

# Inside Scoop



INTEGRITY



DISCIPLINE



PARTNERSHIP



RESULTS ORIENTATED



SERVICE



PASSION

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launches SAB  
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Provides great  
savings

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announces new  
shareholders



# Word from Lloyd

I've often spoken about the on-demand economy, managing user experience (UX) and how we need to disrupt our own backyard or run the risk of having it disrupted for us. When asked, I no longer describe PLP as a "Diversified Services Group", but rather a business providing on-demand services where our role is to manage UX.

All the tech in the world won't mean a thing if the UX is subpar and we don't meet or exceed user expectations. Profits will increase if the UX meets expectation and the rendering of the offered services are done efficiently, using both artificial intelligence (AI) and emotional intelligence. We still have a long way to go with regard to developing more of our service delivery via AI, which will enable us to increase profitability as our user demand grows. Although virtual reality and mobile tech have been with us for some years, the on-demand economy has helped it break new ground. It's important to note that the profitability of some industries, embracing technological and economic development, has quadrupled.

We aspire to service more than a 10 million clients around the world via Hey Jude and PLP Group business solutions, but we won't be able to do this all operator-based and certainly not all domiciled in buildings. AI will help us render certain services without operators, although complex tasks will always need people, and in our not too distant future, we need to offer staff the resource tools, support and skills to log on and work remotely, as and when they are needed.

This scenario will differ dynamically from going to an office to work each day. I envisage our people selecting their own hours, working from wherever they are in the world (where technology allows them to be) and rendering services to multiple countries in any time zone in the world. Sounds a bit far-fetched? Not at all, I can already see it. We, (Shalandra and I) have tested remote operations with the Hey Jude team, and the capabilities are in place; so let's count on it, as it's on our radar for 2017.

On the 4<sup>th</sup> of November, we launched a new accent on Life service to Accenture. It is a digital tool using the Hey Jude front-end and tech platform allowing Accenture employees to engage with PLP for any on-demand task. This tech and on-demand engagement initiative will underpin PLP's customer solutions for both client and employee programmes moving forward. Adrian is also close to launching the same on-demand tech to the GetMore customer base in Next. This is a game changer for us as a Group. Heino and his SA team have a great opportunity to stand out in the SA Market; we're also expecting our tech to be utilised by PLP Africa and certain areas of Leap during the first quarter of next year.

Our future is exciting, and we are on an awesome journey with an amazing team. However, it feels like we are just beginning.

Until next time,  
Lloyd

Dear Colleagues,

With literally a month to go until the end of 2016, we should start to close this year and shape our rhythm for 2017. With a strong emphasis on double-digit growth and the further change to digitise the business, HR will have to prepare ourselves for this journey of digital disruption.

Digital technology will be driving our HR activity, embedding it into all people processes. It will allow our global business to integrate, and also bring flexibility. Even more so, it will allow employees to have a greater share of voice and the ability to create their own work experiences. Adopting new HR technologies will also allow for HR data-driven decision making. HR will be able to review employee performance to gain better insight of our talent on hand.

In 2017, HR and Payroll will adopt new cloud-based technology that will serve the business globally. At PLP Group, we are fortunate to have leadership that is driving a culture to support digital transformation. This will create a new business model that will disrupt the HR status quo and provide employees with user experience that drives engagement and gives everyone a sense of belonging.

I am looking forward to sharing our progress on this digital journey over the next couple of months.

**Best for a successful December!**

## Organisational Announcements

Join us in welcoming our new PLP recruits!



It is with pleasure that we announce the appointment of **Lucrecia Dawson** to the position of **Business Consultant, LEAP**. She reports to Genevieve Joseph, Shared Resource Centre Manager, effective **16 November 2016**.

Lucrecia holds a Bachelor's Degree in Business Administration and a Diploma in Business Management. She comes with experience from the supply chain and procurement industry.



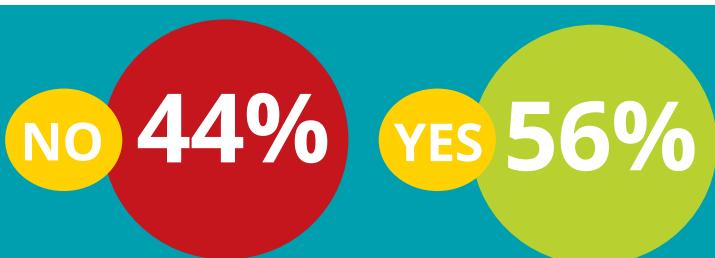
We are very excited to announce that **Lerato Cindi** has been transferred to the **Inbound Lifestyle Call Centre** as a **Shift Service Consultant**, effective 15 November 2016.

She will be reporting to Omitha Perumal, Call Center Manager. Lerato joined PLP Group on the 20<sup>th</sup> of May 2014 as a Service Consultant, where she further upskilled and advanced herself.

**We wish you all success and enjoyment in your new roles.**

### Inside Scoop - Staff Poll

In the last six months, someone at work talked to me about my progress?



## November has been quite a month.

Four Seasons tasked us to add a fully fledged commerce section that allows users to purchase products through the site to enhance their stay at the hotel. The premise behind it was to allow guests to pre-purchase and book items ahead of their stay.

The added product categories include:

- **Gift vouchers**  
Increments of R500 to use online and at the hotel  
A gift option where you enter the recipient's details online
- **Spa packages**  
A range of Four Seasons spa treatments  
Special occasion packages  
A pre-packaged assortment of cake, flowers, champagne and chocolates
- **Assorted treats**  
A shopping cart for bubbles, flowers, sweet treats and more



This offering just goes the extra mile in providing a unique and memorable stay for guests.

One of the many benefits of being part of a superb organisation such as PLP Group is that we have an array of internal departments that support and assist one another. For this reason, we enjoyed having the chance to work with LEAP when they contracted us to assist them in designing collateral for their SAB Foundation Biz Assist project.

Their brief included email deliverables and a website for SAB Foundation Biz Assist.

The purpose of the website is to showcase the different support tiers, and to create an interactive portal that puts entrepreneurs in touch with business experts, lawyers, tax advisors and marketing or IT specialists – all to assist them in making their businesses succeed, and therefore, help SAB Foundation meet their entrepreneurial development goals.

The SAB Foundation Biz Assist website went live on the 31<sup>st</sup> of October. Click here <<http://www.sabfbizassist.co.za/>> for more on this brilliant project.



## Petra's thoughts



Business should spend less time on finance, accounting and business plans. This was a fascinating finding for me when attending a conference near Washington DC organised by the Aspen Network of Development Entrepreneurs (ANDE). It is an incredible non-profit organisation that connects businesses across the globe with one thing in common – how to accelerate the growth of Small Growing Businesses (SGBs) in emerging markets. LEAP is very proud to be a member of ANDE and closely involved in building a local chapter.

Living and working in South Africa, we often feel a bit isolated from what is happening in other parts of the world like USA, Europe, East Asia or South America. Conferences like these are critical when establishing world best practices, but most importantly building international networks. What works in the world of accelerators? How can we measure the impact of our acceleration programmes? What are the key challenges around talent management that SGBs face? How can we use technology to propel SGB growth? Learning labs and panel discussions were set out around topics like these, and research institutions were brought to the table to share their insights.

What stood out for me at the conference is the realisation that we, not only as LEAP but as part of the South African community of capacity development organisations, are very advanced in many ways such as designing comprehensive accelerator programmes and measuring impact. It was truly refreshing to debate with top global accelerators and incubators on some of the key findings of the Global Accelerator Learning Initiative (GALI) report, which has been conducted over the past year, such as Acceleration programmes need to focus more on building entrepreneurial networks, and less on delivering content.

Many promising entrepreneurs don't have access to resources because they don't have the right networks. They didn't go to the right schools or don't speak the same language as investors. The programme's time that is most closely related to better programme outcomes was the time that focused on overcoming these networking and communication challenges. Because many of our best entrepreneurs don't come from well-connected backgrounds – networking sessions such as these are levelling the playing field.

At LEAP, our key focus is on networking and accessing market opportunities. We believe that this is more important even than having access to funding. If an entrepreneur doesn't have a healthy pipeline of clients, then what's the point of having a great business plan or a mentoring session for the sake of mentoring? We have also invested a substantial amount of money in technology to capacitate the entrepreneurs further in building networks to seize their next business opportunity. The Business World has been hugely successful with over 10 000 SGBs on the platform and trading daily.

Staying relevant, building professional networks, investing in technology, developing talent, continuously measuring results and improving on service delivery is not just something we need to focus on more as part of LEAP's acceleration programmes but something every entrepreneur needs to do to propel to the next level!

As you may have heard, New Zealand's South Island was struck by a 7.8 magnitude earthquake, at just after midnight, on 14 November.

The earthquake, felt around the whole country, had people out of bed and scrambling for cover in the dark. Tsunami warnings were issued, and many people had to leave their homes for higher ground. Kaikoura, the worst hit, is totally cut off from the rest of the country. One of our clients, Garden City Helicopters, has been flying rescue crew in and out of the affected area since the earthquake hit.

Wellington was also badly hit, and the CBD has been cordoned off until all damage can be assessed. With many businesses not being able to operate, we picked up the slack and the team handled the abundance of calls for our clients seamlessly.

Our clients, Scanpower and Eastland Network experienced power outages, due to the quake, throughout Hawkes Bay, Wairoa and Gisborne. The team, made up of remote agents logging on and staff hurrying to the office, were able to field the multitude of calls coming in. Our team is amazing and stepped up to the plate during this emergency!

The devastation in Kaikoura is heart breaking with many slips covering the main roads. There are several months of cleanup work ahead.



On a happier note, a clip that has gone viral and which is something positive from the earthquake, are the three "Quake Island" cows that somehow managed to survive as the earth disappeared from underneath them. Thankfully, they're now safely back with their herd and are unaware of their fame.



### **Alice Hazlett - Inbound Agent - PLP NZ**

Alice joined the team just over two months ago and is currently working remotely from Wellington as one of our part-time agents. She's studying a Bachelor of Commerce double majoring in Information Systems and Marketing.

Alice enjoys keeping active, spending a lot of time outdoors, in the ocean and at beaches. She has been an awesome addition to the team.



### **Shayne Giddy - PLP NZ Administrator – PLP NZ**

Shayne became our remote agent in Christchurch after relocating earlier this year. She graduated with a Secretarial Diploma, bringing to PLP NZ her exceptional 20 years of secretarial and administrative skills. Shayne is also involved in volunteer work within her local community.



### **Trevor Owenst - Energy Broker – Gambit Solutions**

Trevor relocated from Palmerston North to Hawkes Bay to join the team here at Gambit Solutions as an Energy Broker.

He enjoys the high sales target levels required for the role and hopes to be in a more senior level in the near future. Outside the office, Trevor is a Personal Trainer at the Flexi Fitness gym.



## **PLP SOUTH AFRICA**

PLP Group has some amazing specials in store for you. To make the most of your pay cheque this December, simply visit [www.plp4me.co.za](http://www.plp4me.co.za) and log in with your employee number and password, if you are registered. If you have not registered yet, you can ask Finance for your employee number and then complete the required form.

Once you've registered and logged in, there'll be no stopping the benefits and deals you can enjoy.

## **Save 50% on your SA holiday!**

Call **PLP4ME** on 0861 757 463 to book and pay for your midweek or weekend breaks at selected holiday resorts. Subject to availability. Ts&Cs apply.



**Eastern Cape**  
Sunshine Bay Beach  
Royal Wharf



**Garden Route**  
Formosa Bay  
Castleton  
Placid Waters



**Mpumalanga**  
Falcon Glen  
Hazyview Cabanas



**Limpopo**  
Waterberg Game Park



**KZN South Coast**  
 Suntide Winkelspruit  
 Suntide Illovo Sands  
 The Aloes  
 Suntide Beach Club  
 Suntide Margate  
 Pebble Beach  
 Sea n Sky



**Drakensberg**  
 Kiara Lodge  
 Cayley Lodge  
 Suntide Qunu Lodge



**KZN North Coast**  
 Boulder Bay  
 Dolphin View Cabanas  
 Umhlanga Cabanas



**Cape Town**  
 Tableview Cabanas  
 Inverness  
 Royal Atlantic

## Special holiday deals

Treat your loved ones to a special getaway. Simply, browse through the deals below and call **PLP4ME** on 0861 757 463. Just remember that all deals are subject to availability. Ts&Cs apply.

### Seasons Golf, Leisure and Spa for 2 adults

Full Price: R2800

**Discounted Price: R839**

**Total Savings: 70% off**

This offer includes accommodation for one night in one of our luxury rooms at Seasons Golf, Leisure and Spa, full day access to Seasons Spa as well as breakfast at Tanglewood Terrace for two adults.

### Dunkeld Country & Equestrian Estate for 2 adults

Full Price: R3400

**Discounted Price: R989**

**Total Savings: 70% off**

This offer includes accommodation for two nights in one of our luxury rooms as well as breakfast on both mornings at either one of the two on-site restaurants for two adults.

### Humala River Lodge for 6 adults

Full Price: R6400

**Discounted Price: R2990**

**Total Savings: 50% off**

This offer includes accommodation for one night in one of our luxury rooms, all meals and two game drives for two adults at Humala River Lodge near Barberton, Mpumalanga.

## Seasons Golf, Leisure and Spa Pamper Party for 6 adults

Full Price: R4200

**Discounted Price: R2400**

**Total Savings: 40% off**

Enjoy a day of absolute pampering at the award-winning Seasons Spa. This offer includes transport to and from the spa, full day spa access as well as a light lunch for six people.

## Ocean Shores for 2 adults & 2 kids under 12 years

Full Price: R2600

**Discounted Price: R779**

**Total Savings: 70% off**

This voucher includes accommodation for two nights in one of our one bedroom, four sleeper self-catering units at Ocean Shores (Bloubergstrand).

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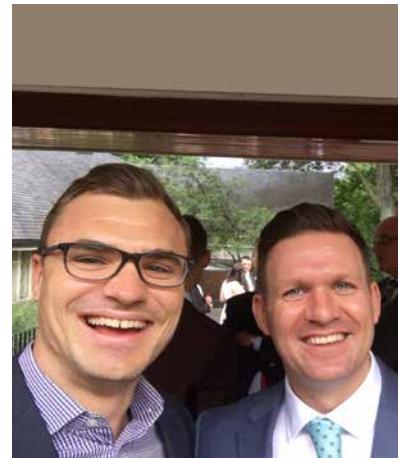
# TELESHOP

## NEW TELESHOP SHAREHOLDERS

Camron Pfafferott and Adam Davison are now shareholders in Teleshop.

The Teleshop brand includes Hello Teacher, The Rewards Factory, Rewarded and The Digital Factory, which is the engine behind many of the PLP Group client websites.

MD, Howard Davison said, "it's for new blood, new thinking, succession planning and reward for a job well done in getting us to where we are today".



### ONE PRODUCT, TWO MONTHS, 295% GROWTH

NEXT Solutions recently launched My Chocolate Box – the first subscription chocolate product of its kind in South Africa. NEXT is the dedicated sales platform behind the subscription service and they have grown the membership by 295% in the two months since My Chocolate Box was launched.

"Growing your sales so substantially, in such a small time frame, is well above industry standards," says Adrian Zanetti, managing director at NEXT Solutions. "It's a huge achievement in two short months and I'm very happy with our sales figures so far."

My Chocolate Box is a monthly subscription service which delivers a box of the finest local and international chocolates and delicacies right to a member's front door. It includes premium South African brands such as Beyers Chocolates, Amarula Chocolate and Fudge, Coach House, and Sweetie Pie. Members get added value for their money with benefits such as regular competitions, tickets to chocolate-related events and exclusive discount offers.

"Our approach to selling My Chocolate Box was to first understand the target market and their buying behaviour and then to select specific sales agents that would secure the greatest number of sales. What we now have is a very effective, targeted sales team that is responsible for the huge uptake since our launch," continues Zanetti.

According to Zanetti, this is what makes NEXT different. He explains that they don't adopt a one-size-fits-all approach, but rather that they go to great lengths to understand each product and then deliver accordingly. This attention to detail is why Zanetti believes that NEXT regularly wins awards for their customer benefit programmes.

My Chocolate Box is a subscription service where members pay R349 a month and receive a box of delicious chocolates delivered right to their door. For more information visit: [www.mychocolatebox.co.za](http://www.mychocolatebox.co.za).

## PLP NAMIBIA PROMOTES KYC

PLP Namibia has recently conducted a hugely successful campaign for FNB that was established to help the bank meet its KYC or "Know Your Customer" obligations under Namibian law. PLP designed and implemented a programme in record time that saw huge numbers of contacts being made, across multiple channels.

Given PLP Namibia's strength in financial services and other contact centre operations, the company is promoting this specific expertise to a wider customer group, who might also need help in getting their KYC records up-to-date. The company is advertising in *The Namibian* with the aim of attracting other organisations who are subject to various Financial Regulator rulings around customer data. Financial institutions are obliged to obtain and maintain up-to-date information on their customers for a variety of reasons, and PLP Namibia is well positioned to assist them in data collection and storage.

### How well do you Know Your Customer?

Many businesses are facing real challenges in complying with Bank of Namibia and Namibia Financial Institutions Supervisory Authority (NAMFISA) regulations. By law, you need up-to-date, accurate information about customers and institutions that are covered by the Financial Intelligence Act (FIA).

**Do you have the time, resources or structures to quickly and effectively gather this key data?**

PLP Namibia can help you with these essential services:

- Multilingual consultants, deployed with speed
- Progress reporting on compliance targets
- Leading call management systems
- Efficient and trackable contact and conversion
- A results-driven performance culture
- Integrated email contact campaigns
- Automated SMS follow-up
- Recording storage plus SMS logs

The PLP Namibia team is vastly experienced in activating contact campaigns to efficiently drive collection of registration documents. With PLP Namibia, compliance is easy, reporting is thorough, and getting your regulatory obligations completed is convenient and just one call away.

To see how we can help you, phone us on **061 295 8876** or **061 295 8870**, or email [info@plpnamibia.com.na](mailto:info@plpnamibia.com.na).

[www.plpafrica.com](http://www.plpafrica.com)



## Hooray for the Totalgaz Wellness Day!



It was such a wonderful treat to watch everyone get into the holiday spirit at the annual Totalgaz Wellness Day, held on the 4<sup>th</sup> of November! Everyone received a little something – frozen yoghurt, food capsule, gifts, massages and even a cash voucher.

Although the entire office received neck massages, eight lucky Total Connection users were treated to a relaxing back massage each, in an office that was transformed into a beautiful spa.

The day ended on a high note, with Sharon Alfino winning a R750 cash voucher.

"The win was a huge surprise, and since it's my birthday month, it makes a fantastic pre-birthday gift."

Sharon Alfino

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## Getting to Know the Team

### Meet Enslin Nasaroo from Telewheels



#### **When did you start working at PLP?**

I started in September 2015.

#### **What is your position?**

Sourcing Consultant in the Telewheels Car Sales Dept.

#### **Tell us a bit about your background and how you came to join the PLP Team?**

I was born in Kimberley, Northern Cape, but grew up in Western Gauteng where I did my schooling. My childhood crush birthed my eldest daughter the year after I matriculated and I started working in a small crockery shop, as I now needed to support my daughter. Two years later I moved to First Road Emergency, one of SA's largest towing company, which was my first administrative job – debtors. And now the PLP group, where I work in a department that shares the same passion as me – vehicles.

#### **Before working at PLP, what was the most unusual or interesting job you've ever had?**

Because First Road Emergency was my longest job, I enjoyed the "benefits" we would receive when the tow truck drivers would tow trucks that "fell over" like SIMBA, or Fruit & Veg – the stories of how the passers-by or bystanders would run to get some boxes of crisp or fruit and veggies, hell I would've also hehehe.

#### **What would you be doing if you weren't at your current job?**

My dad was a qualified petrol and diesel mechanic; I would've probably opened my own workshop with the knowledge and skills I acquired from him.

#### **How do you recharge?**

Playing online games, music, cars, drag racing and a relaxed camping trip.

#### **What super power would you like to have?**

Time travel!