



CCMA InTouch

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FROM THE ACTING CHIEF EDITOR'S DESK:

WELCOME TO THE LATEST EDITION OF OUR NEWSLETTER – CCMA INTOUCH

As we continue to navigate the ever-changing landscape of social justice and expeditious dispute resolution, it is important to remain informed and maintain strong connections with one another. This newsletter, which marks the first quarterly publication for the 2024/2025 financial year, aims to keep you well-informed about the latest developments within our organisation. In this issue, you will find exciting news about recent developments in our strategic initiatives. We are thrilled to feature an exclusive interview with the CCMA's Contract Management Specialist. In this interview, he shares insightful perspectives on the world of contracting and discusses the critical role his position plays in the broader operations of the CCMA. Additionally, we also celebrate the accomplishments of our incredible team members, whose dedication and pursuit of excellence continue to drive our success.

On behalf of the CCMA's management team, I am pleased to announce that our preliminary, unaudited results for the 2023/2024 financial year indicate a performance achievement of 91% against our Annual Performance Plan. Thus, we successfully met or exceeded 29 out of the 32 targets we set for ourselves. We should be very proud of this achievement as it underscores our resilience and adaptability amidst financial and operational challenges, reinforcing our brand's reputation as a world



class institution and a global benchmark in effective dispute resolution.

We also celebrate all our colleagues who participated in this year's Comrades Marathon; this also extends to all the regional offices that continue to share with us their journey to building a well-balanced work-life, from hiking to gymnastics and even office Olympics. Your stories inspire us all. To all our readers and the entire CCMA family, your steadfast support continues to empower and motivate us. We thrive on your stories, achievements, reflections, and suggestions. Keep sharing—they make us stronger and enrich our community. We are committed to making *InTouch* an indispensable resource for you. Your input helps us evolve, ensuring that every edition is packed with value and inspiration.

Until our next publication, stay safe and inspired.

Happy Reading.

A TRIBUTE TO JERRY KHULWANE

The passing of Mr. Mjekejeke, who was an esteemed Driver and Messenger at the CCMA's National Office, has sent a shockwave throughout the CCMA. Mr. Khulwana was a visionary leader in his own right and committed to the promotion of the CCMA's objectives and mission. Whilst the CCMA family mourns its loss, this also served an opportunity to celebrate the incredible impact he had as a whole. His memory will forever be etched in the collective memory of everyone who had the privilege of working alongside him. Below are some of the farewell messages from few CCMA staff members:

1. Sikhumbuzo Msibi

To the Khulwane and CCMA family words can't express how I feel right now, the passing of my colleague, Jerry has impacted me in many ways... I'm trying to be strong but it's hard my heart is broken into pieces. I have indeed lost a brother. I will miss his long phone calls and his loud voice. May his soul continue to rest in peace.

2. Fakazile Ntuli

Jerry was a colleague and a friend who will be missed by many, but never be forgotten. Jerry was a simple and loud person with lots of love. Rest in peace Jerry, you will be deeply missed, but your spirit will live on in our memories.

3. Mogyver Ntsoane

I met Jerry Nape Khulwane in 2009 at Soshanguve Block L, we became friends till the day he joined the CCMA in 2019 as a Driver. He was a friendly guy who was very loud, lol. I was very hurt to hear about his passing. The woman whom I am now married to was introduced to me by Jerry...so for me he was more than just a friend. May his soul rest in peace my friend I will always cherish the good times we had. Gone from our sight, but never from our hearts. *Matthew 5:4 Blessed are those who mourn, for they shall be comforted.*

4. Maletsie Lerefelo

Mjerere Jerry was like an open book, full of respect and love. He was always happy and honest. He never talked badly about others neither did he ever look down on people. The greatest advice received from him, "pursue what you want and regret nothing".

5. Pikolomzi Q

I believe as an organisation, we remain committed to upholding the values and principles of the CCMA and within which Mr. Khulwane actively triumphed. From iNdumiso 97 (Psalms) I want to take the subject title of this verse which in isiXhosa says "Amandla kaThixo abonakala esaqwini" may God heal and protect the family and close friends. Let us remember that sinekhaya ezulwini elingakhiwanga ngezandla, apho intlungu nentlupheko will be eased. Rest Well Champ.

The CCMA also sends its condolences to the other members of the CCMA Family who have also suffered a tragic loss during this period.



WORKERS DAY MESSAGE FROM THE CCMA'S ACTING DIRECTOR: MR. XOLANI NDUNA AT THE FEDUSA WORKERS DAY CELEBRATION

Celebrating Worker's Day in South Africa on May 1, 2023, has a hollow ring to it especially noting the disturbingly high unemployment rate among South Africans, which overshadows the commemoration of the labour movement's accomplishments.

On this day, the CCMA Acting Director joined millions of workers around the world in commemorating such accomplishments in the battle for improved working conditions. Workers' Day has been officially recognised in South Africa since 1994 as a celebration of workers' rights and a reflection of the country's workforce's crucial participation in the anti-apartheid struggle.

As a dispute prevention and resolution body, the CCMA pays tribute to workers for the gallant struggles they waged against oppressive labour laws under the colonial and apartheid systems of government. Led by its Acting Director, Xolani Nduna, government representatives from Labour Department and the President of FEDUSA, Mr. Godfrey Selematsela all agreed that workers are the backbone of the economy and priority in the reform of workers laws and regulations should be first in line for consideration.

Over the years, the CCMA and its counterparts have played critical roles in the implementation and development of labour-related legislation that promote, strengthen, and protect workers' rights. Key pieces of legislation, including the National Minimum Wage Bill, the Labour Laws Amendment Bill, the Basic Conditions of Employment Act,

and the Labour Relations Act, have all helped to construct a socially just labour system. These rules have resulted in acceptable daily wage rates, the extension of bargaining agreements to non-parties, and overall improvements in working conditions in South Africa.

In this statement, the CCMA acknowledges that much more effort remains to be done to eliminate existing discrepancies and respond positively to calls for "equal pay for equal work" across all sectors. This also takes into account the huge budget cuts within the sector, with a call for government to prioritise the labour market and budget spending thereof as one of the priority sectors for economy to grow.

Mr. Selematsela, President of FEDUSA, stated that the federation remains committed to establishing a truly democratic and successful society in which workers and all citizens enjoy a higher quality of life for its members and those who seek their assistance on their own. He further stated that as part of this pledge, FEDUSA would continue to strengthen and protect workers' rights, combat inequality, poverty, and unemployment, and push legislative improvements in all areas. "Despite advances toward preserving workers' rights and improving working conditions, South Africa's unemployment rate remains high, particularly among young people. It is critical that as many South Africans as possible participate in the labour force through initiatives to create jobs, encourage economic growth, and invest in education and training" concluded Mr. Nduna.

The collective acknowledged the urgency of addressing unemployment and is committed to strengthening oversight over programmes and strategies for sustainable employment opportunities.

To watch the CCMA's Acting Director's message, click on the below link: <https://www.facebook.com/watch/?v=1184624106251788>





A MESSAGE FROM THE PROJECT MANAGEMENT OFFICE ON THE CCMA'S PILOT CORPORATE UNIFORM PROJECT

Celebrating the Success of the CCMA's Pilot Corporate Uniform Project

We are pleased to share the success and lessons learnt from the pilot phase of the CCMA's Corporate Uniform Project.

The trial was well-received overall with 60% positive feedback and consistent adherence, however 40% of the trial participants indicated that the design and the quality of the material needed improvement, while 70% felt that wearing the uniform had an impact on public perception. Made possible through sponsorship secured by the Director as announced in September 2023, this initiative achieved its aim; which is to enhance our operational integrity and professional image. Implemented from November 2023 to March 2024, the project has made a significant impact, with our professional and identifiable receptionists becoming brand ambassadors of efficient service and trustworthiness.

Due to budget constraints, the full roll out of corporate uniform for the organisation has been put on hold as we explore alternative funding models, this decision was made with careful consideration for sustainability.

The acting Director extends his gratitude for the enthusiasm towards this passion project from the receptionists who took part in the trial, support from their PMA's and management throughout the journey.



CHANGES IN THE CCMA BUSINESS CONTEXT

INTRODUCTION

Change is an inevitable aspect of any organisation, very few entities whether private or public are immune to change. In today's fast-paced and constantly evolving world, public sector organisations must adapt to new challenges, technological advancements, and societal needs. Effective change management is crucial in this context, ensuring that changes are implemented smoothly, efficiently, and sustainably. This article explores the importance of change management and why organisations need to embrace change.

THE CONCEPT OF CHANGE MANAGEMENT

Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes, or technologies. It involves preparing, supporting, and helping individuals, teams in making organisational change. The primary aim is to minimize resistance and maximize engagement, ensuring that the organisation can achieve its desired outcomes effectively.

THE IMPORTANCE OF CHANGE MANAGEMENT

Embracing change enhancing efficiency and effectiveness, change management helps in identifying and eliminating inefficiencies in existing processes by streamlining processes making operations more effective. It facilitates the adoption of new technologies and systems that can significantly enhance productivity and service delivery.

MANAGING THE CHANGE

Understanding human reactions to change and the resistance that frequently accompanies it is crucial for effective change management. Researchers have extensively highlighted the importance of managing organisational change by:

Addressing Concerns: Change often meets with resistance due to fear of the unknown, loss of control, or disruption of routines. Change management provides a structured way to address these concerns through communication and involvement.

Building Support: Engaging stakeholders early and throughout the process builds support and reduces resistance, ensuring a smoother transition.

Improving Communication: Effective change

management ensures that the reasons for the change, the benefits, and the steps involved are clearly communicated to all stakeholders. Creating an environment that promotes a dialogue, allowing employees to voice their concerns and suggestions, which can be addressed constructively.

WHY CHANGE AT THE CCMA?

In order to provide world class service to South African the CCMA must keep pace with technological advancements to provide better services to the public. This includes adopting digital tools and platforms that enhance accessibility and efficiency. Embracing change allows the CCMA to leverage data analytics for more informed decision-making and policy development.

The public expects efficient, transparent, and responsive services. Change management will help meet these expectations by implementing necessary changes effectively. Change initiatives often include efforts to increase transparency and accountability, which are crucial for building public trust.

The South African political and legislative landscape is constantly changing and evolving, change management helps in responding to legislative and policy changes. The CCMA must continuously adapt to new laws, regulations, and policies. Change management ensures the effective implementation of new policies, ensuring that they achieve their intended outcomes.

CONCLUSION

Change management is not just a business buzzword, but a critical practice for any organization, including government entities. By systematically managing change, public sector organisations can enhance their efficiency, improve service delivery, and meet the evolving needs of society. Embracing change is essential for the CCMA to stay relevant, responsive, and effective in fulfilling their mandates. In an era of constant transformation, the ability to manage change effectively is a vital component of public sector success.



DEEPENING WORKPLACE DEMOCRACY OR WORKER CAPTURE?

An Opinion Piece by P/T Senior Commissioner Glen Cormack

“The purpose of the LRA is to advance economic development, social justice, labour peace and the democratization of the workplace..” How are we as a nation doing? It is common cause that our economy is stagnant at best, with more than 17 million people reliant on social grants and more than 50% living below the poverty datum level; nine million potential workers unemployed; millions living in tin and plastic shacks with little or no access to water, electricity or other services. Where is their right to dignity and to have that dignity respected? Labour dispute trends remain amongst the highest in the world, with tens of thousands of workers being retrenched. To quote Gawie Cillié, an employment relations expert at the University of Stellenbosch Business School in an article he wrote back in 2022, *“Dwindling memberships, inter-union rivalry and radical changes in the nature of work could render trade unions irrelevant, Unions played a key role in the struggle for democracy and worker rights but only 23% of the economically active population now belonged to one, down from 34% in 2016”*.

And we have more than 150 registered trade unions fighting each other for that small percentage – leaving 77% not organized or represented in their workplaces. Despite the key role unions played in establishing our democracy, it took 25 years for the establishment of a national minimum wage – and then that wage level traps more than six million workers with an income that is less than the price of a nutritional “food basket”, and that is before living expenses of accommodation, transport, electricity, clothing, child care, education of children and basic hygiene products are accounted for. It could even be said that modern slavery has been outsourced to the slaves themselves. The issue of employment equity remains abysmal after 30 years of our democracy.

To quote Professor Maluleke: Deputy Chairperson of the National Planning Commission in the 2023 review of the NDP, *“This time around, we would like to urge all role players and South Africans in general to do more than engage in a search for excuses in light of the mirror of the review findings. We have to confront the undeniable reality that, while there have been several positive developments and findings in the past decade, our country has, by and large, failed to achieve a consistent and positive growth trajectory towards meeting the NDP targets. More than numbers and statistics, the 10-year review is about flesh and blood South Africans buckling under the weight of poverty, inequality, unemployment and corruption. The review has revealed to us that beyond and behind the missed targets and objectives, there is a nation at risk of losing the hope, the trust, and the confidence that once defined us, barely 10 years ago. Our 10-Year Review reveals that most of our economic targets have not only been missed but are moving in the wrong direction.”*

Our recent election outcomes highlight the extent of dissatisfaction of voters with this state of affairs, with no clear majority political party emerging. The call for coalitions amongst parties at national, provincial and local government reverberates across the media – both formal and social media platforms. Perhaps divided organized labour need to review their role in this unfolding political picture to see how they collectively can play a more focused role in saving our nation.

It cannot be said that the pre-election economy was worker friendly. If anything, capital and the governing party seemed more in alliance than the latter and the working class. But the challenges of economic growth and full employment are extremely complex and inter-related. The country cannot achieve the one without the other. This may well call for increased

collaboration between business and organized labour at a national level, not just plant or sector levels. The sector or industry master-plans need to focus on job creation as a central pillar. Whilst NEDLAC processes may have lessened the vulnerability of workers and workplace democracy, it has not addressed the ‘elephant in the room’ – unemployment. Global trends in this regard do not make this conversation any easier.

Rigid ideologically driven stances may need to be shelved as parties seek mutually beneficial solutions, just as reliance on social grants as a sustainable solution should be shelved. However, critical grants should reflect today’s cost of living. The R370 grant paid to 10 million people does not even guarantee one loaf of brown bread/day. The implementation of a basic income grant and tax increases as we work forward may well need to be on the table. The very sustainability of business is at play. Growth or chaos as unemployment drives despair – should inform capital’s stance, together with policies that are investor friendly – but not at the expense of workers’ rights to decent work.

We have come far as a democratic nation over the last 30 years. We have caring and insightful leaders at all levels of our society. Let us put vested interests aside and put our nation first. We may not get another chance in the foreseeable future if we fail in this task now.



CCMA CONNECT

A GREAT

MOBILE APP

FOR YOU



Easy To Use,
Anywhere, Anytime



Track and Trace
your case



Streamlined User
Interface



24 Hours
Access



Reflections on recent strikes in essential services

There has recently been an influx of strikes affecting essential services throughout a number of sectors within our labour market. Some of these strikes have been characterised by violence and have in turn paralysed the already dwindling economy. It needs to be noted that some of these strikes should not have taken place at all whilst others should not have occurred in the manner that they did.

This article looks into three (3) strikes in particular, the Public Service Strike that NEHAWU embarked on; the State Information Technology Agency (SITA) undertaken by the Public Servants Association of South Africa (PSA) and the Nelson Mandela University (NMU) strike that included Security services. In 1997 the Essential Services Committee designated health services; social development services; and other services. As far back as 2013 parties at the Public Service Coordinating Bargaining Council (PSCBC) engaged on the conclusion of a Minimum Service Agreement (MSA) in recognition that health and social development services are designated as essential services and consequently in terms of section 65 of the Labour Relations Act, the employees cannot strike, and that a minimum service is the only way they could participate in a strike. Despite this, to date there is no minimum service in the public service and therefore employees rendering essential services like health and social development are prohibited from striking.

When the wage negotiations for the whole public service collapsed, the matter was referred to the PSCBC for conciliation. When conciliation

failed on 1 November 2022 a PSCBC Panelist acting under the auspices of the PSCBC issued a certificate of non-resolution and indicated that the next dispute resolution process was a strike. Whilst the Department of Public Service and Administration sought to isolate the employees rendering essential services, it only did this after the notice to go on strike had already been issued by the unions. The conciliation certificate that was issued should have specifically excluded employees rendering essential services, but it did not, and this resulted in dire consequences leading to the endangerment of patients' lives and their health. In 1997 the ESC designated four services, i.e. the Persal system; the Social pensions system; the Hospital systems and the Flood systems. These systems at the time of designation fell under department of State Expenditure (now called Treasury). The Services are currently rendered by SITA. In 2023 (under GN 49757) the ESC varied this designation by removing the words 'state expenditure' and in line with the restrictive interpretation of essential services, consciously did not include as part of the designation those who render the services; as this tends to change from time to time and has no bearing on the service being essential.

This is also in line with the fact that the ESC does not designate workplaces or employees; it designates as essential, services, irrespective of who renders them. In August 2023, PSA and SITA engaged in wage negotiations. The parties deadlocked and on 1 September 2023, PSA referred a matter of mutual interest to the CCMA. This matter was conciliated on 29 September 2023 and a certificate of non-resolution indicated the next step that may be taken as a strike. Again, the Commissioner

who conciliated the matter failed to appreciate that four services rendered by employees at SITA have been designated as essential and that the employees rendering such services are prohibited in terms of section 65 of the LRA from striking, instead the Commissioner issued a certificate indicating the next process as strike. SITA reported that an estimate of 980 employees participated in the strike. Social services were gravely affected in that the CEO of SASSA filed a formal complaint as the strike had detrimentally affected its clients' biometric implementation; the weekly payments of Social Relief of Distress Grant (SRD); and issuing active beneficiaries' files to the Department of Home Affairs for payments that were meant to be effected on 27 October 2023. It must be noted that SITA is directly responsible for these services. Thus, this crisis could have been averted by excluding employees rendering essential services on the certificate of non-resolution. These past events give rise to the question as to how to realise greater awareness of the consequences of issuing strike certificates where essential services are involved. It needs to be noted that the CCMA's Governing Body (GB) approved and gazetted the CCMA's new Rules and Forms, which became effective on 24 April 2023 and this was before the PSA strike at SITA. One of the Forms approved by the GB was the certificate to be used in conciliations for essential services matters (Form 7.12A). It must be noted that this certificate does not introduce anything new save for making it easier for commissioners when conciliating essential services matters. The Certificate provides blocks in which the Commissioner

One of the Forms approved by the GB was the certificate to be used in conciliations for essential services matters (Form 7.12A). It must be noted that this certificate does not introduce anything new save for making it easier for commissioners when conciliating essential services matters. The Certificate provides blocks in which the Commissioner is able to indicate whether the parties are in an essential service and whether there is MSA or not.

In 2018 the ESC designated Security Services at educational institutions under GN 41621: 11 May 2018. In 2024, NEHAWU at the Nelson Mandela University engaged in wage negotiations which deadlocked, and the matter went to the CCMA for Conciliation. The

matter was unresolved, and the conciliating Commissioner issued a certificate of non-resolution and did not exclude the security services employees' who render essential services. This led to employees rendering security services (which are designated as essential) partaking the strike. Although the ESC determined minimums to be maintained at the NMU by security services if they were to participate in a strike, this determination was also not complied with as the certificate of non-resolution issued by the CCMA did not give regard to employees rendering essential services.

The need for greater discretion when issuing strike certificates that involve the public sector generally - and possible essential

or minimum services in particular - must be stressed in the interests of appropriate dispute resolution and the impact of strikes on society as a whole. To this end, there is an urgent need for closer cooperation between the ESC, the CCMA and commissioners and panelists who conduct MMI disputes. This could be achieved through regular circulation of designations and training on essential services and minimum service agreements.

Disclaimer: The opinions expressed in this article are those solely expressed by the author and do not represent the views of the CCMA and any of its representatives.



WITH PRIDE, FROM THE CCMA

Pride Month, celebrated annually in June, commemorates the LGBTIQ+ community's resilience, history, and ongoing fight for equality. It serves as a platform to raise awareness, promote acceptance, and advocate for the rights of individuals of diverse sexual orientations and gender identities. This month offers an opportunity for individuals, organizations, and communities worldwide to come together in support of LGBTIQ+ rights and inclusion.

In the context of a South African workplace, fostering inclusivity entails creating a supportive environment where employees of all sexual orientations and gender identities feel respected and valued. Embracing diversity and promoting inclusivity not only enhances employee well-being but also contributes to a more innovative and productive work culture. By implementing inclusive policies, providing sensitivity training, and offering support networks, South African workplaces can cultivate a safe and welcoming space for all employees to thrive professionally and personally.

WHAT DOES #PRIDEMONTH MEAN TO YOU

Pride is monumental time of the year. It does not only mean celebrating the recognition of LGBTIQ+ person's identities in the community, but it is also an opportunity to reflect on how far we've come as a society and yet realizing there's still so much work that needs to be done.

I'm proud to be part of an organisation that values diversity and inclusion.

I am also proud to be part of an organisation that provides safe space for its LGBTIQ+ employees, where I can be openly gay and not be prejudiced or oppressed for me being my authentic self. CCMA promotes social justice and non-discriminatory workplace and it also creates a work environment where LGBTQA+employees are respected and valued.

Pride Month is a celebration of diversity, inclusivity, and the fight for equality and human rights. It is a time to recognise the struggles and achievements of the LGBTQ+ community and to promote acceptance and understanding.

As a values-driven organisation, the CCMA is committed to upholding the principles of equality, justice, and human rights. This is inclusive of its values of diversity and respect, as such by celebrating Pride Month, we reaffirm our commitment to creating a society that values diversity, promotes inclusivity, and upholds human rights.

We recognize the struggles of the LGBTQ+ community and pledge to continue working towards a more equitable and just society for all. As an organization, we are dedicated to living our values and mission, and we will continue to strive for a world where everyone is treated with dignity and respect.

IN THE HOT SEAT

During the month of June 2024, the CCMA welcomed new additions to its Family and in efforts of introducing them to the Family, the CCMA Communications Unit conducted a series of interviews with them. The below are just some of the sentiments shared. Do enjoy the read:

1. VONGANI NGONYAMA

1. Tell us about your name in a nutshell?

The name Vongani does not have a specific meaning in English. However, a direct translation of the name in English means "showing gratitude". Be that as it may, in a nutshell for me when I look at the person who I am today, I can confidently say "Vongani is a name that implies a pioneering spirit. It encapsulates that I am a natural born leader, highly focused, and achievement oriented. Enduring hardships to try new things comes naturally to me. I can do things and take decisions by myself.

2. Describe your position at the Commission and explain what it means to you?

The position that I am currently occupying at the commission is that of a legal officer and the responsibilities that comes with this position is that of an inhouse lawyer who is hired to ensure that the commission is legal advised internally before seeking legal services externally. This position to me means that as a legal practitioner I am entrusted with all legal issues which the commission may come across in its day-to-day functions. It furthermore means that, as a in house legal practitioner, I am at all times expected to conduct myself as professional who observes all required ethics of a fit and proper legal practitioner.

3. Life outside the office?

My life outside office is simple one, I know have not reached the level that I desire in life, so I ensure that I continue with professional development by participating in legal seminars and reading recent case laws and articles to be abreast with the recent developments of the law. I also spent time with watching local football, I am staunch supporter of Orlando Pirates.

Any interesting thing that people don't know about you?

4. The interesting thing that people don't know

about me is that before I pursued the legal career, I was a rapper, and I was of the belief that one day I'll be on the stage with the likes of Lil Wayne. I still laugh at myself till today when I hear the demo songs I recorded back then.

5. What is your favourite quotation?

Although I do not know the author of this quote, but it says, "Growth is a continuous process with no timeline".

2. LIEPOLLO SELATILE

1. Tell us about your name in a nutshell?

Liepollo (written) but (pronounced as Diepollo) with no specific meaning, it is a Sesotho name which means "to dig in order to find the truth or real meaning of something".

2. Describe your position at the Commission and explain what it means to you?

I am a legal officer, within the contract management Function – I am excited about this role as I will be able to assist the organisation in managing legal risks when drafting contracts and ensuring that the CCMA's interests are protected.

3. Life outside the office?

I like spending time with my family and enjoy outdoor life occasionally over the weekends, and really love travelling.

"In life, do what makes you happy, you only live once" ...

3. MAGUGU HLATSHWAYO

1. Tell us about your name in a nutshell?

A young woman with an insatiable desire to learn and evolve. I am enthusiastic and professional individual, who enjoys being part of a productive activity as well as leading a successful and productive team.

2. Describe your position at the Commission and explain what it means to you?

I am appointed as a receptionist at the CCMA's Richards Bay Office. This position at the Commission means that it is my duty to represent the organisation in a manner that is always professional as I engage with Users and key Stakeholders.

3. Life outside the office?

I am very outgoing and I easily adapt to different environments. I enjoy travelling, helping others and also promoting the imperative of transmuting African Languages. To achieve this, I have been a part of the group that develops terminology in KwaZulu-Natal.

4. The interesting thing that people don't know

I am an editor and proofreader

5. What is your favourite quotation?

5. "Sit with winners, the conversation is different."

4. TEBOGO MOKWEBU

1. Tell us about (your name) in a nutshell?

Tebogo is a Setswana name meaning "Give Thanks". I was born and raised in Pretoria in a township north of Pretoria by the name of Mabopane

2. Describe your position at the Commission and explain what it means to you?

I was appointed as the Change Management Practitioner and my primary role is to facilitate as well as manage the process of organizational change to ensure successful adoption and sustainability of new initiatives. I get to do what I am passionate about which is to work with people and to help them understand the role they play in enabling the organisation to carry out its vision and mandate.

3. Life outside the office?

I enjoy quiet time with my family, and I am also an active member of the community who is always involved in community-based projects.

4. Any interesting thing that people don't know about you?

I am passionate about youth development; I was part of a project that helped assist young women in previously disadvantaged backgrounds to gain access to job opportunities around the Tshwane area.

5. What is your favourite quotation?

"Blowing out someone else's candle doesn't make yours shine any brighter

IN THE HOT SEAT WITH MR. FREDDY MONAMA

Questions:

1. Could you please give us more insight into what job at the CCMA entails.

My role as Contract Management Specialist is to ensure every contract “hits the right note” from start to finish. My role ensures that contracts are initiated, signed, and executed smoothly. I load payments in line with SLA's (i.e. Contracts), monitor suppliers' performance, and gracefully conclude contracts when their time is up. I also keep an eye on the horizon, prompt initiating new procurement processes before current contracts conclude.

2. What would you say are some of the challenges that you've encountered?

Navigating the Contract Management symphony is like conducting a complex orchestra — juggling timelines, prolonged negotiations, keeping suppliers in tune, and dealing with delays in contract signing due to ever-changing signatories and slow adopters of modern technology. Picture trying to play the drums without drumsticks! Especially when procurement for auxiliary services is stuck in limbo, waiting for lease contracts to finalise. It's a waiting game; without those leases, our procurement for auxiliary services can't dance to their own beat. Once leases are finally in place, it's like auxiliary services come at us hard and fast, all at once — not the smoothest rhythm to dance to considering that no services should commence without a signed SLA. And sometimes, the music hits a few sour notes.

3. What do you love about your job?

I love the dynamic nature of my role, where I get to interact with a diverse group of people from various units within the CCMA and from external partners servicing the CCMA. It is exciting to collaborate with such a wide range of professionals, each bringing unique perspectives and expertise.

4. What I find most fulfilling?

For me it is ensuring that contracts are managed efficiently and ethically. This not only ensures the proper utilization of public funds but also fosters trust and accountability within the organization. The decisions I make and the work I do as a Contract Management Specialist can have

long-lasting impacts, which instills a deep sense of responsibility and pride in my role. There's a high level of accountability entrusted in me, and I take great satisfaction in knowing that my efforts contribute to the overall integrity and success of the organization.

5. What was your first job/ where did you start?

My first job I was, a subcontractor for BMW SA in Rosslyn, where I was responsible for cleaning dustbins fetched daily from different plants. This experience taught me several important lessons and instilled a strong sense of pride in my work. Dignity in All Work: Every job, no matter how humble it might seem, is essential. Pride in Contributing to a Larger Goal: Knowing that my work contributed to the smooth operation of the BMW plant gave me a sense of pride. It showed me that every task, no matter how small, has its place in achieving a larger goal.

6. What's the biggest risk you've ever taken?

Recently, I responded to a fake online advertisement for a truck/bakkie and ended up being held at ransom for 3 hours and robbed when I went to see it. Despite sensing it was too good to be true, I visited the location and fell victim to a robbery. I'm still licking my wounds...

7. What makes you angry? And what makes you happy?

Professionally common triggers include missed deadlines, miscommunication, lack of cooperation from colleagues etc. Personally, being disrespected and feeling misunderstood, overall, I am a happy person, and I don't wait for a thing to make me happy otherwise I will never be happy. I choose to be happy, and I make myself happy and whoever comes to join the party, will.

8. What is your philosophy in life?

As a Christian my philosophy is “Treat Others as You Want to Be Treated, so in everything, do to others what you would have them do to you” (Matthew 7:12). Motho ke motho ka batho baba bangwe.

9. What was it like growing up?

Growing up as a rural boy, life was tough, but it didn't feel that way because everyone in the community shared the same struggles.

Fetching water from a community borehole was a daily chore before we had boreholes at our homes. Donkey-driven carts were a common mode of transport for fetching wood, coal, or taking someone, especially pregnant women, to the nearest clinic. For subsistence farming, we relied on the same donkeys or cows. Instead of the electricity we have now, we used candles and lanterns as our sources of light. That was our life, and it never felt overwhelming. If I didn't see God's grace then, I never will. That challenging life toughened us up, and now I don't fear losing anything. No matter what life throws at me, it can never be worse than our past.

Some fun facts about Freddy:

Hobby: My favourite hobby is tending to my vegetable garden. I love spending time outdoors, planting seeds, and watching them grow into delicious produce

Book: My favourite book is 'The Grapes of Wrath' by John Steinbeck. It's a powerful story about resilience and the importance of family, which really resonates with me as a rural farm boy

Scientific discovery: My favourite scientific discovery is the development of crop rotation. It's fascinating how rotating crops can improve soil health and increase yields, which is essential for sustainable farming

Favourite Part of his job: It is when the transition from an expired contract to a new one goes off without a hitch. It's like seeing a perfectly executed baton pass in a relay race—everything just flows seamlessly, showcasing our team's expertise in timely procurement. Plus, it means we can take a break from playing 'contract firefighter' for a bit as a team!"





CELEBRATING COMMISSIONER BONAKELE NTAMBO: FROM BANKING TO SPECIALISING IN LABOUR LAW

Commissioner Bonakele Ntambo's professional journey is a remarkable story of passion and dedication. With a background in banking, he discovered a keen interest in labour law in 2015 during a workplace forum that he attended organized by the CCMA. Encouraged by the facilitators, he attended several CCMA workshops and earned 11 certificates in various dispute resolution processes, equipping him with essential skills to navigate and conduct CCMA processes.

In 2019, he joined the CCMA as an Interpreter. This role provided him with valuable exposure, particularly in pre-conciliation processes, where he developed his negotiation skills. Working alongside Commissioners in various venues, he gained practical experience and insights into labour dispute resolution.

A significant turning point in his career came in 2021 when he was assigned to the Secunda Office on a full-time basis. Here, he was actively involved in pre-conciliation processes, learning from his colleagues; Commissioners Baloyi, Tshabalala, and Ntuli. Their mentorship helped in enhancing his techniques and they also built his confidence. This led to a notable settlement of R500,000 with Sasol Mining in 2021. Commissioner Ntuli further supported him by providing essential reading materials, enhancing his understanding of labour dispute resolution.

In 2022, he registered for a Commissioner's course at the Witwaterstrand (Wits) University, with support from Commissioners Baloyi and Tshabalala. During this period, he applied for a Commissioner vacancy in Witbank. By May/June 2023, he achieved his first significant settlement of over one million Rand in a pre-conciliation process, his second milestone settlement whilst working as an Interpreter.

In August 2023, Bonakele Ntambo was appointed as a Commissioner in the Mpumalanga region. The transition from Interpreter to Commissioner was smooth, given the hard work and commitment he developed as an Interpreter. On May 20, 2024, he secured another significant settlement of over one million Rand in a con/arb matter, further demonstrating his continued excellence in negotiation and dispute resolution.

Commissioner Ntambo particularly excels in handling 73A disputes, finding them straightforward and therefore prioritizing these cases for speedy resolution. His dedication has significantly contributed to the CCMA's mission of expeditious and cost-effective dispute resolution.

Commissioner Ntambo is grateful to the CCMA's management team for their unwavering support. From his early days in external venues to his current role, their encouragement has been instrumental in his professional growth. His story is a testament to the CCMA's commitment to developing skilled professionals dedicated to resolving labour disputes efficiently and effectively.

CCMA STAFF MEMBERS PARTICIPATED IN THE 2024 COMRADES MARATHON

A team of two employees (as received from our request for confirmation of participation) from the CCMA successfully participated in the Comrades Marathon on the 9th June 2024. Their participation aligned with the CCMA's prioritisation of increased staff morale and wellness. The Communications team had a chat with two members of the CCMA Family on their participation in the 2024 Comrades Marathon and this is what they had to say:

JAMES MATSHEKGA

1. Please send us one of your favourite quotes (that keeps you going).

Most people miss opportunities because when opportunities arise they come dressed as overalls not glitz and glamour.

2. How many times have you ran the marathon and what keeps you going?

Running gives me the freedom and opportunity to connect with myself. Running the comrades is a test of my resilience, commitment to a cause and an opportunity for self-reflection.

3. I believe this was not your last, how many more would you go for?

My goal is to run as long as my body is able to carry me. I've ran and finished 3 comrades with multiple fractures and for me impossible is nothing.

4. Who is James Matshekga?

A runner, a father and everything in between.

ZANELE HLOPHE

1. Any comment on the race?

Words fall short to express my gratitude. I thank God for specifically choosing me to walk (run) this journey. The up-run was tough however I made it.

2. What propels you to keep running in the Comrades marathons?

Running inspires me to keep pushing forward no matter how hard it may seem. Running resembles life and life is not always smooth, however, you have to soldier on and live life to the fullest. My everyday runs give me a sense of achievement and therefore, I start everyday as a conqueror; hence I never fail in life.

3. Any last words?

We are what we repeatedly do. Excellence, then, is not an act, but a habit.



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ACTING CHIEF EDITOR

NOLUFEFE NYAMEZELE -
ACTING EXECUTIVE GOVERNANCE &
STRATEGY
NOLUFEFEN@CCMA.ORG.ZA

EDITOR

BOITUMELO RAKAU -
MANAGER: BUSINESS RESEARCH
INTELLIGENCE & COMMUNICATIONS
BOITUMELOR@CCMA.ORG.ZA

EDITORIAL TEAM

KEFENTSE MOLOTSANE -
TEAM LEADER: COMMUNICATIONS
KEFENTSEM@CCMA.ORG.ZA
PIKOLOMZI QABA-INTERNAL
COMMUNICATIONS OFFICER
PIKOLOMZIQ@CCMA.ORG.ZA
DITEBOHO SIMELANE -
EXTERNAL COMMUNICATIONS OFFICER
DITEBOHOS@CCMA.ORG.ZA

CONTRIBUTERS

GLEN CORMACK
VUYOKAZI NKOHLA

