

# LIFE

SPRING/SUMMER EDITION 2015



**Systems management**  
Venue Bookings Team

**New Lecture Theatre:**  
we aim high

Staying healthy  
in the workplace

**PDCA:**  
efficient way  
of working

**Farewell** to  
old friends  
**Welcome** to  
new colleagues

# LIFE

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### STAND A CHANCE TO WIN...

one set of five double tickets for the Baxter Theatre Centre's festive season running from 9 December up to 9 January 2016. The season offers the family show *Bangalory's Back* by acclaimed director Janice Honeyman and the hilarious comedy *Stuart Taylor's 2015 Review*. See pages 6 & 9 for competition details.

Visit [www.baxter.co.za](http://www.baxter.co.za) for more information on the above shows.



## WORD FROM OUR EDITOR

It is with great pleasure that as the new Editor, I present to you this Spring/Summer Edition of the P&S LIFE Newsletter. I would like to draw your attention to the PDCA process (page 6) and healthy lifestyle (page 8&9) as we would like to hear from you regarding how you plan to improve your work processes and your thoughts on healthy habits in the workplace. Your contributions will put you in line to win tickets to some interesting shows at the Baxter Theatre. Please send us your interesting stories and photos of what is happening in your respective work spaces to [info-ps@uct.ac.za](mailto:info-ps@uct.ac.za).

In this issue most of the people who shared their stories referred to the amazing learning opportunities that UCT offers its employees. See page 13 for a guide on what is available regarding upskilling opportunities.

Lilian Mboyi  
LIFE Editor





## A NOTE FROM ANDRÉ

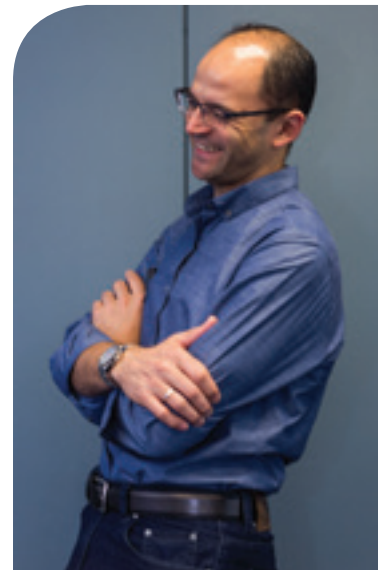
As we wind down to the end of the year we need to take stock and reflect on what has been a really rough year for P&S. We started the year with student protests morphing into a national campaign resulting in no tuition fee increases and UCT agreeing to insource the outsourced services. 2015 was hard as we looked to make P&S lean and austere and I want to salute all colleagues who assisted and will make do with fewer resources in 2016. 2016 will be a year of hard work and change as we welcome the outsourced workers into our fold as fully fledged UCT employees.

Furthermore I would like to extend a warm welcome to new colleagues who joined us this year, but at the same time say farewell to those colleagues who are retiring or have left. It was with sadness that we learnt of the passing of our colleague, Traffic Officer Dennis Wellman in June this year; and we send

our condolences to his family and loved ones.

Please read the article on continuous improvement (Plan, Do, Check, Act) on page 6. I want P&S to continue to deliver to our community a level of service that we can all be proud of. The PDCA process will help us in our respective responsibilities and duties to continuously improve our processes. I look forward to hearing how you are using it to improve ways of working.

I conclude and wish those of you who will be taking time out to rest, happy and safe holidays. For those who will remain holding the fort, your effort and dedication is appreciated. May we all use the time to reflect on the challenges of this year and prepare to embrace the new year with whatever changes it brings, with renewed vigour.



# A BIG HELLO



**Charmaine Adriaanse:** Parking, directions and a little TLC



**Stalwart:** Charmaine has been receiving guests at the Visitors and Reception Information Centre since 2006.



**On duty:** Charmaine was part of the campus security team, before moving to the visitor's centre. This photograph was taken in 1996.



**Out and about** with colleagues.

Associated with UCT since 1983, Charmaine's enthusiasm and passion for life and the community at the university still grows stronger every day. She lives by her belief that everyone needs a smile and a little tender love and care, regardless of their social standing or how stressed they seem to be!

Visitors to the upper campus rush into the centre, irritated, late and stressed – they leave a couple of minutes later with a smile and a spring in their step. It is then when Charmaine knows she has done a good job –

returning the next day to spread some smiles and warm the hearts of visitors.

Charmaine's rich career has spanned over several decades including food services at the cafeteria in the Social Science building and at the UCT Bistro; to shelving duties in the J W Jagger Library. She has been working as the receptionist at the Visitors Reception and Information Centre for close to 10 years and is well-known for her jovial manner and helpful disposition with visitors, students and colleagues alike.



**Adding to the mix:** Felicity Antha's support and easy laughter compliments the welcoming atmosphere in the centre.

## THE PERFECT DUO

Felicity's open and welcoming manner adds to the hospitable atmosphere in the centre. Here, everyone is treated with friendliness and respect, regardless of visitors being edgy, stressed and running late!

Talking to Felicity reveals the secret to a great work ethic – to her, being at work is a great opportunity to support Charmaine, serve others and spread a little love. She is the proud mother of three children,

the youngest only 12 years old.

Together they form the perfect duo – extending a warm welcome, expert advice and a helping hand to everyone that steps over their threshold.

# PETER BYNE

## IN PURSUIT OF EXCELLENCE

### Maintenance Manager Properties and Services



**P**eter Byne is a man with a successful career and many responsibilities. He attributes the smooth running of the Maintenance Department directly to his hardworking and dedicated team; as well as the planning and execution processes which he has set up and improved throughout the more than 10 years he has been heading the department.

#### Ongoing Training and Upgrading

Peter's first introduction to the university was as a consultant. He started working as the Maintenance Manager in 2004 and has since then reinvented and streamlined the job description and the department to boost ongoing high performance and to meet the different challenges the years brought.

During the past decade Peter and his department followed the most economic and modern organisational systems. Training and upskilling has become an integral part of the Maintenance Department as the structure gives all staff members the opportunity to hone their management skills and learn more

about measuring performance levels and focusing on their responsibilities towards their employer and suppliers; as well as to understand the economic constraints and the university's particular dynamics.

#### Leadership Means Listening

Peter's management style keeps his team together and confident. A compassionate listener, Peter believes that listening is the most important leadership attribute – not only in the workplace, but also in a family and social context. Listening brings all parties together and sets the scene to solve all problems in a positive and transparent way.

Asked what he would have liked to do differently, Peter replied that he is disappointed that he did not more often make use of the educational opportunities available at the university. There are a myriad of courses and prospects available to UCT staff members to educate and advance themselves – and he would like to encourage others to make use of these golden opportunities.

#### Nothing Like Family

Peter is married to his childhood sweetheart, Dorothy and they have two daughters. Melissa works for St James Church as a children's social worker and Tamarin is a product consultant at a well-known insurance company, focusing on travelling – she is married to Terrance.

The family enjoys going for long walks, visiting heritage sites and art museums and loves cooking together – and this means exploring a range of different cultural dishes, with Thai being one of Peter's favourites. Peter gives Dorothy all the honour for his beautiful family after 46 years his love, admiration and respect for her still grows every day.

#### Four Principles

As a perfect example of a manager who is a good leader, Peter Byne sets a standard that we can all strive towards. He builds his leadership on four principles: transparency, responsibility, compassion and staying in tune with those around him by listening carefully.





# INTERLOCKING PIECES OF A PUZZLE

Many hands make light work: Belmira and her venue bookings team have created a strong work ethic which carries them through all challenges.

**B**elmira Carreno has been Systems Manager at P&S since January 2011. She graduated from Wits with a Commerce Degree, majoring in Business Information Systems in 1984. She worked for several multinational corporations in South Africa before moving to Barcelona, Spain where she ran a company together with her then husband. She moved back to Cape Town in 2009.

## Systems Management role and deliverables

- To manage the Access Control and the Venue Bookings Departments
- To provide business systems leadership for current and possible future ICT systems that is critical to service delivery by P&S.
- To provide overall management and support coordination of those ICT systems for which P&S has operational responsibility
- To provide business process analysis and business process management skills.
- Liaise with other system managers and business owners within UCT to ensure that system usage and development is coordinated.

## Access Control Department

The Access Control team com-

prises of three Access Control Operators namely Bruce Bremer, Peter De Wet and Mbuyiselo Ntubelo. Access Control manages the access of staff, students and 3rd parties to their places of work and facilities. They are responsible for the capturing of photos and student fingerprints as well as the printing of ID cards to the UCT community.

From January to October 2015: 11678 new cards were printed 3784 cards were replaced

## Venue Bookings Department

UCT's centrally bookable venues are managed by the venue bookings team, Janine Osman the Space Administrator and Nobonke Ntlokwana the Space Administrator Assistant. There are 156 centrally bookable venues at UCT. These venues are shared by all the faculties within UCT excluding Health Sciences who manage their own venues. They are used for teaching activities, tutorials, workshops, tests, exams, seminars, conferences as well as ad-hoc venue bookings which includes amongst many other activities, all student society activities and social responsible projects such as SHAWCO.

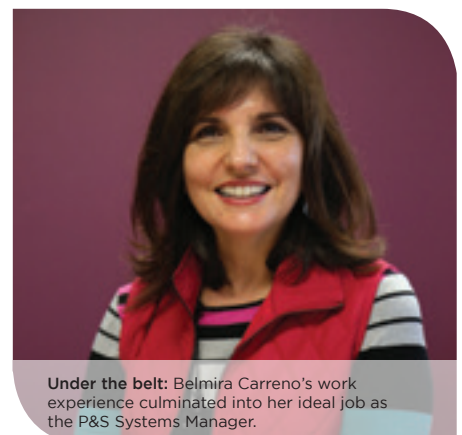
In the last quarter of every year, the venues office allocates venues to over 7000 teaching activities (classes) for the following year.

The allocation of a venue to a class is based on projected numbers supplied by the respective departments within the different faculties as well as other attributes, such as teaching requirements and zoning.

It is vital to ensure that all classes have been allocated the optimum venue for teaching purposes and size, as enrolment and registration occurs very close to the start of the teaching semester, leaving little time for adjustments and their respective communications.

## How does the Systems Manager work and interact with other departments?

She attends various UCT committee meetings to ensure that P&S business systems and/or needs are co-ordinated and shared with other system managers and business owners. P&S are the custodians of all physical spaces at UCT.



Under the belt: Belmira Carreno's work experience culminated into her ideal job as the P&S Systems Manager.



**Customer satisfaction first:** Janine Osman  
Space Administrator, Venue Bookings Team

## JANINE OSMAN

### What do you enjoy about your job?

I enjoy the sincere appreciation I receive from not only my line manager, but also the people I work with. A heartfelt “thanks” goes a long way to improving my attitude and productivity.

In terms of the nuts and bolts of my job, it involves understanding the university activity timelines and incorporating these into the venue booking programme called Syllabus Plus.

I'd like to think that I am good at my job and feel positive about my contribution to the university at the highest level.

### What challenges do you face in your job on a daily basis?

On a daily basis I am faced with solving logistical problems around venue booking queries. The university timetable and the allocation of venues for teaching is like solving a puzzle and then using the solution to increase efficiency.

### What don't people know about you?

I entered Idols (Season 1). I got a call back but sadly did not make it to the live show. Now I sing in the church choir and teach young children liturgical dance.

### What keeps you going in your job?

I love the environment in which I work. My job keeps me on my toes and requires me to have my finger on the buzzer at all times. It keeps me motivated to do better and hopefully make a difference to the wider university community.

## NOBONKE NTLOKWANA

### What do you enjoy about your job?

My favorite part of my job is the ability to work independently but still be part of a team. It's great to work with people that care about the university and doing a good job. It's difficult to find such an environment nowadays because so many people just don't care about honesty, hard work & integrity.

### What challenges do you face in your job on a daily basis?

One of the challenges of my job is when some departments within the university do not understand the complexity of the work we do. Currently we are only two people who are servicing Upper, Middle and Hiddingh campus. Therefore the constant pressure to ensure that queries are addressed and communicated timeously becomes a challenge.

### What don't people know about you?

I have completed a Diploma in Education at the University of Cape Town.

### What keeps you going in your job?

The passion I have for my job keeps me going. Interacting with my colleagues on a daily basis and forming friendships makes me happy. I have inspired Janine to eat healthy food.



**Dab hand:** Nobonke Ntlokwana Space Administrator  
Assistant, Venue Bookings Team.



**What is PDCA**

PDCA is a tool that allows for planning and continuously improving work processes. It provides a chance to test, fix and improve our way of working and delivering a product or service before fully committing our reputation and resources. It allows for working proactively with problems instead of reactively.

# PDCA – PLAN DO CHECK ACT

Continuously improving our work processes

The “Plan Do Check Act” (PDCA) cycle is also known as the Deming Cycle or Deming Wheel so named after W. Edwards Deming. Deming is best known as a pioneer of the quality management approach and for introducing statistical process control techniques for manufacturing to the Japanese, who used them with great success. He believed that a key source of production quality is having clearly defined, repeatable processes.

This method of working is particularly relevant in our Properties and Services space as it allows us to continuously re-visit our service

offering and offer an improved service at the beginning of each cycle or project. With each cycle you have a chance to check in with your clients, see what worked well for them and what didn’t and make the necessary adjustments for the next project. It can therefore be used by any individual or team within any of the services that we offer to the University community. This process cuts down on wastage of time, financial and human resources as it gives an opportunity to check for opportunities for improvement with every project cycle allowing us to handle work logically and systematically.

## Taking the First Step with the PDCA

**STEP 1 PLAN** First identify exactly what the challenges are and start gathering information that would help with providing a solution. Define goals that you can measure, write them down, and apply relevant policies.

**STEP 2 DO** Once you have your plan, test it. DO means try or test, it does not mean full implementation, as this only applies in the Act phase. As you test the plan, compile a list of problems and solutions so they are available for reference in the next cycle.

**STEP 3 CHECK** Once the project is finished, share the problems and solutions encountered in the testing phase with your team. Discuss best

ways to avoid these problems and how best to fix them if they appear again, identify and agree on areas of improvement. For each problem found, identify the root causes.

**STEP 4 ACT** Implement the improved solution fully. Now that the root causes of the problems have been identified, the acting is uprooting them so that they do not make an appearance again. Once the root causes are eliminated, it is important to standardise the techniques used through proper documentation so that the knowledge can be retained and shared.

Once the cycle is complete you go back to planning the next cycle so that the project is even better next time.

## Summary

- PDCA is a never ending cycle designed to improve quality and efficiency
- **P** = Plan your work well
- **D** = Do the plan
- **C** = Check the problems you have encountered and their root causes. Also identify areas for improvement.
- **A** = Act to fix the root causes

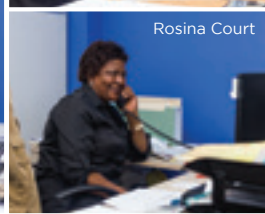
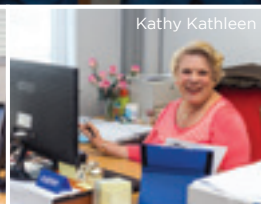
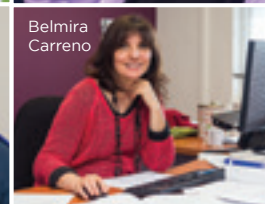
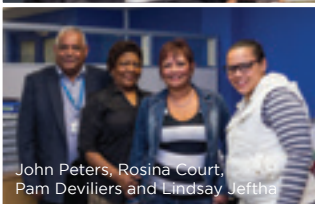
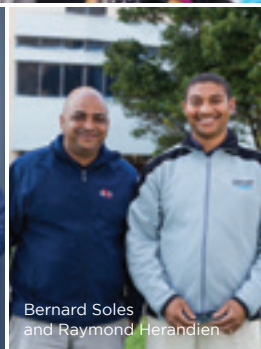
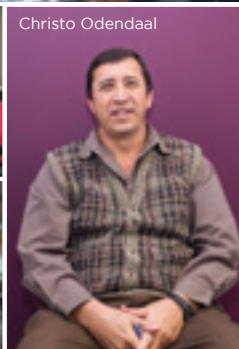
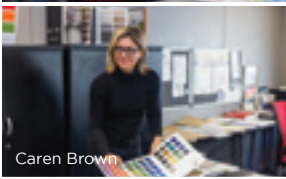
Left: William Edwards Deming (1900 -1993) developed the fundamentals of the modern day Plan-Do-Check-Act (PDCA) system.



## Stand a Chance to win

Send us your ideas of how you can possibly improve your work processes using the PDCA cycle and stand a chance to win **one of three double tickets** to festive season shows at the Baxter Theater. See inside front cover for more detail on the shows.







# HEALTHY LIFESTYLE

## DEALING WITH ALLERGIC CONDITIONS: RHINO-SINUSITIS

As the seasons change from winter, to spring then summer, many of us are faced with a range of health challenges including rhino-sinusitis, what we commonly refer to as sinus or sinusitis. This is an inflammatory process involving one or more of the para-nasal sinuses that usually occurs after an allergic reaction or viral upper respiratory infection. Rhino-sinusitis refers to the inflammation of the tissues of the nose (rhino-) and the sinuses.

Rhino-sinusitis can be divided into four sub-types; and causes may vary due to the type of the condition. The four types are (1) Acute rhino-sinusitis, (2) Chronic rhino-sinusitis, (3) Recurrent acute rhino-sinusitis and (4) Sub-acute rhino-sinusitis.

Symptoms may occur in a combination in two or all of the following common ones, i.e. sneezing, running nose, stuffy nose and fever. Common environmental irritants that may aggravate rhino-sinusitis are cigarette smoke, dust mites, pollen and moulds. There are more allergens than just the four listed. The best prevention is to avoid allergens. The good news is that treatment plans are available for the four types of rhino-sinusitis and your doctor or pharmacist should be able to recommend the best course of treatment.



“It is health that is real wealth and not pieces of gold and silver.”  
- Mahatma Gandhi

## SUGGESTIONS FOR YOUR SPRING/SUMMER LUNCH BOX!

Write to us on [info-ps@uct.ac.za](mailto:info-ps@uct.ac.za) with the subject line **P & S Newsletter**, and tell us what you think of the health pages or make your own contribution and **stand a chance to win one of 2 double tickets** to watch one of the summer shows at the Baxter.

## WHAT TO EAT AND WHAT TO PACK IN YOUR LUNCH BOX!

The Spring and summer months not only arrive with promises of sunshine and beach days but also with dietary challenges as we slowly discard the heavy wintry meals that kept us warm. Here is a salad recipe which is yummy and filled with enough protein to substitute as a light meal on its own or pack as left overs for your lunch box treat. The ingredients used are accessible and can be substituted with your favourites.



### Chicken & Strawberry Salad

Salad Dressing:

- 1 tablespoon sugar
- 2 tablespoons red wine vinegar
- 1 tablespoon water
- 1/8 teaspoon salt
- 1/8 teaspoon freshly ground black pepper
- 2 tablespoons extra-virgin olive oil

### Salad Ingredients:

- 4 cups torn lettuce / salad leaves of your choice
- 1 small packet of Rocket leaves
- 2 cups quartered strawberries
- 1/3 cup vertically sliced red onion
- 3 skinless, boneless rotisserie chicken breasts sliced
- 2 tablespoons unsalted cashew nuts, halved
- 1/2 cup crumbled blue cheese

## FOR COLDS AND FLU

Take 1000mcg Vit. C with 1 Vit. B complex supplement to help your body fight off the flu. Reduce the Vit. C to 500mcg daily as a maintenance.

With special thanks to our Occupational health team member : Charl Esau.



# BODY

## Don't neglect your health in the office environment

Many people who work in an office suffer from health problems – in some cases people are too involved (busy) at work and they neglect their well-being and health. Disregarding ailments by not seeking treating at an early stage, may lead to serious health issues. It is important to remember that a pleasant working environment cannot be created when workers are feeling sick, tired or stressed.

**Back pain:** Make sure you are able to sit comfortably. A huge factor is the height of your desk – make sure that it is appropriate to your height. You should be able to rest your arms on the table and sit up completely straight.

**Pain in the neck?** Focus your eyes on a faraway object and exercise your neck by moving your head slowly after working for 30 minutes.

**Relax** at least every hour and a half: get up from your seat and walk around. Exercise your shoulders and neck to relax your limbs and neck.

**Sleep is important:** allow your body regular sleep during the night and you won't feel tired or restless at work! Sleep replenishes your energy levels and enables you to focus on your tasks and complete your daily work with clarity and enthusiasm.

**Take frequent breaks:** You might want to try getting out of your seat and resting about every hour or so. Once you divert your mind for 10 minutes into something you like, you will feel much happier and your mood will enhance naturally. This will enable you to focus more on your duties. Taking a short break once in a while is far better than taking a single long break.

### Eating healthy at the office

- Eat breakfast at home
- Reduce caffeine intake
- Drink enough water
- Eat a healthy lunch which includes lean meats, vegetables and whole grain foods
- Forget about fast food and snack on unsalted mixed nuts, fruits, raisins, prunes, granola bars, biltong, whole wheat crackers and low-fat dairy products.

# MIND

## A healthy body and a sharp mind

A healthy body and a sharp mind is the ultimate secret to success – it is important to always be at your best at the office - displaying a positive attitude; be the first to figure out problems and make wise decisions that works together for the good of all involved.

Included are some great ways to keep your mind sharp and display a well- rounded attitude.

**Exercise your mind:** total up simple numbers in your head instead of on a piece of paper or a calculator.

**Express yourself creatively:** gardening; sewing, writing, music – find your own mode of self-expression.

**You are never too old to learn:** make use of the opportunities at UCT as well as informal learning through reading and adult education.

**Figure out what is important to you:** hold on to what is the truly important to you and prioritise your time

**Exercise regularly:** in and outside the office. Treat yourself with love and respect: remember charity begins at home!

# SPIRIT

## A Sense of purpose

You can think of spirituality as connecting to whatever you consider meaningful and holy. Some people find it in God, in a higher self, in a community of like-minded people, in nature, in creativity and art or in something as simple as an act of kindness. Whatever you focus on, spirituality offers many possibilities and benefits, including inner calmness, less anxiety and depression and even fewer aches and pains.

### Choose a path to your spiritual side

- **Focus on your goals,** values and beliefs. What brings you hope, joy and comfort? What do you care about most? How can you make a difference in the world?
- **Read inspiring stories** that would bring about new insights and philosophies that can enrich your life.
- **Be open to new experiences.** Nurture your spirit with nature, music and whatever makes you feel calm and happy.
- **Look at what's good in yourself and others.** You will find greater peace and joy by focusing on the positive.

### Positive Spiritual elements

- reassuring belief in a greater force or being
- sense of purpose and meaning
- focus on your own or universal wisdom
- connecting positively with others
- reminder of the good in yourself and in the world

Source: National Department of Health (South Africa)  
[www.facebook.com/HealthZA/](http://www.facebook.com/HealthZA/)





Peter De Wet, Vuyokazi Tyakume and Bruce Bremer



Charmaine Adriaanse and Felicity Antha



John Peters, Wesley Wright and Rosina Court



Sean Brown



Shanaaz Wilson



Lindsay Jefftha



Nigel Haupt



Mitch Le Roux



Grant Tobin



Clive Lippert



Roland September



Saajid Ely

Evelyn Adams and Claudine Cacambile



Caren Brown and Lilian Mboyi



John Peters



Derick Müller



Wesley Wright



Duke Metcalf and Evelyn Adams



# FAREWELL DUKE



Duke Metcalf and André Theys



Duke Metcalf and Terisa Brandt



Duke Metcalf and Keith Witbooi



Duke Metcalf and Mitch Le Roux



Duke Metcalf, Christo Odendaal and Peter Byne



# HAPPY 65th BIRTHDAY CHRIS



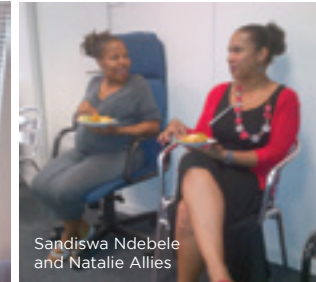
Chris Briers



Claudine Cacambile



# SANDISWA'S BABY SHOWER



Sandiswa Ndebele and Natalie Allies





# WELCOME TO OUR WORLD

Meet the new 2015 staff members who have already settled in and had time to become part of the P&S family.

**Anthony**  
Europa



**Buildings and Infrastructure Technical Inspector** - Anthony loves spending time with his family. He also enjoys watching rugby and soccer. Looking at ancient architecture is another of his pleasures.

**Zatoen**  
April



**Assistant Maintenance Manager** - It's really satisfying seeing something develop from nothing to a finish product. A great thing about this job is, as a woman, you don't have to worry about bad hair days or what to wear!

**Kazlin**  
Warner



**Technical inspector for plumbing works** - Kazlin enjoys working for UCT. His recent highlights have been getting married, completing the Two Oceans half marathon and obtaining a B Tech degree.

**Willem**  
Dye



**Mechanical inspector other campuses** - In his free time William lives out his passion to design and weld metal furniture; restore old cars and motorcycles and ride his Harley Davidson.

**Yaseen**  
Parker



**Project Engineer for Projects and Capital Works** - Yaseen has taken up cycling in the past year and has already completed his first Cape Town Cycle Tour. He loves exploring new places and travelling with his family.

**Ryan**  
Jacobs



**Technical Inspector for kitchens** Ryan has been in the catering industry for the past \_\_ years. He is an outdoor person who enjoy sports, hiking and camping.

**Lilian**  
Mboyi



**Communications Coordinator** Lilian is a joyful person who loves life - fun, good food, a good read, good music and dancing! She enjoys walking and the outdoors. Her dream is to be a published writer.

**James**  
Bugan



**Building Technical Inspector other campuses** - James has completed the Comrades, Two Oceans as well as other marathons

**Mbulelo**  
Ngeyakhe



**Semi-skilled assistant** - Mbulelo enjoys his work at UCT. He loves listening to gospel music and is a reserved person - but don't think he is shy!

**Ashley**  
Bell



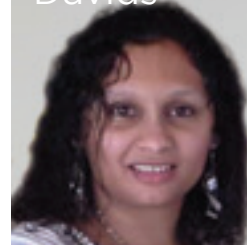
**Maintenance planner specialist** Ashley likes the outdoors and his passion is soccer - locally he supports Ajax Cape Town and on the international soccer scene he supports Liverpool.

**Avi**  
Dhevdath



**Project engineer for Projects and Capital Work** - Avi loves spending time with his family and he has a great sense of humour, which makes him fun to work with

**Karen**  
Davids



**Postal messenger** - Karen is a hard worker and she enjoys taking on new challenges with enthusiasm and eagerness. She enjoys the outdoors and loves spending time out side.



# NEW LECTURE THEATRE

## Thumbs up for the refurbishment of Level 7 of the J W Jagger Library

The Physical Planning Unit of UCT has recently completed the refurbishment of Level 7 of the J W Jagger Library. The new look and upgrades have been welcomed by staff and students as the area now offers the well-planned space needed for the smooth running of library services.



View from University Avenue:  
Social Space opening onto elevated forecourt. (Artist's impression supplied by GAPP)

The New Lecture Theatre will not only supply an additional 400-seater “state of the art” lecture theatre to the University but also a much-needed social space and a gateway to the southern end of Campus. It will include outdoor and indoor social spaces.

One of the highlights of the year in Properties & Services was the start of the construction of the New Lecture Theatre (NLT). Although the enabling works for the building started mid-November in 2014, the actual construction started in earnest on the 23rd of March this year. This is an ambitious project, which will not only bring much needed additional space to the university but also raises the bar with regards getting a four-star green rating.

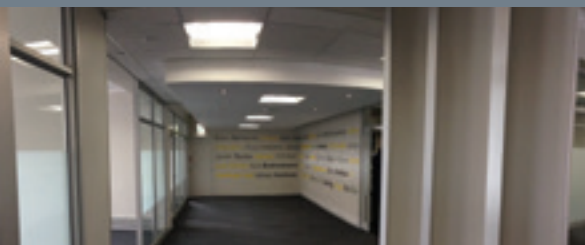
The cottage next to the Humanities Building had to be demolished to make way for this building and the South Bus Stop had to be relocated. In keeping with the building’s aim to get a Four-Star Green rating the demolition of the cottage included the recycling and rehabilitation of what was demolished.

The building is expected to be complete and available for limited use in March 2016 and available for bookable venues as from July 2016. P&S is pleased with the progress with this building, which is still on track for timely delivery despite weather, and protest action activities that affected work at times. According to Mr Chris Briers the Director: Project and Capital Works, the building will be completed within budget.

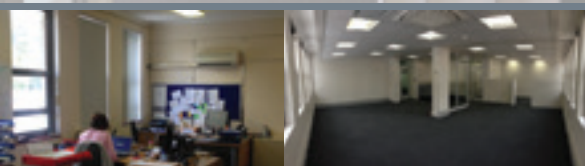
**Architects:** GAPP  
**Project Manager:** LMC Project Management  
**Contractor:** Granbuild



**Designer space:** the university's Physical Planning Department recently completed the refurbishment of Level 7 of the J W Jagger Library.



**Spacious and modern:** Level 7 has been refurbished to fulfil the library's ever-growing need for reorganisation and expansion.



**Before and after:** UCT's Physical Planning Department recently completed refurbishment of Level 7.



# LEARNING AND UPSKILLING



## RPL - Recognition of Prior Learning

RPL - National Certificate in Management  
RPL - Business Administration Certificate

More information: [hr-stafflearningcentre@uct.ac.za](mailto:hr-stafflearningcentre@uct.ac.za) or 0216503812

## MOOCs - Massive Open Online Courses

Free online courses with no entry requirements and are not for university credit. They are offered in a number of diverse fields.

More information: <http://www.cilt.uct.ac.za/cilt/moocs-uct>

## ICTS (Information and Communication Technology Services)

More information: <http://www.icts.uct.ac.za/modules.php?name=News&file=article&sid=15>

## RHODA JOSEPH PART OF THE FAMILY

**W**hen Rhoda joined the university, her eldest daughter was only seven months old – she is now 42!

### Measuring time

Looking back, she measures the progress and expansion of the university by the transformation of the setting around the Jammie Stairs. Looking back at the early years and the changes that have taken place – the stairs are now representative of South Africa’s rainbow nation. She fondly remembers the year when the students carried a car up the Jammie stairs during the Danie Craven Sports Awards!

### Many opportunities available at UCT

Continued learning and the opportunities the university offer to staff to improve themselves and qualify for a new and higher position is a prospect that colleagues and employees at UCT should not allow to slip through their fingers. Rhoda said, “President Mandela always said that knowledge is power and I, for one, feel that I did not make use of all the opportunities at UCT”.



Younger days



**End of an era:** sad to leave friends and colleagues behind, Rhoda has been working at UCT for longer than 40 years

**Crafty hands:** Rhoda is a craft enthusiast and amongst many techniques she loves embroidery, decoupage and fabric painting.

### Making dreams come true

Rhoda is looking forward to get involved with caring for children. She says, “I love small children. I also want to spend quality time with my husband”.



Over four decades at the wheel

## DUKE METCALF WALKING DOWN MEMORY LANE

**D**uke started working at UCT in 1971 as an administration assistant in the records and exams office. In those years all academic information and results were recorded manually. He remembers even drawing up the exam timetable and result schedules manually. He was later promoted to Records and Exams Officer and in the 80s Admissions was added to his portfolio through another promotion.

His career took a turn in 1989 when he was promoted to Director of Student Residencies, which put him on charge of all the student residencies.

In 1991 he became Head of Grounds, Gardens and Custodial Services, which later became Manager Estates and Custodial Services. This is the role that he held for 24 years until his retirement in July this year.

### Career highlights

Duke remembers with fond memories the pleasure of a successful graduation. The dedication and team spirit shown by his staff to make this possible was always something to be proud of. He remembers sitting through hundreds of graduation ceremonies. The conversion from typewriters to computers was a big thing in his career as it totally changed recording keeping.

He smiles happily when he reminisces about what has been largely a wonderful career. Working with young inquiring minds also keeps one young and going. He says UCT has been a great place to work at. He encourages people to work hard and reap the rewards.

Duke is sad to leave the UCT community and the many friends he made over the years but is looking forward to being at home having time to do all those things there are never enough time for and just to relax and take it easy. He and his wife are looking forward to walking, bird watching, tennis, swimming and diving and just spending time together. Duke has three children (two sons and a daughter) and six grandchildren – he loves his role as a grandfather.



# 50 YEARS AND STILL GOING STRONG

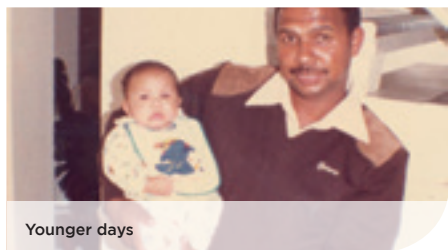


**Better the devil you know:** Traffic Officer Harry Fisher is proud of his long-service and association with UCT that started when he was only 15 years old.

**H**arry Fisher currently holds the UCT record for the longest service - 50 years. Now ready to retire at age 65, he started to work in the university's gardens at the age of 15. Even today, the garden is still his first love and many of the trees and shrubs on the campus were planted by him. Asked how he managed to stay with one employer throughout all the years, he answers with a twinkle in his eye; "... better the devil you know!"

### Traffic Officer Fisher

After a bridging course at the Traffic College in Phillippi in 1999; he joined the UCT Traffic Department; and has since been working as an officer and a supervisor.



Younger days

He is well-known on the campus by staff and students - they know that any wrongdoing will get them into trouble - not just because it's his job; but because he embodies the authority that goes with the uniform and the status.

### Listening Is Better Than Talking

As the father of two daughters and one son and the grandfather of three, family is the most important thing in his life.

Harry has been married to Martha since he can remember - they share their happiness and their problems and still go to work together every day! Martha taught him his most precious lesson - 'listening is better than talking. When you have a problem - sleep over it - the right answer will come'.

### Giving Back

Harry has been involved in grassroots football in his free time for many years - together with the other members of the commu-

nity he has been instrumental in building up the Bellstar United Football Club through sponsorships, training and creating a place for young men to play and learn. Teams from under-7 to under-19 play at the club and their growth and wellbeing is paramount to Harry and the club committee.



Working hard and playing hard

### Time For Others

At 65 Harry looks forward to retirement and to setting new goals (excuse the pun) - he is working towards plans to create a safe haven where all children can join together, playing sport and learning skills that will support them in the job market and later in life.

## FAREWELL OLD FRIEND



**I**t is with great sadness that we reported on the passing of our colleague and friend, Traffic Officer Dennis Wellman on 11 June. He was 55 years old and leaves behind three children; two boys and a girl.

Well-loved by everyone on the campus, Dennis suffered from renal failure for the past five years, undergoing dialysis twice a week; yet he was always available to help out and never complained about his illness - he was on duty up to the time that he fell ill at work and was

taken to Gatesville Hospital on Monday, 8 June.

After arriving at the hospital it was confirmed that he had a heart attack; and he was immediately admitted to the ICU section. For a couple of days his family, colleagues and friends had the opportunity to visit him at hospital.

Our thoughts are with his friends and family. We are thankful for the time that he spent at UCT and for his outstanding service to the university and to the community.





# SAVING ENERGY IN THE OFFICE

## Make it part of your day at the office

Saving energy in the office can help reduce your department's energy bill in addition to reducing pollution as well as the demand on and usage of power plants. You can save energy in the office in a number of ways; including turning off lights and computers at the end of the work day, performing routine maintenance on your heating and cooling systems, and exchanging your office equipment for more energy-efficient equipment.

### 1 Upgrade your office equipment.

Certain kinds of computers, printers, copy machines as well as some types of office equipment can use up to between 50 and 90 percent more energy than energy-efficient models.

Replace your office equipment with equipment that is made specially to reduce and save costs on energy usage.

Use ink-jet printers in place of laser printers, and laptop computers in place of desktop computers to save up to 90% more energy.

### 2 Turn off electronics at the end of each workday.

Screen savers on computers and idle modes on other types of equipment will still consume energy when not in use.

Plug all of your electronics into a single power strip that you can turn off every night. Electronics such

as computers and copy machines will still consume energy when they are plugged in although they have been turned off completely.

### 3 Enable the hibernation and sleep modes on your office computers.

This will allow your computers to save energy when you step away for breaks and meetings.

Modify your energy settings within the Control Panel on Windows computers and in the System Preferences menu on Apple computers.

### 4 Take advantage of natural sunlight.

If your office is set up to receive an ample amount of sunlight, you may be able to turn off lights completely for the majority of your workday.

Trim or remove the trees and bushes near your windows to maximize your exposure to sunlight and reduce shadows.

Paint the walls of your office white or in another light shade to enhance the effect that the natural light has on your work space.

### 5 Install weather strips on doors and around windows.

This will prevent air from escaping your office when the air conditioner or heater is running; which can be especially important for offices located in regions of severe weather.

# SUB-STATIONS UPGRADE ENABLES ELECTRICAL CONSUMPTION TO BE MONITORED ONLINE

Major services to 20 sub-stations and 51 new metres installed

A thorough investigation, reporting and planning, covering all three campuses - Upper, Middle and Lower; were conducted before upgrades to all the electrical sub-stations commenced on 10 April of this year.

The university's 20 sub-stations each received a comprehensive service in addition to the instalment of 51 new meters over all three campuses. These meters now enables the responsible staff members at the Properties and Service Department to monitor electrical consumption online.

During the course of the assessment, all of the electrical plant rooms were visited, taking the safety, wiring, clearance and overall-condition from one plant room to another into consideration. Further issues such as sub-station labelling and installation of meters also formed part of the inspection.

The planning and shut down processes were carefully planned in agreement with the users of the buildings; as well as remedial works that were required in the sub-stations.

All work was completed during August.



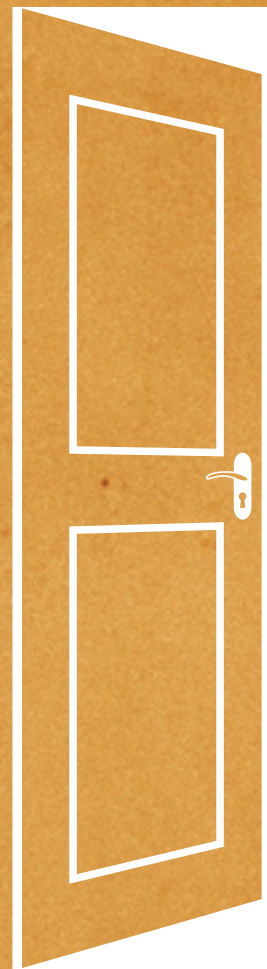


MAKE SURE  
EVERYTHING IS

# Locked Up

WHENEVER YOU LEAVE

Do not leave notes on your door advertising your whereabouts and how long you'll be gone for.



**CPS 24-HOUR HOTLINE: 021 650 2222**



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