

# MOLWAPENG

A BOTSWANA HOUSING CORPORATION NEWSLETTER

## SECOND QUARTER 2022/23

### INSIDE THIS ISSUE:

**04** BHC implored to entrench high performance culture

**06** BHC Gives Away P50, 000 to a Lucky Customer

**07** Revised BHC Customer Care Charter officially launched



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## Editor's Note

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Is there pleasure in remembering the pain and setback of yesterday? Is it too early to celebrate our past encounter with the COVID pandemic? What then shall we say of the gains from the confrontation with this rather cunning monster?

My immediate answer to the above is that you should thank the good Lord that you are reading this piece today, way past the debilitating terror and menace of COVID19. The only way to live a quite and peaceable life is to apply superlatively every survival tactic we employed at the height of COVID19. We must cling onto the learnings from that period.

COVID19 has not been cleared off the horizon but it is only prudent for us to remain cautious and on high alert, lest we inhale the remaining 'smog' and any other possible mutations if any.

Working from home, wearing masks and keeping the distance catalyzed innovation on to another level. It morphed how we do business today and going into the future. All these forged a rearrangement of human life and the way we do business.

Luckily for BHC, we adapted and hence scaled the walls of confusion, delivering SPHALA Housing Development. We also kept afloat by encouraging our customers to get in touch with us so that we start conversation on we both were to deal with rental arrears.

Whatever the cost of losses suffered, we are still grateful that there were learnings, take-homes and futuristic innovations achieved to propel the Corporation into a certainly uncertain future. Amid it all, we never stopped loving our people and being responsible for the environment, hence the delivery of CSR initiatives cited here in this read.

**The future remains as bright as we cause our eyes and intuition to perceive it, that is why we still ACCOMMODATE YOUR FUTURE.**

**Tefo Keabope**

## **Table of Contents**

*Click on the page number to navigate*

<b>BHC implored to entrench high performance culture</b>	<b>04</b>
<b>BHC hosts a corporate breakfast in Palapye</b>	<b>05</b>
<b>BHC gives away P50,000 to a lucky customer</b>	<b>06</b>
<b>Revised BHC Customer Care Charter officially launched</b>	<b>07</b>
<b>BHC donates to Kgabotshwene Primary School</b>	<b>08</b>
<b>BHC exhibits at the Ghanzi Agricultural Show</b>	<b>09</b>
<b>BHC exhibits at Letlhafula Cultural event</b>	<b>12</b>
<b>Unpacking Fraud and Corruption in the Workplace</b>	<b>12</b>
<b>Demystifying Internal Audit's Reporting Line</b>	<b>13</b>



# Bhc implored to entrench high performance culture

The Honorable Minister of Transport and Public Works has implored the BHC Board and Management teams to entrench a culture of high performance in the Corporation, saying they must view challenges to service delivery as an opportunity for coming up with solutions.

During a half day courtesy call on the two governance bodies Molale said individual employees' output must have a bearing on the overall performance of the Ministry and this can only show if people embraced a value system of altruistic service.



**"Our 2036 dream isn't a baseless dream looking at where we have come from as a nation,"**

Molale said, urging the BHC Board and Leadership to ensure that this historical account must be brought into the BHC.

The eloquent Minister Molale, seen by many as an encyclopedia of public service says, "having understood the imperative of strategic planning, leaders must remember to sustain focus." He attributed his personal growth from starting off as an officer to being a Minister to such an ability to focus and seeing self not as a worker but a server. He further said public attitude and perceptions emerge as a result of an entity's failure to response to issues.

With an impressive 42 years in public service, Minister Molale reiterated the need for leaders to be learner before they are leaders. The Acting BHC Board Chairman, Moemedi Gabana had earlier highlighted to the Minister the need for consider policy imperatives on the need for Government agencies to consider releasing pool houses to their employees for outright purchase.

"This and the need to review the decision on the repossessed land initially secured for the construction of the BHC Head Office at the CBD would be factors accelerating our aspirations as we pursue our 2017-2023 strategic plan." Gabana says the strategic plan entails building well over 12000 housing units during the period under review and he said BHC is right on the road to success.

The courtesy visit on the Board and Management served as opportunity for the Minister to appreciate the performance of the Corporation as well as to interface, where possible with some employees.

In his closing remarks, the Permanent Secretary in the Ministry of Transport and Public Works Mr. Kgomotso Abi reiterated the need for the leaders to embrace the nation's founding value system. "We used to sing the national anthem and say the Lord's prayer in our morning assembly at school," Abi said emphasizing that those are basic tenets of a corruption free mindset.





## BHC HOSTS A CORPORATE BREAKFAST IN PALAPYE

The Corporation convened a business corporate breakfast that focused largely on engagement with stakeholders to solicit feedback and establish areas of improvement to satisfy their requirements and enhance overall service.

To welcome stakeholders to the forum, the Deputy CEO – Corporate Services, Ms. Pascaline Sefawe told the participants that the Corporate breakfast presented an opportunity for us to share our mandate and other business imperatives as directed by the Government through our parent Ministry of Transport and Public Works. “I trust that this engagement will be meaningful and in particular one that would enable us to exchange views on issues that are geared towards advancing both our interests as partners.” She said.

When presenting at the session, the BHC Acting CEO, Mr. Nkaelang Matenge explained the Corporation’s mandate and took participants through various product and service offerings.

Furthermore he gave an update on the Corporation’s internal and external projects some of which are currently ongoing. The forum presented an opportunity for the Corporation to create awareness regarding third party project and facilities management. Matenge also briefed the gathering on progress of social housing developments in particular SHHA turnkey development. Turning to accommodation availability in the area, Matenge was quick to share with participants that the Corporation currently has a total of 45 units which are vacant at the newly launched Sphala Estate at Extension 7 in Palapye. He implored different corporates to approach the Palapye Office to make inquiries with a view to house their staff members.

The Member of Parliament for Palapye Honourable Ramogapi applauded BHC for the will-effort they have put on the delivery of their mandate despite the challenging times. He said the BHC efforts are

notable, and he encouraged the BHC to intensify their marketing efforts and explore other ways, which could entice entities such as the Botswana Police and Education Departments to address the dire need for accommodation amongst its staff. When responding to the presentation, attendants mentioned among other comments issues such as affordability, quality or some products, estate management as well as lack of information regarding corporate social responsibility. Government department further lamented the issue of shortage of accommodation, which they mentioned was wide spread and affected the rest of the country and the need for diverse developments to address this challenge.

When addressing issues of quality, the Acting Regional Director- North, Mr Benjamin Olebile acknowledged that it is upon the BHC to ensure that projects specifications are done according to the project outline.

*Continued on page 7*

# BHC GIVES AWAY P50,000 TO A LUCKY CUSTOMER



As part of its Golden Jubilee celebrations, Botswana Housing Corporation (BHC) held an interactive Customer Day in Palapye on Saturday 24<sup>th</sup> September 2022.

The highlight of the day was the climax of BHC's Sales Promotional Competition, which saw one lucky customer walk away P50,000 richer, beating nine other hopefuls to 'the-winner-takes-it-all' cash prize.

The initiative ran from 1st April 2021 to 31st March 2022, with everyone who purchased a BHC house in that time automatically entered into the draw.

Giving the Keynote Address, BHC Acting Board Chairman, Moemedi Gabana, explained the Promotional Competition forms part of several activities BHC held as part of the Corporation celebrates 50 years in existence. "This is just to showcase our appreciation and thank our customers for their patronage. If it was not for you, we wouldn't be here at all. The BHC Customer Day was borne out of the realisation to engage with our customers and Botswana in general and create awareness of our products and services. This is a feedback mechanism for us, which will assist us to ensure that we offer the right products and services in the market in the long run," explained Gabana.

In addition, there was also an educational element to proceedings, with the public given an opportunity to learn more about the products and services BHC offer. The Customer Day also gave customers ample time to meet and interact with BHC personnel for feedback purposes.

Highlighting the importance of such events, BHC Acting Chief Executive Officer, Nkaelang Matenge, stressed there was still much more to come.

"Our plan is to have similar engagements rolled out in other localities in the country as we take our services to Botswana so that they have a better understanding of BHC. We are trying our level best to show appreciation to Botswana, hence the many initiatives which are geared towards promoting home ownership," said Matenge.

BHC is mandated with providing housing and accommodation for Botswana, including amongst others: rentals for corporates, government, private companies and individuals. To date, the Corporation has sold over 15,000 housing units to Botswana since its establishment.



## BHC HOSTS A CORPORATE BREAKFAST IN PALAPYE **Continued..**

“The Corporation and the Council Technical team are responsible for inspection of social housing projects hence they would investigate the issue of poor quality and ensure that the required standard are met.” He added. On the issue regarding a uniform paint used for SHHA turnkey projects in most areas, he advised that they the Corporation allows beneficiaries to suggest their desired colors, however he said this is subject to request.

Commenting on Corporate Social Responsibility, the Acting, Head of Marketing and Communication, Mr. Tumo Kgatlwane told the gathering that every financial year, the Corporation reserves some funds through a budget process which goes towards implementation of Corporate Social Responsibility initiatives. He shared that the Corporation’s CSR Policy is skewed towards community based projects. When sharing some of the CSR initiatives that the Corporation has done in the past, he mentioned

the donation to Liswaani 1 Junior School at Kachikau and many others before it, some of which were in areas of health and education. He urged the Social and Community Development (S&CD) to work on CSR requests, which the Corporation could consider for donation purposes.

The Assistant District Commissioner Ms. Maitumelo Pheko thanked BHC for hosting a befitting event and reiterated the great relationship and cooperation they continue to enjoy with BHC. The forum was attended by among others, corporate customers, local authorities, Government and private entities representatives and the business community.



Remember you can anonymously report suspected fraud, corruption or any unethical conduct through the whistleblowing line (Tip - offs Anonymous: **BTCL 0800 600 444**, Mascom 71119035, 1144 Orange)

## Revised BHC Customer Care Charter officially launched

**Acting Chief Executive Officer, Mr. Nkaelang Matenge, officially launched the revised BHC Customer Care Charter to Botswana Housing Corporation staff.**



**T**he Corporation took a deliberate decision to review its customer service standards across all operational levels within the Corporation.

The decision was to align the charter with the Quality Management System (QMS), which was recently adopted by the Corporation. It was also an opportunity for the Corporation to review its turnaround times for service standards to align them with international best practice.

After a process that involved employees and respective departments within the Corporation, it culminated with the adoption of the Corporation’s Customer Service Standards. These standards are a pledge to the customers that BHC is committed to always provide an excellent and quality service in an efficient, effective, and caring manner.

In his official address to BHC staff members, Mr. Matenge said that the Charter aims to ensure professionalism and high-level customer service concepts in service delivery and appreciates that the customer is the heart of the Corporation, and thus the Corporations’ procedures, processes, and systems were done with the customer in mind.

He went on to say that the corporation is relaunching the Customer Care Charter to reaffirm its commitment to its customers as it prescribes how customers may access their right to superior service at all times in all the corporation’s functional areas.

In his conclusion Mr. Matenge said the Corporation has identified Customer Service as a high priority area and without it we will not be able to achieve

our vision of being “The leading provider of housing solutions for dignified lives”.

When giving closing remarks, Deputy CEO Corporate Services Ms. Pascaline Sefawe said that the Quality Management System is basically focused on customer service and that the Corporation should be customer-focused and continuously improve the services it offers to the customers.

Customer Care Charter was first launched on the 25<sup>th</sup> of September 2015 as part of quest to drive a customer-centric approach to delivering service to the customers and was later reviewed in 2021.



# BHC donates to Kgabotshwene Primary School

Regional Office South in conjunction with Gaborone and Molepolole Area Offices, continued with the spirit of giving as a way of showing love and compassion in the lives of Kgabotshwene Primary School pupils. The three offices donated library furniture inclusive of tables, chairs, book shelves, installation of blinds for the seven windows in the school library and upholstery of a 3-piece lounge suite in the reception area. All the items amounted to P29, 967.95

Kgabotshwene is a primary school located in Sikwane in the Kgatleng District, about 55 km North-East of the Capital Gaborone. Speaking at the handover event, Regional Director – South, Mr. Kesebonye Khimbele, said BHC is not only known as a provider of accommodation but also known as a Corporation that builds families, communities, and the nation. He highlighted that BHC believes in quality education, and it is the responsibility of the Corporation to assist the Government in molding the learners and providing other amenities to enhance their personal development and prepare them for the future. He went on to say that the little that they have contributed will offer students a comfortable learning space which will further their life skills and enhance their learning experience. He concluded by encouraging the students to use the goods to their advantage and improve their results. He also urged them to take good care of the items so that they could last long and serve future students. When receiving the goods, the school head, Ms Onyana Osupile, expressed gratitude for the Corporation’s gesture indicating that the goods donated will motivate the “students to read and have lifetime skills that will uplift the performance of the school.

She went on to indicate that BHC has created a conducive learning environment for the students and the goods donated will empower the school to do better. “BHC did a good job at the library, it was called a library simply because it is a building but lacked chairs, tables and proper book shelves”. She said. Ms. Osupile further expressed that the school is performing well, and she attributed the good performance to the strengthened link between teachers and parents. Lastly, she emphasized that the donation came at the right time as the school is battling with shortage of furniture. For his part, the Honourable Councillor for Mabalane– Sikwane, Hon. Senwelo Sekate, commended BHC for their splendid job of offering a helping hand to the school. He indicated that way back, companies used to operate in areas without giving back to the community they operate in and today more are beginning to come forth to plough back to the communities. He continued to say that the Government has resource constraints which call for other stakeholders to provide amenities that will help teachers produce excellent results.

**He appealed to companies to adopt individual students and close gaps in the education of the less privileged.**



The event was graced by Kgosi Pilane of Sikwane, Honourable Councillor for Mabalane-Sikwane, VDC Vice Chairman, Social and Community Development Representatives, PTA, staff, and pupils.”





## BHC exhibits at the Ghanzi Agricultural Show

**B**otswana Housing Corporation exhibited at this year's 48th Ghanzi Agricultural Show to showcase its products and services with a specific focus on selling Sphala Estate and other available housing developments in the country.

The annual Ghanzi Agricultural, which has not been held in the past two years due to Covid-19 ran from 25th-30th of July and was officially opened by His Excellency the President of Botswana, Dr. Mokgweetsi Eric Keabetswe Masisi. He said this annual event has evolved in importance to become a forum for farmers, investors and traders who are eager to promote their products, develop business contacts, as well as share experiences. This according to Masisi, "is in line with the Government's commitment to diversify the country's economy and to reduce the food import bill." The Ghanzi Show Trust Chairperson, Ms Gracious Soke also opined that the use of technology should be harnessed to ramp up food production. Amongst other exciting activities that took place were, quadbike rides, dog race, horse races and a number of music shows clearly riding on the success of the show and its large attendance. The Corporation has been attending and showcasing at this show over the years, scooping trophies for the best stall. This time around, the Corporation managed a position 3, coming after SEZA and Water Utilities respectively under the Parastatals category.

Held under the theme "Self-sufficiency and sustainable production of basic foods for our reset agenda", this



year's event comes after a two-year layoff due to the Covid-19. It was a well-attended event which brought many spectators, public and farmers to the calm town of Ghanzi as well as people from other countries such as Namibia. In his official opening speech, His Excellency Dr Mokgweetsi Eric Masisi appreciated the honors of having been invited to officiate at the 2022 Ghanzi Agricultural Show. "I am informed that the Ghanzi Agricultural Show, is a must attend in a lot of people's diaries and has clearly turned the ever-calm township to a popular tourist attraction area," he said citing the impressive attendance of between 5000 to 7500 people daily. The the numbers are reported to have peaked during the last two days.



# BHC IN PICTURES





**BHC IN PICTURES**





## BHC exhibits at Letlhafula Cultural event

The Botswana Housing Corporation (BHC) took to Palapye to participate alongside other exhibitors that thronged the Majestic Five Letlhafula event. This year's 4th edition of the Letlhafula event was aimed at celebrating the rich diversity of culture through music, dance, food, and fashion. The event presented an opportunity for the BHC Palapye Office staff to showcase what the Corporation has to offer. Over and above this, the event offered networking opportunities for staff members.

When giving a brief to the audience about what the Corporation has to offer during the day, the Palapye Area Office Manager, Mr. Khumoetsile Bagai said that they saw the event as a great opportunity to showcase their products and services with a view to market the available units in Palapye, at Sphala Estate and Extension 7 as well as Serowe. He urged the attendants to make inquiries about the available products, as well as visit the BHC Office in Palapye to get first-hand information on what is on offer. He said the office has arranged to take prospective customers to the houses for viewing and help them secure the most comfortable accommodation the Corporation offers. The BHC Palapye Team was joined by the Regional Director North, Ms. Bridget Mtonga and few staff members from the Francistown Office who came to offer support to the colleagues in Palapye.

# Unpacking fraud and corruption in the workplace

ACFE defines Fraud as any activity that relies on deception in order to achieve a gain. Fraud is when a person knowingly misrepresents the truth or conceals a material fact to induce another to act to his or her detriment (Black's Law Dictionary). In other words, if you lie in order to deprive a person or organization of their money or property, you're committing fraud Botswana Housing Corporation (BHC) draft Policy on Fraud and Corruption Prevention defines Corruption as any person who being employed by Botswana Housing Corporation and being charged with performance of any duty by virtue of such employment, corruptly solicits, receives or agrees or attempt to receive or obtain any property or benefit of any kind to himself/herself or any other person on account of anything already done or omitted to be done, or to be afterwards done or omitted to be done, by him in the discharge of the duties of his office Fraud and Corruption is considered a serious problem in Botswana. According to Transparency International 2021 report, Botswana's Corruption Perception Index (CIP) score declined compared to other previous years.

In 1994 the Government of Botswana promulgated the Corruption and Economic Crime Act aimed at providing for the establishment of a Directorate on Corruption and Economic Crime, to make comprehensive provision for the prevention of corruption and confer power on the Directorate to investigate suspected cases of corruption and economic crime and matters connected or incidental thereto. Furthermore, Botswana as a member of the African Union ratified The African Union Convention on Preventing and Combating Corruption (AUCPCC). This clearly shows how committed the country is in combating fraudulent and corrupt activities which pose the risk of declining economies of other countries in so far



as legislation is concerned. As a business in the construction and real estate development space the Corporation is exposed and vulnerable to offences relating to fraud and corruption activities. Therefore, it is very important to employ adequate prevention and detection techniques to prevent such activities from impacting our business. Below are some of the fraud and corruption risks the corporation is exposed to

- **Kickbacks and bribery**
- **Embezzlement**
- **Fronting**
- **Bid rigging and collusion**
- **Conflict of interest**
- **Invoices received for fictitious goods or services,**
- **Inflated invoices**
- **Reimbursement of fictitious or inflated business expenses by employees**
- **Falsified working hours Data theft**

Sumah (2018) highlighted the following as the major causes of corruption:

- Lack of professional ethics
- Lack of transparency (Former UN Secretary General and Nobel Peace Prize Laureate Kofi Annan once said, "If corruption is a disease transparency is essential part of its treatment").
- Weak internal controls
- Greed for personal gain

In light of corruption causes the Corporation has the following internal controls prevention and detection initiatives:

The Draft Fraud and Corruption Prevention Policy awaiting approval by relevant structures is aimed at putting appropriate corporate governance structures, process and policies and raising awareness on fraud and corruption activities and reporting protocols to be followed by employees, suppliers, services, works contractors and other persons doing business with

the Corporation. Some of the governance structures the policy seeks to establish includes fraud and corruption prevention committees at the regional offices, which shall be responsible for the design, implementation and monitoring of fraud and corruption prevention plans for the Corporation.

The Corporation has whistleblowing facility that members of staff and the public can report suspected or alleged incidents of fraud and corruption. This facility is independently operated, maintaining the highest level of confidentiality and anonymity of those reporting any contravention of public laws or issues relating to maladministration.

Anti-fraud and corruption awareness workshops are being held on annual basis to sensitize staff on fraud and corruption and

messages are shared to alert staff on new criminal trends of fraudulent acts.

In addition, the Corporation has the below measures to mitigate and prevent fraud/ corruption risks in the workplace. Those measures includes:

- Delegation of Authority
- Conducting necessary customer due diligence
- Verification and authentication process before making payments.
- Internal audit
- External audit
- Implementing segregation of duties principle
- Management reviews – periodic reporting

Members of staff and the public are encouraged to continue reporting any fraudulent and Corruption related activities to the below ethics lines.

## Demystifying Internal Audit's Reporting Line

**The Internal Audit Department's role in the Botswana Housing Corporation is to provide independent assurance that the Corporation's risk management, governance and Internal Control processes are operating effectively.**



This article intends to clarify the dual reporting of the Internal Audit function. Dual reporting means the Chief Audit Executive (CAE) reports:

1. to executive management (ideally the Chief Executive Officer) for assistance in establishing direction, support and administrative matters (administrative/ day-to-day reporting) and
2. directly to the Board (functional reporting). The CAE has regular and open communication with the Finance, Risk and Audit committee (FRAC) which is a subcommittee of the Board. It goes without saying that administrative reporting requires regular engagement of the Internal Audit head with the Executive Management (ideally, the Chief Executive Officer).

This, therefore, means that Internal Audit may share Internal Audit reports with the executive management prior to the Board as the responsibility DEMYSTIFYING INTERNAL AUDIT'S REPORTING LINE for implementation of corrective action lies with management (this action, however should be noted does under no circumstance impede the Internal Auditors independence).

However, in certain instances, reports may go directly to the Board due to the nature of the work that was carried out (an example would be in cases where there may be issues of conflict of interest).

The Internal Audit department remains committed to ensuring that we remain a trusted partner and that the BHC obtains the best value services for Internal audit assurance and consulting services.

# BHC NEW SHORT CODE

*Call us on*

**18888**



We have switched our  
Call Centre short code  
from **1167** to **18888**,  
across all networks.

Our Call Centre Number still  
remains **+267 315 9902**.

For more info visit [www.bhc.bw](http://www.bhc.bw)



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## PARTNERSHIPS COMPLIANCE CHECKLIST (UNSOLICITED BIDS)

The Corporation from time to time receives submissions from individuals/companies holding pieces of land around the country, with the request for a possible collaboration in developing the said land. These requests are received through the Business Development Unit and assessed for compliance with established criteria. This checklist determines whether a proposal is accepted by BHC for further review.

### CRITERIA FOR ACCEPTANCE

ITEM	CRITERIA
<b>LAND</b>	More than 2 hectares
	Strategic prime location
	Title Deed Available
	Mandate to sell
	Mandate to negotiate
	Residential use
	Can use of land change?
<b>AREA DEVELOPMENT</b>	Development plans
<b>VALUATION</b>	Valuation done
	Report Aailed
<b>SITE LOCATION</b>	Clear location maps
<b>PROPOSAL</b>	Development Concept
	Market valuations
	Value proposition for BHC
<b>ACCESS TO INFRASTRUCTURE</b>	Water (WUC mains)
	Water (Borehole(s))
	Sewer
	Electricity
	Access roads

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Select 8. Rentals

- 2** **Botswana Housing Corporation**  
1. Botswana Housing Corporation  
2. Back..  
Select 1. Botswana Housing Corporation
- 3** **Enter your Customer Number.**  
Primary Reference
- 4** **Enter the Town Code.**  
For Validation)
- 5** **Enter the Plot Number.**
- 6** **Enter Amount**  
Optional it can be coded per category as its a fixed fixed amount.
- 7** **Enter Bank Card Number**  
Enter the 16 digits on the bank card.
- 8** **Enter Expiry MMY**  
Enter Expiry date - mmyy (no spaces or slashes)
- 9** **Enter CVC**  
Enter the last 3 digits from signature panel
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