



Feel it...
it is here!



Who's in
HR?



Broll head
office takes
up the
challenge

Noluthando Gosa: helping to shape a better future



President Jacob Zuma congratulates Nolutando Gosa on her appointment to the NPC, while Minister in the Presidency Trevor Manuel looks on.

'It's a huge honour for me personally and I'm humbled by the opportunity to be of service to my country in such an important forum,' says Nolutando Gosa of her recent appointment to the National Planning Commission (NPC).

'As a patriotic South African, this is an opportunity for me to give something back to the country that has shaped me into the person I am,' she says. 'I'm a product of my local and international education and work opportunities, and it's this combined experience that I will bring to bear to help shape a South Africa we all aspire to for our own as well as future generations.'

Nolutando, who has a BA from Fort Hare, an MBA from the University of New Brunswick and is studying for a MPhil degree in economic policy from the University of Stellenbosch, is also Broll Property Group's deputy chairperson. She has extensive

business experience, too: prior to founding Akhona Properties in 2004, she was an analyst with Investec Bank and an executive director at the SA Telecoms Regulatory Authority. She's served as the marketing manager for Telkom and held other senior posts within the information and communication technology industry.

'It's amazing how many people have felt empowered to offer me their thoughts on our country's future, and I'm happy to listen to them.'

The NPC includes a selection of academics as well as specialists from a broad range of fields, including Cyril Ramaphosa and Bobby Godsell. The final list was whittled down from an original 1 280 candidates, and NPC chairperson Trevor Manuel emphasised the commissioners weren't employed as civil servants but were in a way called to 'national service'.

In a significant tribute to her abilities, Broll's Nolutando Gosa was recently named as one of 26 commissioners appointed by President Zuma to the National Planning Commission.

What does the National Planning Commission do?

The role of the National Planning Commission, headed up by former finance minister Trevor Manuel, is to produce reports on issues affecting long-term development, such as water security, climate change, food and energy security, infrastructure planning, human resource development, defence and security matters, the structure of the economy, spatial planning and demographic trends, and present these to Cabinet for inclusion in the Government's plans.

Nolutando concurs. 'The President made it clear that commissioners were appointed in their personal capacities and that they did not represent predetermined constituencies like labour, business or NGOs. Where I see commissioners really adding value is in the access they have to their personal networks. These are people with their feet on the ground, and able to synthesise information and viewpoints from a wide range of sources.

'We're a young democracy and still have much to learn in creating a fulfilling future for all our people, but I believe the NPC is a positive step in that direction and I'm honoured to play a small part in that process.'

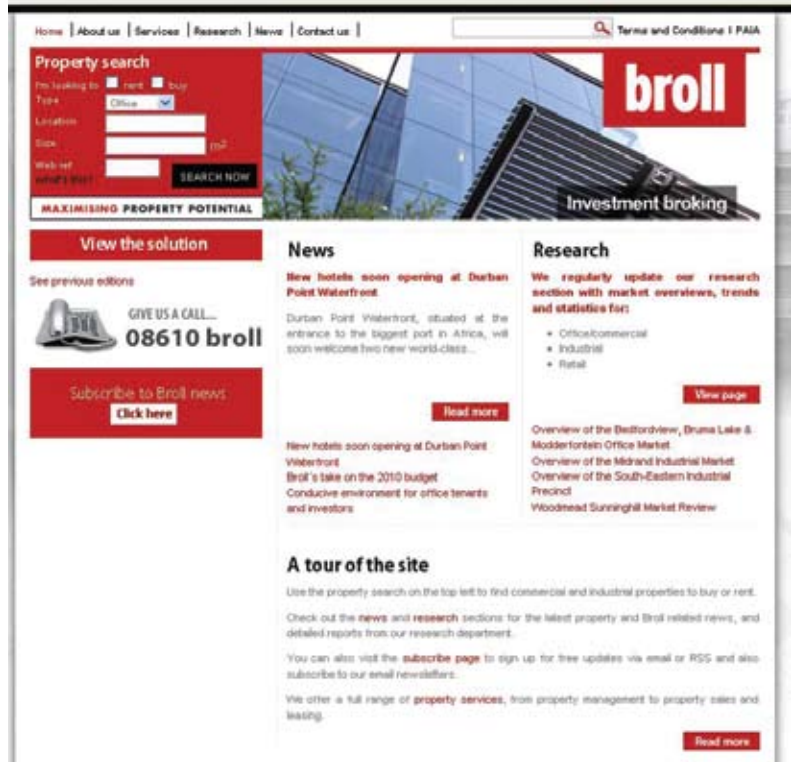
Search for property on Broll's new website

An update to the Broll website is on the way – bringing a new design, better search optimisation and, most importantly, the ability to find property quickly and easily.

People expect more from a modern website than a simple brochure and, with this new site, Broll is ready to deliver.

Some new features:

- You can subscribe to news and research feeds either by email or through your favourite RSS (really simple syndication) reader. RSS allows you to receive the latest stories from your favourite websites without having to visit them – it's like a newspaper subscription for the internet.
- You can search Broll's extensive database for properties for sale or to let.



Broll's new website offers more and better.

A new property qualification on the horizon

New qualifications aiming to improve the professionalism of the commercial property industry will soon be available.

Broll has been hard at work, in partnership with other property organisations and the Services SETA, identifying key occupations within the commercial property industry and their respective competency profiles.

'The reason for doing this was to identify the components that would be needed to register commercial property qualifications with the South African Qualifications Authority, SAQA,' says skills and learnership facilitator Samuel Berman.

The first qualification to be developed and registered will be the Commercial Property and Facilities Management qualification at NQF level four. The qualification aims to provide a broad understanding of the industry for new entrants as well as those who're already operating in the field.

Those who've practised in the industry for many years will be able to go through a recognition of prior learning (RPL) process in order to attain credits toward this qualification.

'This is a major leap forward in the professionalisation of the industry,' says Samuel.

Within the next few months, the qualification will be published for public comment and, if you're interested, you should review it and submit your comments and suggestions.

The agreed-upon profiles are:

- building supervisor
- property administrator
- portfolio manager
- facilities technical manager
- facilities manager
- property manager
- centre manager
- property broker
- property valuer

Change is the only constant

There have been a number of success stories on the property management front says managing director Malcolm Horne, with more than R5,3 billion in new business added to the portfolio under management in generally tough trading conditions bring the total assets under management to more than R62bn.



Broll's Free State property portfolio has increased significantly in recent months, thankfully the team of (from left) Elizna Pieterse, Anene Marais, Johan Botha, Conrad Borchers and Mark van Tonder are up to the challenge.

'Also significant during the past three months is our expansion of services offered in the Free State and the take-on of the national Wingspan and Rapfund portfolio's further emphasising the extent of our delivery platform,' adds Malcolm. 'The decision by Redefine to take the property management function of their portfolio in house has had the positive consequence that no staff member currently involved with this portfolio will lose their job as they will all be transferring to Redefine later in the year. Redefine will certainly have a head start by taking on this skilled team of people who have proved that they have been able to produce a great track record of results for the fund.'

'It's encouraging that we continue to secure new business in an economy that is still reeling from the effects of the global recession, so we must be doing things right. At the same time we need to remember that any enterprise is a dynamic environment: it's a cliché I know, but change is the only constant.

What makes me proud is the way the Broll team responds to these challenges and continues to deliver on our promise of maximising our clients' property potential.'

SOLVE THE RIDDLE AND WIN

5 P F A T I R U

Submit your solution to mgush@broll.co.za and stand to win a Mini Maglite torch valued at R200. The winner will be chosen by a random draw on 5 August.

Message from the CEO



When you receive this edition of Beacon, the Soccer World Cup will have kicked off and the entire country will be swept along in the euphoria of hosting one of the world's most iconic sporting events.

I believe we are fortunate to be hosting an event of this magnitude at this time. Yes, we are probably not going to receive the number of visitors first anticipated and we are not going to make the fortunes we all hoped but there are still significant benefits for the country as a whole.

Importantly, this comes at a time when global financial conditions and particularly local property conditions have not recovered from the extended downturn. I have to say that the current market conditions are some of the toughest I've experienced in nearly 40 years of involvement in the property industry. And I don't think we are out of the woods yet.

So where does that leave us as a service provider in a pressurised market, here are my thoughts:

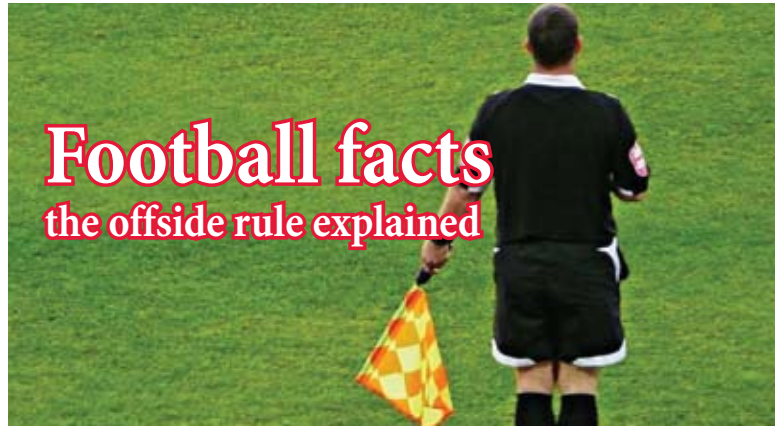
- Ensure we keep our existing clients – there's competition out there, and always someone willing to do a similar job for less. Let's bowl our customers over with great service and provide value-filled results.
- Chase new business – we are a market leader and can outperform our competitors on many fronts.
- Let's market ourselves – no other company offers the scope of services that we do, let's use that to our advantage.
- We have some of the best people in the business – the intellectual capital within this company is huge and it's this pool of knowledge and experience that is really our secret weapon, it's how we differentiate ourselves in a cluttered market.

And finally, keep your chin up. Be proudly South African. There were many doomsayers when we were first awarded the right to host the Soccer World Cup but those in decision-making positions had courage and went ahead, and now it's here. We will be able to see some of the world's best players of The Beautiful Game and they're on Home Ground. It's the same in our business, let's commit to the tasks ahead and focus on what we do best at Broll.

Viva Bafana Bafana



Vuvuzelas resound at Broll House as they take part in the 'vuvuzela moment'.



Football facts the offside rule explained

The offside rule is one of the few complicated ones in soccer. It's existed since the mid-1800s and was last amended by FIFA in 1990. Here's how it works.

The rule:

A player is offside when the ball is passed to an attacking player and there are fewer than two opposition players, including the goalkeeper, between the attacker and the goal line at the moment the ball is passed to that player, ie, when the ball is struck by the passer and not when the ball is received by the attacker.

Other stuff you need to know about the offside rule

- The offside rule applies only when the ball is passed forward.
- If the attacker is level with the defender, a sideways pass is legal.
- You have to be in front of the ball for the offside rule to come into consideration.
- If the game is restarted from a corner, goal kick or throw in, the offside rule doesn't apply.
- You can't be offside in your own half.
- If a player within a technically offside position receives the ball from an opposition player, he is not offside.

IT IS HERE!

Bafana jerseys and tops have become commonplace on Fridays, and Broll offices across the country have been decked out with posters of Jabulani soccer balls and Zakumi, the World Cup mascot, as well as flags of the participating nations.



Broll KZN gets behind Bafana Bafana.



The Cape Town team couldn't wait for kickoff.



Broll head office is ready to cheer our boys on.

TAKE IT OFF AND TATTOO IT

Send us a pic of you with this stylish soccer ball tattoo and stand in line to win big!



Centurion Mall amongst SA's top 'green' shopping centres



Centurion Mall's success was even greater as it competed against 12 other centres, including strip malls which normally have lower energy consumption levels than covered malls.

Pretoria's Centurion Mall, managed by Broll Property Management, has been named the first runner-up at the Energy Cybernetics - Energy Barometer Awards, in the shopping centre category.

This award validates the effectiveness of energy-efficiency initiatives in the retail sector such as the one established and put into effect at Centurion Mall by Broll.

Identifying and recognising buildings that have low energy consumption in relation to the size of the building, the award results were determined through an analysis and

audit of the various entrants' utility bills over a one-year period, as well as results specifically designed survey.

Prior to the mall's participation in the award process, Centurion Mall undertook a 'green' initiative, which saw management and owners re-evaluate and redefine the mall's carbon footprint.

'The process involved analysing all operational levels and areas within the mall,' says Chris le Roux, Operations Manager at Centurion Mall. 'The majority of lights were replaced with energy saving lights and a Building Monitoring System was installed for all the air conditioning units. Timers were also installed in various areas to manage the hours that the lights are working and all the geysers in the bathrooms were turned off. Power factor correction was also installed.'

Johann Fourie, General Manager of Centurion Mall, is positive that the award is a good indication that the mall is on the

correct route in becoming as energy efficient as possible and incorporating a green approach into its long-term vision.

'Every kilowatt counts!' enthuses Fourie.

'We are proud to have been part of this valuable initiative and hope that this will grow to be one of the most highly recognised awards in the shopping centre industry,' notes Fourie. 'We started with energy saving initiatives before we knew that any recognition would be given. The main driver behind this initiative was cost efficiency, in addition to protecting our precious environment and to improving our carbon footprint.'

The Oriental Plaza was identified as the winner of the shopping centre category, and Cape Town's Canal Walk scooped third place. The Energy Barometer was co-founded and developed by Prof LJ Grobler from Energy Cybernetics, and is the product of five years of research and development.

Broking's supermom

Broll Cape Broker of the Year for 2009 Sia Thomatos recently gave birth to her second child – but it didn't slow her down one jot.

Growing up, Sia Thomatos wanted to be a lawyer but she's glad that's not where she ended up. 'I don't really like to read and if you want to be a lawyer you've got to be constantly reading up on case studies.' As a property broker, she's managed to use her love for negotiating in a career that's less book heavy but every bit as challenging.

When she first started out she knew she didn't want to work with residential property. 'With industrial and commercial broking you're dealing with companies and business people who're looking for suitable premises – it's a business decision. With residential, on the other hand, a family decision has to be made and I'm not sure whether I'd have the patience for that.' In those days industrial broking was seen as being 'for the boys' so she settled on office broking, knowing that she could always change to retail later if she wanted to.

She loves being a property broker but says it's not for everyone. 'It's very stressful when the market's quiet or when deals go wrong, as our livelihood depends on actually concluding deals'

Regarding her Broker of the Year honour, Sia jokes, 'I think they had to give it to me – I've been here for so long,' before adding, 'seriously, though, I was really surprised. I didn't think it was me and I think I was lucky. There were a few of us who were all really close.'

The last three winners have all been from the commercial team but Sia doesn't think this is any indication of where the market is.

'Commercial rentals and purchase prices are far higher than those for industrial, so the amounts of commission involved for each deal are higher.'

Mom-of-two Sia understands the logistics of balancing work and family life, and is grateful that the flexibility broking offers means she can be a mother without sacrificing her career. 'I really miss not being in the office as much, and I miss my colleagues, but with modern technology I'm always online and only a cellphone call away.'

'Not being in the office as much' is, however, a relative statement. Yvette Hysamer, a PA in the commercial broking department, says, 'Forty-eight hours after giving birth Sia was back in the office and six days later she was viewing buildings – with babies in tow. She's amazing.'



Sia has been in the property industry for 14 years, 10 of them at Broll.



Sia has successfully combined the demanding roles of property broker, mother and wife and is a shining example of how much an individual can achieve with a little planning and commitment.



Who's in HR?

Karen Henning and her highly competent and service-driven team ensure the Broll HR machine purrs along smoothly.

Samuel Berman , Madisebo Modise , Carol Winskill , Karen Henning , Noleen Feddern and Jenny Young

An attorney by training, Karen Henning heads up the Group's legal and human resources (HR) department of eight people. Karen started her working career in legal private practice, which was hugely challenging but she feels equipped her to balance the law and business – essential in today's environment. She's spent the last 13 years (10 with Broll) in the property and HR environment and has found her legal training immensely valuable in dealing with Broll's day-to-day business.

On the HR front, Karen cites the year-on-year, ever-decreasing turnover of staff – now less than 1% per annum – as an important measure of the acceptance and success of Broll's employment practices and policies, and the overall stability of the Group. 'We believe the starting point is to source and identify the right candidates who fit into the Broll culture, keep them challenged and enable them to experience both personal and career growth. This immediately reduces the chance of the person moving on after only a short term with the company,' she says. 'The team has an excellent grasp of the issues affecting HR and each member brings an in-depth understanding of their area of expertise.'

Away from the office, and apart from her immediate and wonderful family, Karen

enjoys the beauty of the beginning and the end of each African day and any meal not cooked by her!

Noleen Feddern, a 12-year veteran with Broll, is a multi-skilled HR manager. When not at work, she values time spent with her husband and two young girls, ideally in something comfortable such as her tracksuit and takkies.

A lover of carnations because of their glorious colours and intricate makeup, Carol Winskill is responsible for HR benefits. She's also a fan of Café Fino because she finds their food always fresh, nutritious and tasty.



Naomi Smuts

when it happens! She values being part of a big family – she's a mother of four and grandmother of six – as it means there's never a boring weekend.

Linda is the only member of the team based at the Cape Town office. She describes herself as 'fit and fabulous' and lists her



Linda Harris

granddaughter, Sahrah, as the favourite person in her life.

Samuel Berman, the skills and learnership facilitator, is a sunrise and sunset lover, married to Ashley, and blessed with three beautiful children.

Life at home is pretty hectic for HR administrator Jenny Young: there's a husband, six kids and her precious cocker spaniel to care for. Her ultimate treat is to tuck into langoustine at Viva Espana and to relax in the evening with a good book.

Madisebo Modise, HR and payroll administrator, and an expectant mother, is thoroughly enjoying her beautiful baby girl, Kamano. She loves the end of a work day when she feels she's achieved a lot.



David Phadi

Filing clerk David Phadi has been with Broll for more than a decade. The day-to-day communication with colleagues is the highlight of his job.

Broll head office takes up the challenge



JP Morgan.jpg: Ready to run: Some of the 45 Broll employees who took part in this year's JP Morgan Challenge.

Johannesburg recently held its 7th annual JP Morgan Corporate Challenge, a global series of 5,6km road races – and Broll was there.

One evening in March, a group of eager Broll employees joined the crowd of runners, joggers and walkers from 405 different companies to take on this year's JP Morgan Corporate Challenge. Participation in the race has more than doubled since it began in 2004 and this year reached 12 862.

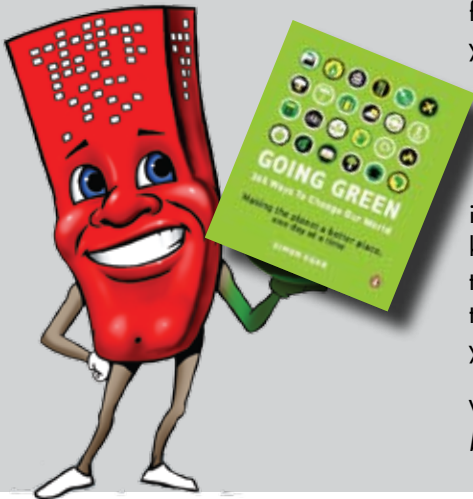
Of course, after all that exercise you're going to want to relax and refuel, and this was

Broll's top 10 finishers	
1. Brendon Burger	28:12
2. Evan Karnavos	30:00
3. Jurgen Karg	32:30
4. Cathy Evans	33:12
5. Donovan Agar	33:12
6. Thabo Semake	33:17
7. Clive Williamson	35:40
8. Tholiwe Godi	35:40
9. Michelle Gush	36:40
10. Job Kgobane	37:00

taken care of. Broll reserved a marquee and all participants had a chance to dig into the drinks and snacks provided. Then Jesse Clegg took to the stage and, supported by other bands and DJs, entertained the tired but happy runners.

Why not think about taking up the challenge next year? Perhaps you could set a new Broll best time.

Change your world for the better



Keep your shopping bags in your boot

Keen to recycle your shopping bags but find you never have them with you when you get to the till? Buy yourself a bunch of permanent shopping bags and put half in the boot. When you use them, bring them into the house, unpack them and hang them on a hook next to the door, ideally the same one you hang jackets or keys on. Then, when next on your way out the door, pick them up and pop them in the boot ready for use the next time you're shopping.

With thanks to Simon Gear's *Going Green: 365 ways to change our world* published by Penguin Books.

Buy battery-free toys for your kids

Look through your kids' cupboards: how many of their toys were so badly designed that their functionality was lost once the batteries ran out? Toys that don't contain batteries last longer, are easier to play with and are far more likely to still be in a condition where they can be passed on to someone else once your child has finished with them. And the little chap probably won't even notice the difference, as he'll be too busy playing with the box it came in!

A tip to improve...

your communication at work

Can or May

Can roughly means to be able to do something while **may** means to have permission to do it.

So if you ask someone if you **can** do something it's like asking, 'In your opinion, do you think I am able to do this?' while if you ask if you **may** do it, it's like asking, 'Would it be ok with you if I did this?'

May is also used to express possibility as in *May all your days be filled with kind gestures.*

This tip was supplied by The Writing School. Call them on 08606 WRITE to discuss your training needs. They also give presentations at conferences, conduct communication audits and help develop writing style guides for staff.

