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The Baystars Employee Excellence Awards are being held for the third time this year (the project was initiated in 2009). It has since grown and become a well established and much anticipated event. The Baystars Employee Excellence Awards is a platform to acknowledge employee achievements and to reward officials for their outstanding work in service excellence. The gala dinners at which these awards are presented are like our very own mini-Oscar ceremonies!

This booklet contains information on all the 2011 nominees for the various Baystars Employee Excellence Awards. Whether they win or don’t win tonight, I would like to say to all the nominees that they are all winners in their own right. My heartfelt thanks to them for their dedication and commitment in going beyond the call of duty to serve our community and uphold the name of the Nelson Mandela Bay Municipality as a centre for service excellence. Some of our nominees have had to work in very trying circumstances - sometimes in life-threatening situations, or dealing with very sensitive customs and traditions, or working with health related issues.

Thank you for having made a difference in the lives of the people of Nelson Mandela Bay!

I am proud to say that most of the costs of this Baystars Employee Excellence Awards initiative has been covered through sponsorships from the local business community that has expressed interest in and made a commitment to participate and support this project. I would like to take this opportunity to thank our sponsors most sincerely for their generous support of this very worthy initiative.

Sincerely

Cllr Zanoxolo Wayile
Executive Mayor
LEADERSHIP AWARD

The volleyball code which is affiliated with the Nelson Mandela Bay Municipality’s (NMBM) sports and recreation association, an associate of Southern African International Sports Association (SAIMSA), started during 2009 and comprises of a male and female team. The team consists of 19 players. They play in three different categories, namely, a male volleyball, female volleyball and mixed (male and female) volleyball teams. In August 2010 the team took part in the South African Municipal Sport and Recreation Association (SAMRA) games held in Klerksdorp where the male volleyball team won gold while the mixed team won silver. In September 2011 the SAIMSA games were held in Swaziland where 42 municipalities participated from the SADC countries. Both the volleyball men’s and mixed teams won gold medals and floating trophies. This was an outstanding achievement for NMBM who participated in these games for the very first time. The team captains are Mr Lister van Wyk (male team), and Mr Larry Wilkerson (mixed team).

HEROES AWARD

On the evening of 7 May 2011 the Disaster Management Team consisting of Mr Andile Go, Mr Luvuyo Oliphant, Ms Jester Mangena, and Ms Nokhwezi Ntabeni were on standby for the week when various areas of the Metro were flooded. Whilst Mr Go was stationed at the Joint Operations Centre, the other officials were out in the field trying to resolve the problems as they arose and reporting back to Mr Go. Some of the problems included the cutting of electricity in the flooded areas, severe damage to houses that were flooded, flooded roads, and roads that were blocked by debris which had to be closed. The team had to evacuate hundreds of people from the stressed areas to the nearest places of safety. The crisis endured until 02h00 the next morning. The task was daunting as the officials had to work in the dark, in very difficult and trying circumstances with people who were in life threatening situations. The officials also followed up by ensuring people received blankets, food and clothing sourced from different donor agencies.

INNOVATION AWARD

The Green Economy Team is an institutional, multi-sectoral team of specialists from various disciplines such as engineering, environmental and waste management, air quality control, disaster management, town planning, and economic development who meet on a regular basis to discuss green economy projects. Their contributions to this initiative are over and above their usual job descriptions. Their work has recently been showcased at the United Nations COP 17 conference in Durban from 28 November to 9 December 2011. Some of these projects include a solar hot water project, traffic lights powered by solar and wind power, street lights retrofitted with energy efficient lights, an electricity wind turbine, embedded generation facilities (one of two national pilot sites), waste source separation project to encourage recycling, a waste collection community cooperative project, a schools waste awareness project which won the Mail & Guardian Green Award in the non-profit category, and a web-based waste exchange project.

Baystars Awards Finalists

WOMAN ACHIEVER AWARD

MS AMSHA MUTHAYAN, ASSISTANT DIRECTOR OF WASTE WATER CONVEYANCE, INFRASTRUCTURE AND ENGINEERING DIRECTORATE. Amsha is single. Working with a team of people that she knows she can always rely on is what she loves about her job. She regards her work environment as her second home. Some of her challenges include budget restrictions and shortage of staff which sometimes make it impossible to meet consumer demands. “What motivates me is achieving my goals and inspiring others to also meet theirs,” says Amsha. Amsha is inspired by Jim Rohn who said: “Integrity is the most valuable and respected quality of leadership. Always keep your word.”
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TEAM CUSTOMER CARE AWARD

MRS NATALIE NATASHA CUNNINGHAM, SENIOR CLERK, BUDGET AND TREASURY DIRECTORATE. Mrs Cunningham has been married for 11 years and is blessed with two adorable boys, Ethan (10) & Jaden (2). Mrs Cunningham enjoys her work especially when she assists her colleagues, vendors or consumers. To see the appreciation on their faces and/or hearing it in their voices when their problems have been solved is what motivates her to do her job well. She loves working in a team environment. “We have to ensure that vendors bank all municipal monies timeously into the NMBM account and it is our duty to follow-up on defaulting vendors, and as a team we work very well together,” says Mrs Cunningham.

MR MKULULI KONDILE, SENIOR CLERK, BUDGET AND TREASURY DIRECTORATE. Mr (AKA Kuster) Kondile, is single and has 3 children. His job excites him because it exposes him to client relations. Now he has the knowledge to tackle any challenge that he is confronted with, and can even provide solutions for problems that arise. What motivates me is team work - we work very well together as this team. “Respect one another, and stick to your principles and do not compromise no matter what you face,” says Kusta.

MRS MARY-ANN PRYSCILLA BOGGENPOEL, SENIOR CLERK, BUDGET AND TREASURY DIRECTORATE. Mrs Boggenpoel is widowed and has 2 children - son Gary, and daughter Nicole. In her current position she is able to use her initiative, and as part of a team she is highly customer-service driven, as she loves working with people, being friendly and able to help and communicate with them. “I am an enthusiastic person who does not shy away from a challenge. Having the confidence in communicating and working as part of a team, we are able to complete our workload by ensuring customer satisfaction and in seeing our customers leave with a smile, and that makes me happy,” says Ms Boggenpoel.

MRS LINDA HORNABROOK, SENIOR CLERK, BUDGET AND TREASURY DIRECTORATE. Mrs Hornabrook is married and has a son Keenan and daughter Katelyn. She enjoys working with the vendors, assisting them where necessary and to see that what needs to be done, not only is done but is done well. “I think responsibilities motivate me the most. Responsibility is very important for all employees. Since I am a member of this municipality, my responsibility is to do my job well. Loyalty is another factor that motivates me. I keep telling myself that if I want my job to be stable, I need to be loyal to my municipality because as the municipality develops, I can develop too,” says Ms Hornabrook. “Be happy with what you have, but never give up on what you want” is her motto in life.
PROUD TO BE ASSOCIATED WITH THE 2011 BAYSTARS AWARDS

CONGRATULATIONS TO ALL THE FINALISTS

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Mr Jerold Baartman, Acting Administration Manager, Public Health Directorate.

Mr Baartman is married to Petula and they have 2 sons, Wade and Jerion. His work entails providing essential health services to the communities within the Metro which gives him a deep sense of satisfaction when a new clinic is constructed or upgraded. “You therefore feel part of the vision of the metro by bringing service delivery especially to the poor and vulnerable members of our communities,” he says. After he suffered a heart attack on 27 April 2010, his whole outlook on life changed. He is now appreciative of every moment in his life. He also tries to encourage people to appreciate life, to live it to the fullest. “Life is about opportunities you take. An opportunity only comes around once in your lifetime, so grab it with both hands—it might never come again,” he says. When troubles happen, one has a choice of what to do. It is up to the individual to choose what to do that will make a difference and make them move forward in life.

Ms Barbara Gobodo, Senior Clerk, Customer Care, Budget and Treasury Directorate.

Ms Gobodo is a single parent with 3 children and 2 grand-children. She loves dealing with the public as she believes that she serves the purpose of delivering good service to the people, especially those coming from the disadvantaged areas. Her team work under a lot of stress as they are short—staffed and they are subjected to criticism from the public who don’t always understand why their queries take so long to be attended to and why they have to wait in long queues. The fact that many of her colleagues that she has mentored and trained are now managers and supervisors, and the smile and appreciation she receives from the public after she has resolved their queries are what motivates Barbara and this in-turn helps her to face the next day with a stride in her step.

Mr Anton Mostert, Shift Commander in the Safety and Security Directorate, has been seconded as a committee member of the job evaluation/task work study unit in the Corporate Services Directorate.

Mr Mostert is divorced. He has two daughters named Angelique-Anne (17 years) and Micaela (11 years). Anton loves the way they work as a team with a common goal. The most challenging issue for him and his colleagues is to reach the Implementation Phase of the TASK results to ensure that they move forward and resolve the appeals, rewrite job descriptions for new or changed jobs and to evaluate the latter in the Maintenance Phase. “Being an IMATU shop steward makes this even more important for me”, he says. “I am motivated by people that work hard and give it their all. This inspires me to do my best to ensure the collective effort succeeds,” says Anton. His motto in life is “Work smarter not harder. Be thankful for every breath and enjoy life.”
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**SR NOKULUNGA NGWEKAZI, PUBLIC HEALTH DIRECTORATE.** Sr Ngwekazi is single and has a son. Knowing that she puts her all into her work and gets a smile back is what she enjoys about her job. She lives by prayer and she is grateful to have patients which are her clients. “What matters most is how I see myself” is her motto in life.

**SR MARITA BOTHA, PUBLIC HEALTH DIRECTORATE.** Sr Botha is a widow who has three adult children. She loves to take on any challenge. She loves to help her patients to the best of her ability. Currently the amount of people that the nurses have to see and treat is a big challenge. Insight and human relations motivate her to make people happy, whomever she comes into contact with. “To live my life for the Lord, my God and to render a service to my fellow human beings” is what she lives by every day.

**SR YONELA BULEMBU, PUBLIC HEALTH DIRECTORATE.** Sister Bulembu is married with two children. The love of helping others and interacting and educating the community are what she enjoys most about her job. Having a supportive Facility Manager / Sister in Charge adds the cherry on top. Staff and resources shortages are the challenges in her profession. “Live to make a positive impact and be the best you can be,” says Sr Bulembu.

**SR NOMAWETHU HOLE, PUBLIC HEALTH DIRECTORATE.** Sister Hole is a widow with six grown up children. Meeting different people with different ailments and characters is what she loves about her job. What motivates Sr Hole is the fact that some patients come back and say “thank you sister for helping me, I feel much better now.” Sister Hole lives by this Biblical verse “I can do all things through Christ who strengthens me.”

**SR LINDA TUMELA, PUBLIC HEALTH DIRECTORATE.** Sister Tumela is married and is a mother of 3 boys. She finds her work very fulfilling, and enjoys meeting different people and impacting them positively. The only challenge in her job is the shortage of staff and the high work load. She is motivated by the desire to make a difference in peoples’ lives and seeing a change in the community’s attitude towards their health. Her mottos in life are “Begin with the end in mind” and “With God all things are possible.”
SR DIANA APOLLIS, PUBLIC HEALTH DIRECTORATE. Sister Apollis is married to Gareth and they have two children, Delicia (21 years) and Joshua (14 years). She enjoys working with TB clients, and has a sense of fulfilment to see how much better they become with treatment. She believes she has a calling to be a nurse and has a passion for people. The challenges that she faces amongst others are patients that give the wrong addresses and cannot be traced, especially those that are treated for TB, and patients that give false information regarding their health history because they are afraid of injections. “Wherever I am planted, I grow and am groomed. I ask God to grant me the serenity to accept the things I cannot change,” is what Sister Apollis lives by.

SR THOZAMA TONYELA, PUBLIC HEALTH DIRECTORATE. Sister Tonyela is single and has two lovely girls. She loves helping the sick. The only challenge she faces in her job is the shortage of medication. Her lovely girls are her motivation in life and she says that she always hopes for a better tomorrow. “In all things, always give thanks,” says Sr Tonyela.

SR KHULUKAZI MTAKU-GOLODA, PUBLIC HEALTH DIRECTORATE. Sister Mtaku-Goloda is married and has no children. She loves her work so much because she loves helping people. The good relationship that she has with her colleagues is what motivates her. “Excellence through effort is my motto in life,” says Sister Mtaku-Goloda.

MS PUMZA NGCINGWANA, NUTRITIONIST, PUBLIC HEALTH DIRECTORATE. Ms Ngcingwana is single. The ability to help people live healthier lives, the versatility of her job in working with staff from different service areas and programmes, and working in clinics or the community are what she loves most about her job. Shortage of resources such as equipment and patient transport are the challenges that she is faced with in her job. Getting a good response after intervention on a patient is what she finds motivates her so much. “Instead of wasting today wishing it was yesterday, go out and enjoy what today has to offer,” she says.
Mr Jimmy Vassie, Artisan Assistant, Maintenance Team, Public Health Directorate.

Mr Vassie is married with 3 daughters. “I enjoy my job because everything that I do I have to do in the right and proper way and I enjoy the results thereof,” he says. “Work hard in order to succeed,” is Mr Vassie’s motto.

Ms Hildred Gallant, Enrolled Nursing Assistant, Public Health Directorate.

Ms Hildred Gallant is single and has 3 children. She loves helping the community and she learns a lot from them. She also enjoys interacting with other members of staff. The only challenge she has are the very sick patients or emergency cases that she cannot assist and has to refer them to the hospital. Her family, colleagues, and patients that she assists are what motivates her. “We are all like pencils in God’s hands and every now and then we go through painful sharpening to get back on track,” is her motto in life.

Ms Ntombekaya Maki, Enrolled Nursing Assistant, Public Health Directorate.

Ms Ntombekaya Maki is single with one child. She enjoys working with patients and educating them. The only challenge in her job is the shortage of staff. Her colleagues’ support and the appreciation she gets from her patients are what motivates her to keep on going. “A total commitment is paramount to reaching one’s goals and aspirations,” is what Ms Maki lives by.

The Public Health Maintenance Team consists of permanent staff members Mr Bernard Carolus, and Mr Jimmy Vassie who are ably assisted by contract workers, Mr Esghaak Astrie, Mr Andre Rentzke, Mr Wilberforce Javu and Mr Lyle Minnaar.

Mr Bernard Carolus, Artisan, Maintenance Team, Public Health Directorate.

Mr Carolus is married with 2 daughters (twins) and a son. There is no set routine to his team’s daily tasks. This makes every day exciting for the team. For example on a Monday morning they would receive a phone call that a certain clinic has been burgled or plumbing pipes have been stolen, or a car has driven through a clinic fence, which would require their services. What Bernard and his team love about their job is the fact that the medical staff is very appreciative and respectful towards them. Maintenance work is a different line of the building trade. They face different challenges every day and must always have a plan on how to address the problems that crop up. “We are a very focused & committed team. We will brainstorm any problem and have a solution to rectify it. The team respects and listens to me,” says Mr Carolus.

Mr Jimmy Vassie, Artisan Assistant, Maintenance Team, Public Health Directorate.

Mr Vassie is married with 3 daughters. “I enjoy my job because everything that I do I have to do in the right and proper way and I enjoy the results thereof,” he says. “Work hard in order to succeed,” is Mr Vassie’s motto.
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INDIVIDUAL CUSTOMER CARE SERVICE AWARD

MR CRAIG PETER SIMPSON, CUSTOMER CARE SUPERVISOR, BUDGET AND TREASURY DIRECTORATE. Mr Simpson is a family man, married to Yolanda and they have two girls and a boy. Craig has a passion to assist customers with customer related queries about the municipal accounts. He is the Supervisor at the Walmer Customer Care Office and always strives to lead by good example. The Centre serves both impoverished communities of diverse cultures from the townships, as well as the more affluent urban areas in the surrounds of the Nelson Mandela Bay Municipality. What mostly motivates Craig is to strive with the assistance of his colleagues to remain humble and to provide service excellence to everyone irrespective of the circumstance; to smile every day and to work as a collective with a positive spirit and a good attitude.

MR DALUXOLO MIKE ADAMS, SENIOR ENVIRONMENTAL HEALTH PRACTITIONER, PUBLIC HEALTH DIRECTORATE. Mr Adams is married to Bulelwa Avril and they are blessed with two boys and two girls. His work predominantly focuses on service delivery. It enables him to preserve and safeguard culture and to give it the dignity it deserves. It enables him to share experiences and knowledge of the work by informing, educating and giving back to the community. Some of his challenges entail working late into the night, being exposed to hazardous conditions, dealing with people who are resistant to change, and dealing with the slow process of rezoning and approval of land for traditional circumcision. “What motivates me is the love for my work, and my love for culture and interacting with diverse cultures, saving the lives of the initiates and to uphold the love and dedication I have for the NMBM,” says Mike.

MS MANDISA SWEETNESS NKAYI, DATA CAPTURER/ADMIN CLERK, CORPORATE SERVICES DIRECTORATE. Ms Nkayi has two lovely children - a girl and a boy. She says that it is very satisfying to see a happy customer and she also enjoys dealing with and getting to meet so many different employees on a daily basis. “The environment is always stimulating and helps me to grow in experience and knowledge. Deadlines that govern our processes can at times be very tight and hence effective time management is a critical requirement”, she says. Mandisa is motivated by the responsibility that her job entails, especially when it comes to processing payments for employees and adhering to the applicable policies that govern her work. “I believe strongly in Batho Pele, People First! I also live by the following saying “Champions keep playing until they get it right”“, says Mandisa.
Adjudicators

Left to right: Mr Kevin Hustler (CEO of the Nelson Mandela Bay Chamber of Commerce), Dr Sibongile Muthwa (Deputy Vice-Chancellor of Nelson Mandela Bay University), Ms Bongi Siwisa (Chairman of Emfuleni Resorts), Mr Mzimkhulu Qunta (Principal of Sakhisizwe High School and winner of the GM/Herald Citizen of the Year Award for 2011)

Personalities

Siphiwo Jibiliza
Nandipa Mnunu
Zanele Mdodana
Poetic Soul
Bulelwa Qupe
Tanuja Gangabishun
Barry Hilton
Lee Duru
Jacques Arendt
Selwyn Willis

Evaluation, Committee & Support Staff

Ms. Roslyn van Greunen (Director: CHRS)
Mr Pieter Gouws (Assistant Director: HRMS)
Ms. Sheona Claasen (A/D: Policy & Transformation)
Ms. Nobantu Makhunga (A/D Financial Support Services)
Mr. Mark Filmer (Acting A/D: CHRS)
Ms. Megan Ross (Senior Performance Management Practitioner)
Ms. Princess Tobin (Public Relations Practitioner)
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