assembling properties normally frowned upon by traditional funds. These include smaller shopping centres outside of metropolitan areas with a value of less than R15 million.

Set to grow from its present base of R500 million to over R1 billion by year-end there is clearly a lot of work ahead for these enterprising administrators.

"My team is well up to the task," says Kim. "And it's great to be at the forefront breaking through the glass ceilings. At the end of the day it's not a male-female thing, it's about getting the job done properly." August was women's month, at Broll every day is a tribute to women!

Another FM stalwart



Basil Kundalram is currently facilities manager at Hilton College, but he's been involved with the school for some 24 years. He has been employed by Broll Facilities Management at Hilton College for the past two years. Prior to that he was with AMPROS, followed by the Domayne Group until Broll bought out Domayne, and took over the staff.

From 1981 until 1998 he was employed as a maintenance carpenter and was promoted to maintenance supervisor in 1998 and then maintenance manager. He has been a stalwart at Hilton College, and with his sound building and technical background has proved an asset to both Broll and the school.

Basil's dedication to duty and willingness to go the extra mile has endeared him to

both the staff and management. He has gone from strength to strength and continues to develop his skills and knowledge. "Hard work, long hours and working under pressure have moulded me into a hands-on person, able to cope with any problem."

"I enjoy the challenges I face, which are not always related to property management, but you meet all types of people and one is sometimes posed with unusual types of problems - these make the job interesting."

Basil has also enjoyed 25 years of a marriage that yielded four children, two sons (24 and 22 yrs) and twin daughters (19 yrs). His oldest son has completed his BSC IT and the younger three are all at varsity.



Broller makes waves on The Block



Gary Velden-Bekker, property manager for Broll Property

Management, is about to become even more famous ... and very possibly half a million rand - and a bit - richer.

Those who have got to know Gary at work will now get a look into his personal life - and his decorating and home design skills - over the next three months. Gary and his life-long partner Paolo Benetti-Longhini are one of four couples who will take part in M-Net's new do-it-yourself reality series, The Block, presented by FNB. It will be aired exclusively on M-Net weekdays during Open Time at 18h30 and Sundays at 18h00, starting 5 September.

The four couples move into four almost identical apartments with little more than the clothes on their backs. With equal sized budgets they have just three months to out-design, out-decorate, out-renovate and out-market each other. The four apartments will be auctioned off to the highest bidder. The prize is R500 000 plus the profit the couple make on the apartment. Gary, Paolo and the other couples will live with around-the-clock camera crews filming everything they do at the apartments. But this doesn't mean Gary will be taking a break from work. He has to maintain his everyday job while living in and fixing-up the apartment at The Block.

Gary is also known for his musical abilities. He was a back-up singer in his parents' band TOMMI, and then became bass guitarist. He later entered the shopping centre management line of work.

Gary conceptualised, co-ordinated and hosted SA's Avenue of Fame - similar to Hollywood's Walk of Fame - in Glenvista, Johannesburg. In 2001 he formed an all-boy band, S.T.O.R.M. and is currently pursuing a solo music career. Best of luck Gary and Paolo - we're all rooting for you!

More Brollertjies for 2004...

Gava Samodien gave birth to a baby girl on 1 June. Sa'eeda weighed 3.03kg and measured 53cm long.



Shantel Smith gave birth to Jordan on Monday 19 July 2004. He also weighed a healthy 3.1kg.

Congratulations to the following colleagues for long service during June, July and August

JUNE

40 Years
Gerald Leissner

19 Years
Grace Hono

17 Years
Donald Magotsi

16 Years
Sarah Mphahlele

13 Years
Mncedisi Mhlangwana

11 Years
Modisa Makhura

10 Years
Muthutu Dube

6 Years
Colin Harvey
Sonja Allsop

5 Years
Elizabeth Koen
Pamela Harker
Natalie Maritz

JULY

26 Years
Theodorf Vermaak

23 Years
Robert Phungula

18 Years
Nel Sutherland

16 Years
Andrew Dennis

15 Years
May Augustyn
Debbie Blom

14 Years
Isaac Prins
Deon Feinblom

12 Years
A'ishah Starke
Angus Petersen

11 Years
Sean Kimble

8 Years
Christina Goodyear

7 Years
Carol Whiteley
Joy Coplan
Andrew Solomons

6 Years
Perry Lee Pan
Bernice Roberts
Karen King

5 Years
Yolanda Mostert
Linda Schroeder
Philip Chilton-Jones
Anita King
Jenny Young

AUGUST

30 Years
Lepi Bogoshi

20 Years
Molahlegi Madia

15 Years
Vusi Gxoyiya
Ramseki Molekoa

13 Years
Carl von During

11 Years
Phillip Liberty

9 Years
Marilyn Williams
Loretta Brady
Ruth Ferreira

7 Years
Sibongile Masombuka
Zwelibe Mfeka

5 Years
Sonja Rudolph
Moegamat Petersen

[Contributions and comments]

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