



STRENGTH IN SHARING

OLD MUTUAL GROUP SHARED SERVICES PROJECT UPDATE JANUARY 2009

‘Shared Services Blue Print Business Model’

The time has come to operationalise all the hard work put in by Group Staff Members and the Project Committee.

IS THE PROJECT STILL ALIVE?? Many of you may be wondering.

YES, it is very much alive. A lot of work has been happening behind the scenes. The important one on one meeting between the Group’s Chief Executive Officer - Luke Ngwerume and Harold Idensohn of CC Consulting took place and the blue print on the shared services model was delivered, signifying the end of Phase 1 of the project.

***But do we all remember where it all started?
Let us recap!!***

- May 2006 - The Group Chief Executive Officer - Luke Ngwerume issued a statement about the Group Shared Services.
- June 2006 - Phase 1 of the project begun headed by Harold Idensohn of CC Consulting.
- June 2006 - December 2008 - Work on the various stages of the project was done with many of you making valuable contributions at various stages:

What are the Shared Service Areas?

- Those areas whose functions are non-customer facing and providing the critical back office support.

Information Technology Risk Finance Payroll
Security Premises Procurement
Company Secretarial Human Resources Fleet

Where are we now?

The GOAL remains the same and with this business environment, it is critical that the goal is achieved.

- **GOAL- To design a workable, efficient, cost effective shared services model for the whole group.**
- The **BENEFITS** of implementing this are:

- **COSTS-** a significant reduction in costs due to the elimination of duplication in processes.
- **EFFECTIVE** - a smarter and leaner structure that is more effective.
- **OPPORTUNITIES** - new business opportunities will arise from taking advantage of the synergies that the group Companies present.
- **EFFICIENT** - improved efficiencies from employing the best skills within the group.

WE HAVE REACHED AN EXCITING STAGE OF THE PROJECT

AN OPPORTUNITY FOR CAREER GROWTH

TRANSPARENT
OBJECTIVE
PROCESS
ASSURED

CC Consulting began working on phase 2 of the project - LINK IMPLEMENTATION, on the 6th of October 2008. This phase is forecast to last 12 months. The objective is to give life to the business model by rolling out the blue print designed in phase one.



What does this 'ROLL OUT' involve?

The nine (9) shared services areas will be represented by nine (9) 'work streams', which will be staffed as follows:

POSITION	WHO
SPONSOR	Member of the Project Steering Committee
HEAD	To be recruited
TEAM MEMBERS	To be recruited

Individuals who qualify and are interested, will be recruited to POPULATE the structure.

What are the objectives of populating the structure?

- To get the **BEST CAPABILITIES** in the structure
- To have a **TRANSPARENT PROCESS**.
- To have an **OBJECTIVE SELECTION PROCESS**.
- To have people being managed with **DIGNITY AND RESPECT**.
- To create **OPPORTUNITIES** for people to grow.



TO ACHIEVE THIS THE ROLL OUT COMMITTEE WILL NEED TO:

- Produce job descriptions and job evaluations that are synergistic across the group.
- Advertise the available positions
- Create assessment centres manned by professionals (outsiders)
- Put in place various interview panels (varying with the job level).
- Appoint successful candidates.

This process will ensure that everyone has an equal opportunity to the available positions. People are not going to be handpicked to fill up the positions but have to apply for the position and undergo the assessment and interview process.

Flighting of Adverts for the available positions will begin during the month of January and will continue throughout the year. You are all welcome to apply for any of the positions.

So get your CV's out of the drawers, update them and start polishing up on your interview skills. You do not want to fall short when your name is called up!

WHO IS WHO?

CC CONSULTING who are heading Phase 2 of the Project have been working closely with internal staff and may call for more assistance from various staff. Your usual spirit of cooperation to make this final exercise a success is required.

Project Director
Project Coordinator
Human Resources Team Leader
ICT Team Leader

Harold Idenhson
Brian Parker
Emmanuel Chabwedzeka
Patricia Nsingi

PROJECT STEERING COMMITTEE MEMBERS

Luke Ngwerume
Donald Muthe
Kevin Terry
Jonas Mushosho
Ambrose Matika
Laurence Gonye
Cletous Chitambira

COMMUNICATION TEAM

Margaret Vera - Old Mutual and RM Insurance
Clementina Jonasi - CABS

Remember, services will be shared across the Group. The Group Management Team is confident that the model will serve the interests of the Group and not individual companies.

After all there is STRENGTH IN SHARING!!

Should you need more information about the project or have questions, visit the Old Mutual Shared Services Extranet on www.oldmutual.co.zw