



NEWSLETTER

TELECOMS | CIVIL ENGINEERING | POWER SERVICES

OUR MISSION

To become a power technology powerhouse in East and Sub-Saharan Africa by providing innovative engineering and technological solutions for power related problems, adding evident long-term value to our shareholders, employees and customers through continuous commitment to management processes and excellence in delivery

FEATURES:

- MESSAGE FROM THE COO
- OPERATIONS - A YEAR IN PERSPECTIVE
- BUSINESS VISION 2020
- OUR SAFETY OUR SUCCESS
- HR & ADMIN
- CELEBRATING INNOVATION
- QUALITY IS OUR RESPONSIBILITY

QUOTE OF THE DAY

“Let’s go invent tomorrow rather than worrying about what happened yesterday”

Steve Jobs



MESSAGE FROM THE COO

To All Staff:

I want to take this opportunity to thank everyone for all your efforts throughout 2019. The success of NEWL is built on the efforts of our employees and in this past year, we have enjoyed many successes.

Thank you for the dedication & commitment that each one of you has shown in carrying out your daily tasks.

We've come through a year that was filled with both challenges and victories. How reassuring it's been to know that we can count on all of you regardless of what faces the company. On behalf of our Managing Director Samwel Lema please allow me to extend my personal and genuine appreciation to each and every one of you for your valuable contributions to NEWL. Working with you this past year has been a pleasure and we're proud to have you all with us.

On behalf of the Management Team we offer our best wishes and happiness to you and your families as we all look forward to a successful and prosperous New Year in 2020.

Sincerely,

Ray O'Shea

COO

OUR VALUES

- Quality
- Customer Connection
- Integrity
- Teamwork

KEY DEPARTMENTAL CONTACTS

- COO: Ray O'Shea
- Operations: Danson Okongo
- Finance: Stephano Migire
- Business: Isabelle Waweru
- HR: Joan Mamfere
- Security: Isdory Kihebwe
- Fleet: Abdul Naeem
- Workshop: Samson Peter
- IT: Ibrahim Mbuya
- Stores: Neema Baraka
- Administration: Suzan Lema

"Our Safety, Our Success"



OPERATIONS: A YEAR IN PERSPECTIVE

2019 OPS Major highlights

- 99.99%
- 4 seconds downtime per tower
- Knowledge transfer
- Generator refurbishment
- Fiber projects in Malawi
- Cool Sure project
- 200 sites OPEX savings
- Vodacom & Airtel "Mambo" project

99.99%, 4 seconds downtime per tower per week. If those numbers do not speak to you, for operations this is our bread and butter.

Through the combined efforts of the ground engineers and office operators NEWL has managed to break records that have made it possible for us to cement our position. We have also managed to complete DG refurbishment, OPEX savings, Grid, Cool Sure cooling, Hybrid activation, BTS upgrades and TI. as some of our biggest success stories.

On the Active side of the business, we have seen our Vodacom & Airtel "Mambo" teams show steady stable improvement last year whilst our Nokia Passive teams have worked hard and have kept their performance steady during a challenging yet rewarding year.

Various training programs aimed at developing skills for the operations team have been conducted with knowledge transfer programs introduced, to ensure all the new skills are absorbed by all the field and backend staff. Our stable performance is evidence that the skills are working as our whole operation depends on everyone working together and delivering constantly.

Let us all not forget that **safety** is our priority and communication is our security and together we can make this year another one to remember.



BUSINESS VISION 2020

Business is solutions, responsibility and teamwork

Business 2020

- Commitment to quality
- Teamwork
- Innovation

They say that challenges are what show the true grit of a person. Well, this year NEWL has become a rock. We have managed to acquire new business streams in Malawi such as fiber projects and have seen our performance continue to improve in our passive contracts.

Through our combined efforts across the Tanzanian operations, we have seen records being broken, that have put us in positive limelight with HTT, resulting to being awarded more projects. Our other partners have appreciated the continuous efforts with each service provided, finding us a recommendable partner in a very challenging network.

As we welcome 2020, we must not forget our responsibility towards our commitments to quality and teamwork. Each and every single employee of NEWL has worked tremendously hard to continue growing towards new heights and 2020 shall be no exception. Many challenges are bound to arise new and old however, there is nothing a team cannot handle and our responsibility is to ensure that the quality that we have achieved shall be the vision that shall be our guide.

To all of us in the NEWL family Happy New Year for 2020



OUR SAFETY ,OUR SUCCESS

ISO 45001:2018

First Aid

OSHA award

Absolute rules

Safety is our priority

FIRST AIDERS

Eric Jacob

Diana Zumba

Boniface Lymo

Winnie Samwel

Glory Massawe

Alphonse Mganda

Omwile Sadiki

SAFETY REPRESENTATIVES

Hamisi Samike

Neema Baraka

Lolancia Victor

Isdory Kihebwe

Suzan Alfred

Winnie Samwel

OUR SAFETY, OUR SUCCESS

The HSE department would like to congratulate everyone in NEWL on finishing another year of good health and safe practices within our operation.

Last year saw NEWL win the OSHA award for another consecutive year. This would not be successful without the full cooperation of the NEWL family and the adherence to the OSHA standards which are now being upgraded to ISO 45001:2018.

The more work we get, the more our need for safe procedures and this year is no exception. We have a team of trained First Aiders and Safety Representatives that are available to assist for any HSE issues. As the reigning OSHA award recipients it is integral that all staff know and implement the safety protocols in place and when necessary contact the HSE personnel that ensure we continue being the HSE leaders in our field.

Unfortunatley we have seen an increase in road accidents causing avoidable damage to our vehicles. All staff are urged to be very careful and constantly remember to follow all safety procedures that have been put in place for our safety. Below is a list of the absolute rules that keep us safe, please go through them and remember that **our safety is our success**.



NEWL ABSOLUTE RULES

1. **Never** work under the influence of substances (alcohol or drugs) that are illegal or in excess of legal levels or where this impairs your ability to perform tasks.
2. **Never** use a handheld phone whilst driving and only make calls by pulling over or using hands free devices, when it is safe to do so.
3. **Never** exceed speed limits or travel at speeds that are dangerous for the type of road, vehicle or conditions. NEWL observes a maximum speed limit of 80km/hr.
4. **Always** wear seat belts when travelling in, or operating vehicles.
5. **Always** use suitable personal protective equipment, a safety harness and fall protection equipment. (A harness must be attached at all times when working at height).
6. **Never** carry out electrical work on electrical equipment, circuits and gear if you are **not** qualified.
7. **Always** wear helmets when travelling on, or operating, a motorbike.
8. **Passengers** are prohibited to be carried and travel in the load bay of a vehicle.
9. **Never** undertake any street or underground work activities unless competent to do so.



HR & ADMIN

Happy New Year 2020! We hope the festive season was filled with Joy and Abundance.

The HR department along with management would like to welcome all of you to a New Year where we may all continue to strive forward. Last year we saw NEWL obtain the ISO 9001:2015 Certified Quality Management System, which we are all working hard to ensure we maintain and improve. This is integral not only for growth of NEWL but also for our personal growth as continuous improvement begins with the individual.

2020 promises to be a year of further development and we urge each person to ensure that they have identified which skills they may develop through the training requirements sent to each head of department. We also have ISO 45001:2018 being implemented and like last years' this one is very important.

Lastly, we had a successful & fun end of year get together for the HQ staff in Arusha on 10th Jan.

Dar & other regions have also enjoyed their planned events.

Remember we are one team, reaching for one goal & together in 2020 we can break more records and grow towards a better NEWL.

HR and Admin

- ISO
- Personal growth
- Teamwork



CELEBRATING INNOVATORS

Innovation, the fuel for tomorrow.

NEWL has always been proud of having great innovative solutions to deal with extremely challenging problems. This year we bring to you the innovators that are constantly striving to provide digital solutions.

We urge every individual to step out of their comfort zone and contribute positively for their personal benefit and the organization as a whole.

Abdallah Anthony: IT TT tracking



Robert Okwakol: Energy and gensets performance tracking



Mageta Sukulu: Fleet Checklist





QUALITY IS OUR RESPONSIBILITY

2019 has seen NEWL acquire the ISO 9001:2015 quality management system thanks to the combined efforts of everyone in all the departments. Receiving the certificate is one thing but maintaining and improving it shall require a different level of commitment from all of us.

A Quality Management System effectiveness is only as good as its users and implementers and 2020 is a year where NEWL can grow to even better heights.

In 2020 we are aiming to bring an updated ISO 45001:2018 covering our Health & Safety. There is a need to constantly commit to true ownership of quality, which is responsibility. Through this more records can be set; new systems may be acquired and NEWL can continue its relentless growth towards greatness.

THANK YOU AND HAPPY 2020!