



# OLD MUTUAL

## OLD MUTUAL SHARED SERVICES NEWS UPDATE

**Foreword from the  
Managing Director of  
Old Mutual Shared Services (Private) Limited -  
Ambrose Matika**

Colleagues

Over the years, the Old Mutual Group in Zimbabwe has prided itself with strong human resources development capabilities in its various business units. Through training departments that were staffed by competent trainers, the group's employees were empowered with knowledge of their business units and skills in delivering products and services.

With the advent of Shared Services, the training function has been centralized along with other common service functions within the group. In this edition of our Newsletter, we introduce to you the team that is spearheading the training function in OMSS. As we become more and more closely integrated as a group, we anticipate that the group's employees will derive the benefits of broad knowledge of the Old Mutual Group and its products and services through this team.

Meet our Training team!!

*Ambrose*

**August 2010**

**Strength  
in sharing**

## DEPARTMENT PROFILE

### Old Mutual Group Training Centre

It's all  
about  
the  
Group

#### Who we are!

The Old Mutual Group Training Centre is part of the OMSS whose responsibility is the development and training of Old Mutual employees. We aim to support the business to achieve results through the development of its most important resource, i.e. human capital. We do this through the delivery of up-to-date learning material that is aligned to the Old Mutual business strategy and develops both the individual and team performance to create a winning team.

Our objectives are to develop employee skills and knowledge so that we:-

- Enhance the company's productivity
- Increase employee motivation and retention
- Assist employees advance their careers
- Improve organizational climate
- Instil company values and guard its culture
- Help the organization fulfil its manpower needs
- Develop key business capabilities and skills

#### Our programmes!

We offer a variety of courses and programmes tailored to match the needs of employees and managers at every level.

For our new employees:-

The induction programme has been designed to provide you with:

- An introduction to Old Mutual - who we are, and what we do, our brand, our values and our history.
- It unpacks our strategy, and educates you on how you can contribute to creating the best team.

For our employees exciting programmes for self development include courses that:-

- improve self awareness
- develop talent
- enhance lifestyle or quality of life
- assist with personal organization
- enhance interaction skills.

For managers our programmes aim to:-

- guide in identifying and improving talent
- Develop coaching and mentoring skills
- Develop the capacity to manage performance
- Equip managers to coordinate teams

Executive programmes include:-

- Lifestyle enhancement programmes such as SMI
- Strategic Planning and Implementation programmes

#### What do you need to do!

##### ***Be a champion of your own growth and development!***

- As an employee get acquainted with the Training Centre courses and discuss with your manager which courses you can attend.

- As a manager, consult your Human Resources Consultant and nominate your subordinates in line with their Personal Development Plan.

The Training Centre utilises a variety of methods to deliver programmes. These include lectures; discussions; role-plays and videos.

Managing the training centre is Mr. Starben Manyowa (Training & Development Manager) and the course facilitator is Mrs. Grace Napata.

### **Our Values System!**

We operate in a way that directly supports and confirms the Old Mutual value system. These values are:

#### **Accountability**

Take ownership of your decisions and actions, accept responsibility for them.

#### **Pushing Beyond Boundaries**

Think creatively and laterally and encourage others to do so too. Explore fresh, new approaches to finding solutions.

#### **Integrity**

Inspire trust and confidence in each other, our clients, our shareholders, our stakeholders. Act and behave according to the highest ethical and moral standards.

#### **Respect**

Treat others the way that you'd like them to treat you.

Demonstrate through your attitude and actions that you care about the feelings and rights of others.



**The Training Team**

**Starben Manyowa and Grace Napata**

## **MATTERS LEGAL**

**In this section of Matters Legal, we give you some basic facts on how to handle maintenance issues.**

### **1. Maintenance Cases**

**1.1. Beyonce and Shakira are two sisters. Beyonce is married to Brian, a civil servant and has twins aged 5. She is unemployed and lives in Mutare with her two daughters, while Brian works in Harare. Recently Brian has been telling his**

wife that his job has a low salary and at times he cannot send any money. Since October last year, he has not been sending them any money and the family has faced difficult times.

- 1.2. On the other hand Shakira is a single mother with three children aged 19, 12 and 8 and has never been married to the father of the children, Samson, who is self-employed as a business man and has a bottle store in Mvurwi. Samson pledged to take care of his children and to provide child support. Recently, however, he has stopped sending Shakira money, saying she is just his 'small house' and he cannot be sure the children are his anyway.

Both Beyonce and Shakira are allowed by law to claim maintenance. Maintenance can be claimed at any Magistrates Courts around Zimbabwe. At these courts, there are easy to complete forms and the process to claim maintenance can be started.

## 2. What is Maintenance?

Maintenance is money or goods paid to support a dependant. A dependant is any child below the age of 18 who is still relying on parents for his/her livelihood. In our cases above, this means that Shakira's child aged 19 does not receive maintenance. Maintenance can be paid monthly or as a once-off payment. In the above instances, a monthly payment would be a better choice as it provides a regular fixed income.

## 3. Beyonce's Case

- Even though they are married, Beyonce is entitled to claim maintenance from her husband. This is because Brian is legally expected to take care of his children, is gainfully employed and able to provide for his family, but has not done so. This is neglect and the courts will order him to pay. Since he is a civil servant, this will be easy as his salary can be garnished.

## 4. Shakira's Case

- In Shakira's case, she only needs to prove in court that Samson has been taking care of the children as his and/or that he had access to her at the relevant times and he is therefore the father of the children.
- As a self employed businessman, Shakira must have a rough estimate of how much he makes from the bottle store. This is because the court will only award an amount that he will be able to pay. This may include trying to get the stores books or alternatively getting a rough estimate through asking how other bottle stores in the area are doing.

## 5. How to Claim Maintenance

- Both women must go to the nearest court where they live. Summons will be issued to the respective men and if the men do not attend court the order to pay maintenance will still be made in their absence. If they do not pay, they will be arrested and imprisoned until they pay.
- In order to claim maintenance at the magistrates court, the women must furnish the following to the court:
  - ✓ Identification documents
  - ✓ Marriage certificate, in Beyonce's case
  - ✓ Birth certificates for the children
  - ✓ Name, identification particulars and physical address of the person who must pay the maintenance
  - ✓ The women must possess bank accounts where the money to be paid can be deposited. As a matter of practice, the account is usually a POSB account.

- ✓ The women must also have a list of expenses necessitating the maintenance payment e.g. rent and rates, school fees and uniforms, food etc. The cost must be written and the total must be one that the man is capable of paying.

## 6. Important things to know

- Maintenance is ranked only second to income tax in terms of importance, and once ordered to be paid it must be paid before all other expenses.
- As children grow older, their needs change and the women are entitled to ask for more money from the responsible men. This is called upward variation. The men can also apply for a downward variation.
- Sometimes men can try to avoid paying maintenance by leaving their jobs and claiming that they cannot pay because they are unemployed. This does not matter much; a woman only needs to tell the court that the said person is capable of working and is not doing so to avoid paying maintenance and the court will still order that person to pay.
- Maintenance does not have to be claimed only by a parent, any person living with the children (custodian) can claim for it.

*Please share your thoughts, comments and suggestions with Rumbidzai Chipato at [rumbidzaic@oldmutual.co.zw](mailto:rumbidzaic@oldmutual.co.zw)*

**Should you need more information on the Shared Services Project or have questions, please contact the Communication team:**

### COMMUNICATION TEAM

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