

Tutorial Letter 201/2/2016  
Practising Workplace English

ENN1504

Semester 2

Department of English Studies

Bar code

Dear Student,

In this tutorial letter we provide information relating to the May/June examination, and information relating to the assignments. At this stage many of the Semester 2 assignments must still be submitted and marked. We will be able to provide answers to the questions on myUnisa only when the Semester 2 marking process has been completed. In this letter we include assignment questions and answers from a previous semester. Although these are not the assignment questions that you answered, they do cover the same topics. The answers are a selection of very good assignments submitted by students.

## **SECTION A: EXAMINATION GUIDELINES**

### **ASSESSMENT**

Evaluation of your answers to examination questions will be carried out in much the same way as for assignments. Your marks will be determined by considering the three broad areas shown in the following table:

### **ASSESSMENT CRITERIA**

Clarity is the combined effect of the following aspects of good business writing:

<b>STRUCTURED CONTENT</b>	<b>STYLE AND GRAMMAR</b>	<b>LOCAL ERRORS</b>
<p><b>Alignment of content and structure:</b></p> <ul style="list-style-type: none"><li>• <b>Content: information accuracy and completeness</b></li><li>• <b>Structure (paragraphing subheadings, format conventions)</b></li></ul> <p><b>Writing skill: <i>Revision</i></b> <i>Reorganise ideas and information. Where necessary, add detail or summarise.</i></p>	<ul style="list-style-type: none"><li>• <b>Appropriate writing style</b></li><li>• <b>Grammar: vocabulary and sentence construction</b></li></ul> <p><b>Writing skill: <i>Editing</i></b> <i>Improve style and sentence construction</i></p>	<ul style="list-style-type: none"><li>• <b>Language accuracy: error-free grammar; spelling; punctuation; typing /handwriting</b></li></ul> <p><b>Writing skill: <i>Proofreading</i></b> <i>Correct minor mistakes in grammar, spelling, punctuation and keyboard use</i></p>

This implies:

- We revise the text as a whole in order to improve content and structure.
- We edit sentence by sentence in order to improve grammar and writing style.

- We proofread in order to correct minor mistakes that might distract attention from what we are trying to communicate.

## **EXAM TECHNIQUE**

Answers must meet the requirements of the question. Although we do not require that you show your planning, you need to think very carefully about the precise wording of the question. Questions and instructions are often complex, and need to be analysed step by step. You will be tested partly on your ability to comprehend and give well planned responses to specific instructions.

Remember to make your answers as realistic as possible by including sufficient 'factual' information. You may invent (i.e. make up) the appropriate details.

If you need to do some rough work, use the back pages of your answer book and rule a line through it so we can see it is not to be marked. However, be sure that you have enough time to finish all the answers that we must mark. On the other hand, you should not rush so much that you do not use all of the time available to you. On the basis on the Question Paper format described below, you should be able to estimate how much time you can spend on each question.

## **QUESTION PAPER FORMAT**

You will write one 2-hour paper worth a total of 100 marks. Your examination mark will contribute 60% of your final mark; the remaining 40% will come from your semester mark as derived from your assignments. However, if you get less than 40% in the examination itself, your assignment marks will not be considered at all.

Your examination will cover these topics:

1. Writing skills in correspondence – revising, editing and proofreading.
2. Minutes of meetings
3. Report writing (either a progress or an investigative report).

## **SECTION B PAST ASSIGNMENT QUESTIONS AND ANSWERS - FROM A PREVIOUS SEMESTER**

Because we are still marking your assignments, these are not answers to the questions you were given, but they do cover the same topics. Feedback on your own assignment questions should be available on myUnisa shortly before your examination.

## **ASSIGNMENT 01 CORRESPONDENCE – REVISING, EDITING AND PROOFREADING**

### QUESTION

Read the draft memo below critically and then improve on it by revising, editing, and proofreading it. This means that you should write your own version of the message, and may add or leave out information. In your revised version, you should have grammatically correct English, appropriate style and well-structured paragraphs. **Your answer should not exceed one page in length.**

## **M E M O R A N D U M**

**TO: All**

**FROM: Skills development manager**

**WG. Lovelin**

**Human Resources**

**DATE: 18th May 2016**

**RE: Hours!!!!**

It has come to my attention that, nowadays there's people who think we're gonna do things the way how we want to do them, its not necessary to listen to managers. I'm referring to those of you who think you can come late at work everytime and there will be nothing to be done about it. They don't want to respect the rules. So this is to inform you that now we have implemented a clock system that will help us and stop this people that are continuing to disobey. When you come at work you must clock in on your computer and we can see what was the time and who was coming late. I have ask the secretary to monitor and put the names on the list.

I am being very much honest to you. We are all having our problem and the traffic is the other problem but, we are coming to work early in time and leave work late. So everybody can do that too, never mind about the excuses. I met with one of the staff member in the lift and she was telling me about problems with her children and her family commitments, please note they are many problems out there. People have accidents everytime, mothers loose sons and daughters, some people they are sick and they are needing medical assistants and financially assistants. Does that mean we have to not come to work in time? Just yesterday I was talking to another man who leaves in the street and he was telling me that he is going to sleep with a emty stomach every day. I don't know. We all having problems at home and evrywhere, but we come to work punctual day in and day out. According to my opinion is if you dont want work here, than you must go somewhere else. I repeat again, the clock system will begin next month on the 1st, its where you will clock in when you are coming at work and clock out when you leaving work at the afternoon or night or whenever. And the UNION have AGREED on the using of the clock, and the management bosses has agreed, one of the boss basically said we

suppose to start the clock now, but we will start the clock next month. If you don't know how to use the clock, than contact us and we will explain how does the clock system work. And remember, we will use the clock from next month!

Your positive respond will be highly appreciated.

Your's faithful.

WG Lovelin

### ANSWER

#### **MEMORANDUM**

**To:** All members of staff

**From:** WG Lovelin  
Skills Development Manager: HR

**Date:** 18 May 2016

#### **MONITORING OFFICE HOURS - NEW CLOCK SYSTEM**

In order to promote punctuality and productivity, and in terms of an agreement between management and the unions, a new clock system will take effect on 1 June 2014. All members of staff will be required to clock-in on their computers at the beginning of each work day, and clock-out before departure.

Kindly direct all queries to the Human Resources directorate.

WGLovelin

Skills Development Manager  
Human Resources

#### **ASSIGNMENT 02 MINUTES OF A MEETING**

### QUESTION

#### **Instructions**

As secretary to the Chief Operations Officer (COO) at *WriteRight Publishers*, it is your task to

take minutes of staff meetings.

Below is a transcript (exact words written down) of what was said during part of a meeting, presented in the form of a dialogue. At this point the meeting is discussing complaints about staff members smoking in their offices.

Write the minutes of this discussion, which covers only one agenda item, and not the whole meeting. NOTE THAT THE COMPLETE FORMAT FOR MINUTES IS NOT REQUIRED.

Minute the discussion under the following subheading:

### **5.1 Smoking in offices**

Your answer should be approximately half-a-page in length.

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. It is usually not necessary to record what each person said in turn.

#### **Transcript of part of the meeting**

Ms Barnes (Chairperson): Ok, let's move on to item 5.1: Complaints about colleagues smoking in offices. We've noted with disappointment that complaints about some of you smoking in your offices are still flooding in. Really now!

Mrs Timms: Oh for goodness' sake, how many times do we have to keep harping on the same issues over and over! I mean it's like listening to a scratched CD. And we know how irritating that is.

Ms Barnes: Yah, we've dealt with it before, but the fact of the matter is that we are still getting complaints. Frankly, this is becoming a nuisance. I hate it when old people act like a bunch of kids.

Mr Hashem: Whoa, easy there, come on now. Call us immature, call us stubborn, call us anything, but calling us a bunch of kids is taking it too far. Deal with the issue and don't get personal, OK.

Ms Barnes: Point taken, sorry about that. It's just that this seriously gets on my nerves.

Ms Hahn: I don't get why people are freaking out and going all twisted about this. The thing is simple and straightforward; we have a policy on smoking and it's got

very clear stipulations.

- Mr Motha: Yes, the policy is very clear. Smoking in offices is prohibited. Simple as that.
- Ms Barnes: Yes, and there are clear designated areas around our building for smoking. The issue here isn't whether or not people should smoke in their offices, as we all know the answer to that. The issue here is to find a solution to the fact that people know they shouldn't smoke in their offices, yet they continue to do so.
- Mr Caines: How are we supposed to work with all the air around us poisoned? These people know that what they're doing is inconsiderate. Plain and simple!
- Mr Kuhn: Guys, I don't know about you, but I think the issue here is about cowards who can't go to their colleagues and tell them to stop smoking in their offices. I mean really, do we have to spend all this time discussing this! The solution's as easy as walking to an office and telling someone to stop messing with you.
- Ms Mazi: Goodness, you make it sound like we live in the stone ages! What's next, a free for all fight where we all club whoever we disagree with! Come on, there are many resolution procedures that can be followed, and this meeting is only one of the avenues.
- Ms Barnes: People, people! Settle down. We are here so we can get to the bottom of this. We are here to find a solution to this brazen disregard for policy. And yes, Mazi, reporting matters is one way of dealing with offenders and then we can discuss these issues and...
- Mr Smith: Welcome to the land of never-ending-meetings! The forever-discussion-resort! I say we dismiss the lot, if they can't adhere to policy then why should they be kept around!
- Ms Barnes: Okay, I know I said we're here to find solutions, but your suggestion seems extreme. In the interest of democracy I have to ask; does anyone else support the dismissal of colleagues who fail to adhere to policy?
- Mr Zimm: Setting that kind of precedent would mean we've got to dismiss some very capable people.
- Ms Barnes: Again, any support for immediate dismissal? No? Okay, that suggestion is out. What if we ask HR to send personalised letters and emails to everyone reminding them of the smoking policy and highlighting the office issue?
- Mr Smith: Letters to everyone! Is that necessary? Think of all that paper and the trees! We know who the culprits are, so why don't we send the letters to the guilty

while some of us get to spend our time on other important issues.

Ms Kuhn: Ya! I support that!

Ms Barnes: Okay, so we will send emails to everyone, I mean everyone in the organization. We will further send letters to the culprits, I mean, affected employees. How about that? Agreed? Good.

Mr Caines: Eh, what if we also post notices at entrances to corridors, you know, reminding people not to smoke in offices; kind of like how security people post notices reminding us to lock away our valuables?

Ms Mazi: Excellent idea. This way, when we do dismiss people, no one will claim ignorance.

Ms Barnes: Yes yes, I like it. Can the secretary organise those notices? Is that OK for everyone? Excellent! Thanks.

Mr Kuhn: So the idea of confronting those who are guilty is out of the question?

Ms Barnes: On the contrary. Over and above the letters and notices, I will personally talk to each of these people, with representation from HR of course. Our discussions will be recorded, as stipulated in our conflict resolution policy, and I will report on the outcome at our next meeting. How's that? Any support?

Mr Zimm: Yes, that's perfect! Let me just commend you Chair on your no-nonsense approach towards this matter. You know I remember this department when Mike was still in charge; there was no stress I tell you, no stress. These days I never know if my increased asthma attacks are due to the smoke or the stresses of this place. I just...

Ms Barnes: Thanks, eh Zimm, I take your point. We've exhausted this item. Shall we move on then? Great, now to Item 5.2...

## ANSWER

### **5.1 Smoking in offices**

Ms Barnes, chairperson, expressed her concern that complaints were still being lodged regarding staff members smoking in their offices.

It was agreed that HR would send email reminders of the smoking policy to all staff and

personalised letters cautioning known offenders.

The secretary would have notices posted at entrances to corridors.

Ms Barnes would talk to each known offender, with representation from HR, recording the discussions as stipulated by the Conflict Resolution Policy.

## **ASSIGNMENT 03 THE INVESTIGATIVE REPORT**

### QUESTION

#### **Background**

You are employed as Director: Logistics in a company that manufactures office furniture, and are therefore responsible for the management of packaging and deliveries to retail outlets (shops).

You seem to have endless problems with maintenance of the small fleet of delivery vehicles belonging to the company, and with some employees in the Logistics section. You have reported that there are too many costly mechanical breakdowns and accidents, some involving drunk driving, and that there have been a number of cases of unauthorised use of the vehicles for private purposes. In addition, drivers have been using them to transport employees to and from work, although this service has never been approved by management.

The Chief Executive Officer (CEO) has asked you to investigate this disturbing state of affairs, and to make recommendations regarding whether the company should continue to operate its own fleet of vehicles, or outsource all deliveries to an independent Logistics (road transport / trucking) company.

#### **Instructions**

Write a short investigative report. You should include a title and use the following subheadings:

1. Terms of reference
2. Procedures
3. Findings
4. Conclusions
5. Recommendations

Your report should be 2-3 pages in length.

ANSWER

**Mills Office Furniture  
MEMORANDUM**

**TO:** Mr Mark Arendse

REF.: S/14

**FROM:** Ms SarahWade  
Director: Logistics

**DATE:** 22 February 2014

**REPORT ON AN INVESTIGATION INTO THE POSSIBLE BENEFITS OF OUTSOURCING  
MILLS OFFICE FURNITURE DELIVERIES TO AN INDEPENDENT LOGISTICS COMPANY**

**1. Terms of reference**

On 1 February 2014 Mr Mark Arendse, Chief Executive Officer (CEO) of Mills Office Furniture, requested that an investigation be carried out into the possible benefits of outsourcing Mills Office Furniture deliveries to an independent Logistics company. The investigation was requested due to costly mechanical breakdowns and unauthorised and reckless vehicle usage. Recommendations to be submitted to the CEO by 23 February 2014.

**2. Procedures**

The procedures followed to conduct this investigation include:

2.1 The cost to company for managing its own fleet of delivery vehicles for a period of 6 months (1 August 2016 to 31 January 2014) was calculated from pay-outs for vehicle maintenance and repairs, fuel and staff costs. This was compared with quotations requested from three independent logistics companies for the same deliveries.

2.2 A report was requested from Tracker to ascertain the number of unauthorised kilometres

(vehicles used for private purposes and to transport staff to and from work) for the period 1 August 2016 to 31 January 2014. Fleet history recorded no-go zones were used as a basis for calculations. Cost to company for unauthorised travel was calculated.

2.3 Questionnaires were distributed to 13 staff members (see attached questionnaire – Addendum 1).

2.4 Transportation options for staff to and from work were investigated.

2.5 Interviews were conducted with two Small Fleet Operations Managers (see attached interview schedule - Addendum 2).

### **3. Findings**

Based on the procedures described above it was found that:

3.1 Outsourcing to an independent logistics company would cost R15 000 on average per month. Current fleet management costs an average of R17 000 per month.

3.2 Unauthorised use of fleet vehicles cost Mills Furniture an additional R1 500 per month on average.

3.3 The completed questionnaire confirmed that three staff members are using company vehicles to get to and from work.

3.4 Bus and train schedules confirmed that there is alternate transport available for staff currently using company vehicles:

- Bus routes stop 500m from the office;
- A train stop is less than 1, 5 kilometres from the office;
- Taxis do not drive the route.

3.5 Managers interviewed expressed their dissatisfaction with unreliable, old fleet vehicles that continually breakdown. They confirmed three cases of drunk driving. It was estimated that the total man-hours used to deal with breakdowns over the past six months averaged 7 man-hours per month.

### **4. Conclusions**

From evidence in the findings above, we can conclude that:

4.1 Outsourcing fleet management to an independent logistics company would be more cost effective, even if unauthorised vehicle usage issues could be resolved. Additional benefits would include:

- No need for driver salaries;
- No need for tracker services;
- Current vehicles could be sold.

- 4.2 Only 3 staff members are affected with transport to work and alternate transportation is available for these staff members.
- 4.3 Outsourcing would allow for a more efficient delivery service with more reliable vehicles. It would further allow for less man-hours spent on managing fleet breakdowns and related matters such as disciplinary hearings.
- 4.4 Fleet breakdowns account for many wasted man-hours.

## **5. Recommendations**

- 5.1 Deliveries should be outsourced to an independent logistics company.
- 5.2 Fleet vehicles should be sold and tracker services terminated.
- 5.3 A meeting should be held with staff to remind them that transport to and from work is their own responsibility they should be given information on transportation options.
- 5.4 Delivery staff (drivers) should be transferred to elsewhere in the company for operational reasons. Options should be discussed and negotiated with them beforehand.

*SWade*

Ms S Wade  
Director: Logistics

## **ASSIGNMENT 04 THE PROGRESS REPORT**

### QUESTION

#### **Background**

You are employed as the Director: Logistics and Environmental Issues at the Head Office of FleetStreet: an organisation which provides shuttle and transport services throughout the country.

Last year, FleetStreet embarked on a major environmental greening initiative, and the first step in this project was a competition in which the staff were invited to submit “green” suggestions. Many useful suggestions for becoming a greener business were received, and management decided to fund the implementation of the following during 2014:

- a. Recycling waste products produced by the company.
- b. Making use of grey (non-sewage waste) water for gardens on the company

premises.

- c. Regenerating the natural habitat in a chosen area not far from the company premises by removing alien (non-indigenous) vegetation and planting indigenous trees.

However, it is nine months later, and the greening project is not prospering. Since Management invested a large sum of money in the project, they are expecting answers. You have been requested to investigate the state of affairs, and compile a progress report.

### **Instructions**

Compile a progress report on the *2014 Going Green Project* of FleetStreet. Include progress made in the three areas outlined above, adding any relevant details.

You should adapt the following headings to suit your own situation:

#### **TITLE**

1. Introduction (Background)
2. Description of project (Objectives, target dates, resources, budget, etc.)
3. Work completed to date
  - 3.1. Phase/project 1
  - 3.2. Phase/project 2
  - 3.3. Phase/project 3
4. Difficulties encountered
5. Next phase
6. Conclusions and recommendations

### ANSWER

#### **REPORT ON PROGRESS MADE IN THE IMPLEMENTATION OF THE *2014 FLEETSTREET GOING GREEN PROJECT***

##### **1. Introduction**

Last year, *FleetStreet* embarked on a major greening initiative. We held a competition in which we received an overwhelming response to our “going green initiative”. Several suggestions were accepted and on 7 January 2014 the first phase of this project was implemented.

##### **2. Description of Project**

The following recycling objectives were decided upon:

2.1 Recycling waste products produced by the company.

2.2 Making use of *grey water* for the bus wash bay and gardens on the company premises.  
 2.3 Regenerating the natural habitat at zone 2 stand 2061 opposite the Head Quarters in Midrand by removing alien (non-indigenous) vegetation and planting indigenous trees. The **target dates** for implementation of ***the going green project*** were:

- Project 2.1: 07 January 2014
- Project 2.2: 10 February 2014
- Project 2.3: 28 February 2014

**Resources** used in this project are labour and human resources, land and natural resources, economic resources and outsourcing to obtain sustainability, conservation and stewardship.

*FleetStreet* has approved a **budget** for the above projects to the sum of R400 000.

### 3. Work completed to date

#### 3.1 Project 1: Recycling

The following **Recycling bins** were placed on the premises on 7 January 2014:

- |     |         |     |                              |
|-----|---------|-----|------------------------------|
| 1.1 | Paper   | 1.5 | Glass                        |
| 1.2 | Cartons | 1.6 | General waste                |
| 1.3 | Plastic | 1.7 | Used tyres ( <i>rubber</i> ) |
| 1.4 | Cans    | 1.8 | Used oil                     |



*FleetStreet* discards a substantial amount of paper, cans, glass, cartons and plastic on a monthly basis. Recycling these items reduces greenhouse gas emissions and it generates income from recyclables recovered.

At the workshop in Midrand, busses are checked and serviced on a regular basis. Once **tyres** are discarded, they are considered scrap tyres. Tyres are among our largest and most problematic sources of waste. Annually *FleetStreet* discards up to 1000 tyres. More efficient and effective ways of recycling of tyres are being investigated.

**Used oil waste management and recycling** is a major priority of *Fleetstreet*. The company makes use of “The Old Oil Man” (part of NORA-SA; National Oil Recycling Association of South Africa) to dispose of used oil at our company Head Quarters.

#### 3.2 Project 2: Grey water

After intense research on the use of *grey water*, the following conclusions were made:

3.2.1 On average *FleetStreet* uses 80 000 litres of water on a monthly basis, 80% of this water is consumed in the wash bay where busses are cleaned, costing the company in excess of R4 000pm.

3.2.2 After research, it was established that a combination of rainwater harvesting and grey water treatment can conserve the environment and save the company money. Research shows by using an advanced car-wash water recycling system (*Grey water bio digestion*), water consumption can be reduced by up to 70%. We contacted Rainwater Harvesting (Pty) Ltd to install a high performance carwash recycling system, costing the company R240 000.

We also decided to install an external *grey water* tank, diverting bathroom basin water to a low pressure irrigation system that will supply water to the gardens. Incurred costs: R48 000.

3.2.3 The High performance carwash recycling system and a 150l *grey water* tank was installed by Rainwater Harvesting (Pty) Ltd on 10 February 2014.

### **3.3 Project 3: Regenerating the natural habitat**

3.3.1 We have made it our priority to take stewardship of the fallow land (belonging to *FleetStreet*) situated opposite *FleetStreet's* Head Quarters after noticing that alien vegetation had taken over the native vegetation and is causing soil erosion and posing a high risk of flammability and veld fires. Alien vegetation is known to be a threat to water security as they consume hundreds of litres of water per day. The project goal is to remove the invasive species and replace them with indigenous trees and shrubs.

3.3.2 On 28 February the following management actions were initiated:

- The extent of invasion as well as density and height of alien species were mapped.
- Costs were determined (see attached annexure A).
- A plan of operations detailing initial control of drastically reducing the existing population was established.
- A week later we started removing all the invasive alien plants from the property.

## **4. Difficulties encountered**

### **4.1 Difficulties encountered with the recycling bins**

Our biggest challenge is to educate the employees to use the bins appropriately. Many of the employees do not distinguish between the waste and waste is thrown into incorrect bins without making a concerted effort to recycle.

Some employees are against this initiative. They feel that we are jeopardising the jobs of unemployed people who make it their daily income to sort waste and sell it to recyclers.

If our recycling initiative is implemented properly, income can be generated from recyclables

recovered for the company.

#### **4.2 Difficulties encountered with the recycling of tyres.**

Used tyres have been piling up at the company premises and there are significant problems with recycling. In 2012 the department of Recycling and Economic Development Initiative of South Africa (Redisa) gave the green light to implement a plan for the effective recycling of tyres. A levy of R2, 30 plus VAT were placed on the importation of tyres. These costs are being recovered through the byers. According to statistics R400 million has been collected by Redisa to date but only R150 million has been spent on improving effective recycling of tyres.

#### **4.3 Difficulties encountered with the *grey water* initiative:**

After sales service with regard to maintenance and servicing of the water recycling machinery is posing problems. Water filters and water pumps need to be serviced and cleaned on a regular basis as nozzles and hoses get clogged up easily. Unfortunately the service provider is not honouring their after sales service promises.

If regular cleaning of equipment is not maintained, the equipment will clog up and permanent damage to the pump system can incur high replacement costs.

#### **4.4 Difficulties encountered with regenerating the natural habitat mentioned in 3.3 above:**

We are currently in the first phase of the *regeneration of the natural habitat initiative*. Alien plants are being removed at a cost of **R3000/ha**. This is a long term project and regeneration will only be evident after 3 years.

Currently we are trying to control new alien seedlings by removing them before they are 0,5 m high to avoid costly control work at a later stage.

### **5. Next phase**

#### **5.1 Training and awareness with regards to recycling**

We will embark on an on-going educational training and awareness programme to create awareness to all employees regarding our recycling programme and the importance of using the bins appropriately in order to avoid expensive penalties.

5.2 On-going negotiations with Redisa will determine our future recycling plans regarding **tire recycling**. March 2014 saw the first removal of tyres from our premises by Redisa in many months. With on-going negotiations and pressure from the tire industry, we hope to see an improvement on the effective recycling of tyres in the near future.

- 5.3 Regarding the maintenance of the company's **advanced car-wash water recycling system** and **low pressure irrigation system**; a decision has been made to train four engineers on sight to deal with the cleaning of the pumps and nozzles of the *grey water* equipment and maintenance of the filters. Training will commence in November 2014.
- 5.4 **Removing of alien vegetation** is a long term project and we are only in phase 1 of this initiative. Good progress has been made with clearing certain species. Phase 2 will commence in February 2015 and will consist of **ring barking, bark stripping, frilling, felling, foliar spray, cut stump application, stacking, and disposal of plant material and on-going removal of alien vegetation**. Phase 3; planting of indigenous trees and shrubs, will be implemented in February 2016.

## 6. Conclusion and Recommendations

We believe the recycling project is a pro-active project the company has embarked upon. Education and awareness is now our priority to make this project a success.

With regards to recycling of tyres, we believe South Africa needs to establish an effective recycling tire operation to recycle tyres. On-going talks and negotiations are currently taking place between all stakeholders in this regard. We hope a workable solution will be implemented in due course.

In November 2014 in-house training will commence with regards to the maintenance of the *grey water* machines and equipment.

With the going green initiative, it must be noted that this is a long term project. We will also communicate our on-going support for this initiation by sending memos to staff; recommending the following: do not buy invasive alien plants from nurseries, join the company's volunteer *clearing and hack group*. Buy firewood, charcoal, crafts, furniture, toys, building material, mulch, etc. made from invading alien plants.

The follow-up progress report regarding the company's **going green project** will be completed in February 2015.

SR Booysen  
Director: Logistics and Environmental Issues

FINALLY...

The ENN1504 team wishes you all the best for your examination!

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