

Company profile

Disaster Risk Management NPC, trading as:

DMS NPC

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Who are we?

DMS, founded in 1999 as a private company, has transitioned from a private company [(Pty) Ltd], to a Non-Profit Company [NPC].

DMS was originally founded in an effort to support private sector and the South African Government's endeavours to reduce priority risks associated with disasters. The company's initial focus emphasised business continuity management in the private sector, but quickly expanded to include disaster risk management as intended by the Disaster Management Act when promulgated in 2003.

Vision

DMS NPC's vision has broadened beyond building capacity of people managing disaster and business risk in a safe and sustainable environment, toward ensuring resilient communities that are self-reliant and adaptable through sustainable livelihoods.

Mission

Enhancing community resilience.

The DMS way

DMS does not follow a traditional consultant approach but believes in building the internal capacity of its clients to manage their own risks in a way which no externally driven process can. DMS believes in the importance of applying the right human knowledge, skills and attitude to reach goals, versus finite systems limiting and constricting human creativity and resourcefulness.

When approached by communities / prospective clients, the DMS team first embarks on personal discussions with them to define the exact nature of their needs and specific requirements. The first step is to determine and define the terms of reference and the objectives to satisfy the client's needs. Following a detailed stakeholder analysis, a comprehensive proposal is submitted, outlining how the terms of reference will be met, and who will be responsible for leading and delivering the outcomes required. In addition, the proposal details the schedule for the required programme, the expected fees and expenses, as well as possible funding for the project. During the execution of the assignment close contact will be maintained with the client to review progress on a regular basis. DMS also maintains a stakeholder management process to keep all stakeholders abreast of the progress and challenges. On completion, reports are submitted, setting out in a logical framework the results of the assignment together with conclusions and recommendations. Interim reports are submitted as agreed upon with the client. DMS' internal quality control procedures are in

place to ensure high professional standards associated with an accredited service provider are maintained throughout the assignment.

DMS bases its capacity building facilitation on adult learning and lifelong learning principles. A variety of learning methods such as lectures, group discussions, playing games (edutainment), coaching, case studies and individual assignments forms part of the facilitated learning process. A process of self-assessment and continuous assessment / observation from the facilitator is used to assess whether or not the learner has reached the outcomes.

DMS has access to an extensive pool of excellent fulltime and part-time facilitators, trainers and experts with wide international, national, provincial and local government disaster risk management and business continuity experience. Core competencies do not only include cutting-edge knowledge, skills and experience in disaster risk management, but also of related fields such as strategic & business planning, financial modelling, emergency medical services, fire and rescue services, public management, occupational health and safety, information and communications technology, policy analysis, environmental management and project & programme management.

Recommended Solution Compact Model

With the shifting of paradigms from reactive emergency management to disaster risk reduction, adaptation and resilience, there is greater emphasis on proactive pre-disaster and developmental interventions, often categorized as prevention, mitigation, and preparedness.



The illustration on the previous page, developed by DMS, shows two interlinking cycles, namely the developmental planning and the operational planning cycles. The three common components shared between the two cycles are: “understanding risk”; “risk reduction planning” and “early warning systems”.

DMS strives to support each of the cycles represented above, and uphold and enhance each of the components within, in every project or programme DMS is tasked to fulfil and deliver.

Community Compact

DMS pledges the following for every project or programme that it undertakes:

1. Engage with willing, able and ready communities who want to commit to a community centred resilience enhancement journey;
2. Focus on the integrated needs and risks of the community and follow a community centred approach, driven by a self-regulating Community Representative Body;
3. Sign a formal Compact, covering solutions to be delivered, time frames and expected outcomes;
4. Work on joint respect, trust, loyalty and commitment for and from the participating community and active team members and volunteers;
5. Work to avoid dependency, and rather strive toward being catalysts for change that lasts long after we have moved out or transferred ownership; and
6. Provide the best equipped, qualified and experienced facilitators, mentors and coaches to deliver on the Compact intent.

Governance

Directors:

- ✧ F Mocke
- ✧ MJ de Beer
- ✧ E Mocke
- ✧ DM Triegaardt
- ✧ FJ Hoets

BBBEE:

Due to its wide base of black beneficiaries, DMS is a Level 1 Contributor to Broad Based Black Economic Empowerment.

Membership / Accreditation

- ✧ DMS is accredited as a Provider of Education and Training by the LG SETA (# LGRS-759-110517)
- ✧ In addition to the above, certain other training material is accredited by the Services SETA, # SETQAA-0216, TETA (Transport Education and Training Authority), # TETA09-119 and AgriSETA
- ✧ DMS is a supporting member of DMISA (Disaster Management Institute of Southern Africa), # 133/s
- ✧ DMS is a corporate member of IRMSA (The Institute of Risk Management South Africa) # 8526

Partners and associates

- ✧ **Touching Africa** – a KINGDOM FOCUSED non-profit organization that functions through two distinctly different but interactive components:
 - The Touching Africa Development Trust (TADT) operates as a trust to manage funds for the benefit of the African Community in the broadest sense of the word. The TADT is overseen by a board of trustees with the aim to touch people through the implementation and support of community development programs and managing of related funding.
 - The Touching Africa Cooperation (TAC) is a network of like-minded individuals, corporate to social enterprises, with a shared vision to make a difference in our African society as an expression of the Kingdom of God. The aim is to unlock business opportunities and to support business development to the benefit of all its members and the broader Africa community.
- ✧ **Crebus** – Providing Integrated Business Solutions
- ✧ **The Adjustment Bureau** – Managing Change through Theatre
- ✧ **EMPOWERisk Management Services** – Enterprise-wide Risk Solutions
- ✧ **Umoya** – Communications Network and Software Solutions Provider
- ✧ **Applewood Data Tech** – Banking and Mobile Cellular Solutions
- ✧ **JC Erasmus Research** – Professional Researchers

The Team

The DMS Team has a wide range of qualifications and experience, listed below:

Qualifications

- ✧ PhD – Town- & Regional Planning
- ✧ BA (Hons) – Geography and Information Science
- ✧ Diploma – Disaster Management

- ✧ Diploma – Business Continuity
- ✧ SAMTRAC (NOSA)
- ✧ BSc – Mathematics and Chemistry
- ✧ MEd – Technology: Critical and Creative Thinking Skills
- ✧ Management Development Programme (UNISA)
- ✧ Advanced Executive Programme (UNISA)
- ✧ Management Diploma (Henley)
- ✧ BSc – Environmental and Geographical Science & Ocean and Atmosphere Science
- ✧ MPhil – Disaster Risk Science
- ✧ Management – Advanced Programme
- ✧ Advanced Programme – Project Management
- ✧ Certificate – Project Management
- ✧ BBA – Disaster Risk Management
- ✧ Certificate Programme in Management and Development – Municipal Finance

Experience

- ✧ Business Continuity Management
- ✧ Business Impact Analysis & Risk Assessment
- ✧ Business Continuity Strategies
- ✧ IT Solutions
- ✧ Audit, Exercise & Tests
- ✧ Disaster Management and related disciplines
- ✧ Education
- ✧ Organisational Development
- ✧ External Communications
- ✧ Communication and Community Development
- ✧ Programme/ Project Management
- ✧ Environmental Health Management
- ✧ Comprehensive Defence Force experience (17 years), including management and training at various levels
- ✧ Accident Prevention / Damage Control / Emergency Preparedness / Risk management
- ✧ Customer Service
- ✧ Total of 54 years in the energy industry – various management levels, including project management, safety, risk and emergency management, electrification, protective services, corporate services
- ✧ Development of applications according to supplied commercial and business specifications
- ✧ Management of the integration between business units and outsourced IT partners
- ✧ Definition, development and implementation of operational risk management with the emphasis on business continuity management
- ✧ GIS and Data Management

Completed Projects and References

Current & Completed Projects

Please note that all our standard training programmes are not listed here, this only lists formal projects delivered for specific institutions.

2018:

- ✧ Bank of Angola, Luanda: Development and Implementation of a Business Continuity Plan (continuation of previous project)
- ✧ LG SETA, Germiston: Disaster Risk Management Qualification Development
- ✧ City of Johannesburg, George: Impact assessment of Polyphagous Shot Hole Borer on trees
- ✧ Dr Kenneth Kaunda District Municipality: Design of a Dolomite / Sinkhole Contingency Plan
- ✧ Swaziland Building Society: Business Continuity Management Support (continuation of previous project)
- ✧ Square Kilometre Array: Risk Assessment, Development of a Disaster Management Plan and Emergency Response Plan
- ✧ Anglo American Platinum Process Division Services (Rustenburg): Disaster Risk Management Awareness and Communication – Community Based Early Warning System
- ✧ Chris Hani District Municipality: A District Wide Scientific Risk Assessment

2017:

- ✧ Ekurhuleni Metropolitan Municipality: Risk Management Course for Emergency Service Personnel
- ✧ Limpopo Department of Treasury: Development of a Business Continuity Plan
- ✧ SALGA: Conduct a Fiscal Audit on the Costing of Community Facilities and Related Budgets at Local Government Level
- ✧ Department of Co-operative Governance and Traditional Affairs, Gauteng: Review of the Provincial Disaster Management Policy Framework
- ✧ Ugu District Municipality: Ward Based Disaster Risk Assessment and Development of Appropriate Prevention and Mitigation Strategies, including Training on Disaster Risk Management for Disaster Management Practitioners and Volunteers
- ✧ Cape Winelands District Municipality: Development of a Policy Framework for Disaster Management Volunteers
- ✧ Sefako Makgatho Health Sciences University: Event Safety Management Training for Facilities Managers, Event Coordinators, Security and other role-payers involved with Event Safety and Security
- ✧ Cape Winelands District Municipality: Disaster and Emergency Management Training Course for School Safety Co-ordinators; and Introduction to Disaster Management Training Course for Councillors

2016:

- ✧ Anglo American (Rustenburg Platinum Mine, Mogalakwena): Community Based Early Warning System for Doorstep Communities
- ✧ Department: Co-operative Governance and Traditional Affairs, KwaZulu-Natal: Continuation of Special Training on Disaster Risk Management for Disaster Management Practitioners – including Event Safety Management and Peace Officer training
- ✧ Broll Property Group: Evaluation and recommendations on emergency plan/-procedures
- ✧ Western Cape Provincial Government: Disaster Risk Assessment – Swellendam
- ✧ City of Cape Town: Training – Introduction to Disaster Management for Volunteers
- ✧ Bank of Angola: Development and Implementation of a Business Continuity Plan
- ✧ OR Tambo District Municipality: Capacity Building of all Disaster Management Role-players
- ✧ City of Johannesburg: An Integrated Disaster Management Strategy
- ✧ Mossel Bay Local Municipality: Formulation and Implementation of Level 3 Disaster Management Plan

2015:

- ✧ Ethekwini Metropolitan Municipality: Further Education and Training Certificate: Generic Management: Disaster Risk Management
- ✧ Department: Co-operative Governance and Traditional Affairs, KwaZulu-Natal: Special Training on Disaster Risk Management for Disaster Management Practitioners
- ✧ City of Cape Town: Training – Incident Command System for Expanded Incidents
- ✧ Cape Winelands District Municipality: Development and Facilitation of Disaster and Emergency Management Training for Schools
- ✧ Western Cape Provincial Government: Grading of Implementation of Disaster Risk Management Plans throughout the Province
- ✧ KwaZulu-Natal Provincial Government: Appointed as Disaster Management Training Service Provider
- ✧ Western Cape Provincial Government: Training Programme in Facilitation Skills and Disaster Plan Development
- ✧ Ngaka Modiri Molema District Municipality: Training of Councillors
- ✧ Western Cape Provincial Government: Training of CDWs in Eden, Overberg and West Coast District Municipalities

2014:

- ✧ Swaziland Building Society: Consultant to Develop and Implement a Business Continuity Plan
- ✧ Western Cape Provincial Government: Community Based Disaster Risk Assessment – Beaufort West; Knysna; Cederberg and Berg River Local Municipalities
- ✧ Alfred Nzo District Municipality: Review of Disaster Risk Management Plan

- ✧ Waterberg District Municipality: The Review of Disaster Risk Management Framework and Plan
- ✧ PRASA: Development of Incident Management Plans
- ✧ City of Johannesburg: Management of the Agri Resource Centre (Regions E and F) (in association with Crebus)
- ✧ Eastern Cape Provincial Government: Development of a Provincial Disaster Profile and Disaster Risk Management Plan
- ✧ Ekurhuleni Metropolitan Municipality: Training in Incident Management

2013:

- ✧ Bitou Local Municipality: Community Based Disaster Risk Assessment
- ✧ Amathole District Municipality: Review of Disaster Management Policy Framework
- ✧ Telkom: Conduct Table Top Exercises to Test the Business Continuity Management Plan
- ✧ Victoria & Alfred Waterfront: Revision and Updating of the 2009 Risk Assessment
- ✧ Central Bank of Swaziland: Training of Senior Personnel in the Implementation of the Business Continuity Management Plan
- ✧ City of Johannesburg: Management of the Agri Resource Centre (Region G) (in association with Crebus)
- ✧ Department of Social Development: Development of a Community-Based Disaster Risk Mitigation Toolkit for Practitioners; Booklets and Posters to Strengthen Community Capacity; Advocacy Materials and Provision of Training to Practitioners
- ✧ Alfred Nzo District Municipality: Preparation of a Disaster Management Policy Framework
- ✧ Western Cape Provincial Government: Technical Advisory Services for the update of the Eden District Disaster Risk Assessment
- ✧ Mossel Bay Local Municipality: Community Based Disaster Risk Assessment
- ✧ Department of Rural Development and Land Reform: Training of 75 Members of the Community (Volunteers) on Disaster Risk Management (Flood, Drought and Thunderstorms) and Guidance of the Process of Community Participation

2012:

- ✧ Western Cape Provincial Government: Fire Risk Assessment of the Petrochemical Installations in Cape Town, Saldanha and Mossel Bay
- ✧ Department of Rural Development and Land Reform: Training on Flood Management for NARYSEC Participants placed under the Chief Directorate: Rural Disaster Mitigation Services
- ✧ Frances Baard District Municipality: Review and Update of Disaster Management Plan (Including Community Based Disaster Risk Assessment)
- ✧ OR Tambo District Municipality: Complete Disaster Risk Management Training Programme for the Council and Managers
- ✧ Managers from Nigeria: Training Programme in Basic Disaster Risk Management

- ✧ West Rand District Municipality: Training Programme for Departmental Managers on the Function of the Disaster Risk Management Advisory Forum and Technical Task Teams
- ✧ Telkom: Risk Assessment and Business Continuity Plan
- ✧ Amathole District Municipality: Review and completion of the following Disaster Risk Management documents:
 - Guideline for the Provision of Post-Disaster Humanitarian Relief
 - Guideline for Responding to Emergencies and Disasters
 - All Hazards Contingency Plans for all the Local Municipalities

2011:

- ✧ City of Cape Town: Disaster Risk Management Learnership Programme
- ✧ Department of Social Development: Relief Disbursements to Households affected by Floods
- ✧ Western Cape Provincial Government: Provision of advisory services for the Review and Standardisation of District Level Disaster Risk Assessments
- ✧ Waterberg District Municipality:
 - Disaster Risk Awareness Programme
 - Developing an Incident Management System
 - Developing a Modern Compatible Information Management, Communication and Dissemination System
- ✧ Joe Gqabi District Municipality: Facilitation and Development of Cross-Boundary Mutual Aid Agreements
- ✧ Groote Schuur Hospital: Training of Officials in Disaster Management
- ✧ Fezile Dabi District Municipality: Flood Response, Adaptation and Recovery Support for the 2010/2011 Flood Disaster
- ✧ Amathole District Municipality: Development of Disaster Risk Management Contingency Plans
- ✧ West Rand District Municipality: Training in the Safety at Sports and Recreational Events Act, No 2 of 2010

2010:

- ✧ Department of Health: Development of a Disaster Management Strategy
- ✧ Metsweding District Municipality: Development of a Disaster Management Strategy and Review of Community-Based Risk Assessment
- ✧ OR Tambo District Municipality: Review and Finalisation of the Disaster Risk Management Policy Framework
- ✧ City of Johannesburg: Development of a Service Offering, Operational and Organisational Model and Standard Operating Procedures for the JCC (in association)
- ✧ Western Cape Provincial Government: Municipal Capacity Building and Training pertaining to the Disaster Management Chapter in the Integrated Development Plan (IDP)

- ✧ Umoya: Training of Government Officials in the Use of the **uniti** Information and Communication System for the FIFA 2010 World Cup Events and Beyond
- ✧ Eden District Municipality: Training in Event Safety Planning and Disaster Response and Recovery and Development of an Event Safety Policy Document
- ✧ Menlyn Maine: Development of a Comprehensive Emergency and Disaster Management Plan
- ✧ Anglo Platinum: Current Reality Assessment of the Emergency Disaster Management Plan
- ✧ Oxford Policy Management (UK): Study on Disaster Risk Reduction, Decentralization and Political Economy Analysis for UNDP contribution to the Global Assessment Report on Disaster Risk Reduction (GAR) 2011
- ✧ North West University: Developing a Knowledge Product for Disaster Risk Reduction for USAID

2009:

- ✧ RTMC: The Development and Implementation of a National Incident Management Framework
- ✧ KwaZulu-Natal PDMC: Preparation of Provincial Disaster and Risk Management Master Plan for 2010 FIFA World Cup Events
- ✧ NDMC: Support to NDMC 2010 FIFA World Cup Events Preparation Programme (in association)
- ✧ Gert Sibande District Municipality: Review and Finalisation of the Disaster Risk Management Policy Framework
- ✧ OR Tambo District Municipality: Disaster Assessment – 2009 Fires
- ✧ Victoria & Alfred Waterfront: Conducting a Risk Assessment
- ✧ Cape Winelands District Municipality: The Development of Disaster Management Plans for High Risk Areas
- ✧ Sedibeng District Municipality: Facilitation of Disaster Management Indaba
- ✧ Gauteng PDMC: Disaster Management Awareness Training for Volunteers
- ✧ Ugu District Municipality: Review of Rehabilitation Process (in association)
- ✧ Waterberg District Municipality: The Review of Disaster Risk Management Framework and Plan
- ✧ NDMC (dplg): Conducting a National Education, Training and Research Needs and Resources Analysis (NETaRNRA) for Disaster Risk Management in South Africa
- ✧ InWEnt: Integrated Response Management... in preparation for 2010 – Sponsored training presented for Gauteng, Western Cape, North West, Limpopo, Eastern Cape and Mpumalanga
- ✧ Vhembe District Municipality: Development of a Corporate Disaster Risk Management Plan
- ✧ Cacadu District Municipality: Implementation Strategy of the CDM Disaster Management Framework

- ✧ West Rand District Municipality: Training of Municipal Mitigation Monitoring Task Teams (MMMTTs) in Disaster Risk Management

2008:

- ✧ Molemole Local Municipality: Development of a Disaster Management Plan
- ✧ Emalahleni Local Municipality: Training in Disaster Risk Assessment, Risk Reduction and Contingency Planning to assist in the Development of a Disaster Risk Management Plan
- ✧ NDMC: Assistance in the Development of a Disaster Management Plan for 2010
- ✧ Gert Sibande District Municipality: Training in Disaster Risk Assessment, Risk Reduction and Contingency Planning to assist in the Development of a Disaster Risk Management Plan
- ✧ Umzinyathi District Municipality: Facilitation of the Development of a Disaster Risk Management Plan.
- ✧ Gauteng PDMC: Appointed by DBSA and consequently Gauteng Department of Local Government as project manager to manage the DBSA / IDC and Government funds made available to the PDMC to establish temporary shelters to house displaced people after the May 2008 xenophobia attacks. Period: June – July 2008.
- ✧ Cape Winelands District Municipality: Introduction to Disaster Management for Schools
- ✧ Kruger National Park: Implementation of an Emergency Disaster and Response Plan including the Establishment of Committees and Support Infrastructure
- ✧ City of Cape Town: City-wide Community Based Risk Assessment (in association)
- ✧ Western Cape PDMC: Development of a response and recovery plan, including SOPs (in association)
- ✧ Buffalo City Local Municipality: Training of Ward Focal Points in Community Based Risk Assessment
- ✧ SARS: Awareness Programme in Business Continuity Management
- ✧ Gauteng PDMC: Orientation Programme in Disaster Management for newly appointed operators
- ✧ Gauteng Department of Agriculture, Conservation and Environment: Agricultural Risk and Disaster Management Plan
- ✧ OR Tambo District Municipality: Training in Disaster Risk Assessment and Risk Reduction Planning, DMS Combo (Combined Disaster Risk Management and Business Continuity Management exercise)
- ✧ SAPS: Disaster Management Strategy Implementation Planning and Policy Framework Alignment
- ✧ NDMC: Compilation of the Inaugural Annual Report of the NDMC

1999 – 2007:

- ✧ Joe Gqabi District Municipality: Assistance in the Establishment of a Technical Advisory Committee

- ✧ Vhembe District Municipality: Facilitation of a Workshop for the Formalisation of the Disaster Management Advisory Forum
- ✧ Eskom: Review (audit) of Disaster Management Plans
- ✧ SAPS: Development of a Disaster Management Strategic Plan
- ✧ Nelson Mandela Bay Metropolitan Municipality: Development of a Disaster Risk Management Framework (Policy)
- ✧ Eskom: Development of a Security Risk Framework
- ✧ City of Johannesburg: Combo – Disaster Risk Management and Business Continuity Management Risk Assessment for the Region 7
- ✧ Eastern Cape province: Facilitation of the Planning of an Exercise
- ✧ Gauteng Province: Assessment of Disaster Risks, Development of Disaster Management Plans and Inclusion of Plans into Integrated Development Plans
- ✧ City of Johannesburg: Disaster Risk Management Gap Analysis
- ✧ City of Johannesburg: Combo – Disaster Risk Management and Business Continuity Management Risk Assessment for the Inner City
- ✧ Eastern Cape Province: Disaster Management Pilot Project (in association)
- ✧ Eastern Cape Province: Development of a Disaster Risk Management Framework (Policy) for the Province and its Districts (in association)
- ✧ Mpumalanga Province: A Disaster Risk and Vulnerability Assessment Study (in association)
- ✧ Johannesburg City Power: Integrated Disaster Risk Management Strategy and Implementation Plan (in association)
- ✧ NDMC: Member of the Drafting Team of the National Disaster Management Framework
- ✧ National Disaster Relief Fund Board: Strategic Planning
- ✧ UNISA: Development of the Programme in Business Continuity Management and the Programme in Disaster Risk Management
- ✧ Absa: Programme Management – The Scoping, Evaluation and Implementation of an Integrated Project/Programme Management System
- ✧ Gauteng Province: Licensing Authority Division – Disaster Management Plan (in association)
- ✧ Xhariep District Municipality: Risk Assessment and IDP Recommendations (in association)
- ✧ Limpopo Province: Development of an Integrated Disaster Management Centre (in association)
- ✧ Public Services Commission: Design, Development and Implementation of the National Public Service Hotline (in association)

Clients

Apart from the above projects, learners from the following institutions have attended our training:

- ✧ ABSA; Standard Bank; Central Bank of Swaziland; Swaziland Building Society; Northwest Province; Metrorail Durban, Tshwane and Wits; Netcare; District Municipalities: Capricorn, Winelands, Vhembe, Amathole, Eden, Central Karoo; Telkom; Cities of Johannesburg, Cape Town, Tshwane; Sasol; Department of Communication; Gauteng Province; Ekurhuleni Metropolitan Municipality; Community Chest; Metropolitan; Western Cape Province; Local Municipalities: Moretele, Cederberg, Oudtshoorn, Knysna, Mombela; City Parks Johannesburg; Alex Gintan; Necs; Thepe Venue Management

Seminars

Seminars attended by:

- ✧ Eskom, Sasol, Telkom, Standard Bank, FRB, Nedcor, ABSA, Mines, Metrorail, Municipalities, National Departments, Insurance Companies, Unitrans, IBM, Vodacom, KPMG, Kumba Resources

References

You are welcome to contact the following persons for individual references:

Client contact details		
Name of Client	Name of Responsible Official	Telephone No.
Swaziland Building Society	Wesley Mndzebele	+268 2405 6114
Central Bank of Swaziland	Zandele Ndlela	+268 2408 2261
eThekwini Metropolitan Municipality	Wilfred Mkhwanazi	031 367 0033
Mpumalanga Provincial Disaster Management Centre (PDMC)	Jacques Benade	013 766 6613
Western Cape PDMC	Colin Deiner	021 937 0800
Department of Social Development	Joe Molifi	012 741 6837
Telkom	Wikus de Jager	012 311 8881
Ugu District Municipality	Makhosi Gabhozi	039 668 6401
Limpopo: Department of Treasury	Pieter Koekemoer	015 298 7052

We believe in working smart & focused and having fun whilst doing it