

# Discover HR

Activities | Achievements | Experience  
Q2 | April - June, 2023



## VITALITY

### Q2 Highlights

#### Unit Feature

MO Assurance Company Limited

#### Employee Feature

Alexander Trapani

#### Employee Engagement

Employee Retreat

#### L & D Feature

Employee Vitality







**BIMA  
BURE**



**ZAWADI  
BURE**

**MWAMVULI  
BURE**

**mo**  
ASSURANCE  
Mo Coverage. More Peace

Vigezo na masharti kuzingatiwa

Toll free: **0800 710 060**  
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Sasa tunatoa **bima** ya kulinda **wasambazaji**  
na washirika wetu dhidi ya **majanga** ya  
**moto** na **wizi**. Tunawajali washirika wetu  
wa biashara.



Vigezo na masharti kuzingatiwa.

**mo**  
ASSURANCE  
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# Letter From The Editor

Welcome to this quarter's edition of DISCOVER HR. As we curate these pages for you, we strive to bring themes that resonate deeply with our shared experience and journey. This quarter, we are focusing on a theme that sits at the heart of our human and organizational existence - Vitality.

Vitality is more than just physical health. It is a sense of energy, vigor, and robustness in all areas of life - be it mental, emotional, or social. In our professional lives, vitality translates to enthusiasm, resilience, and the strength to innovate and adapt to changing circumstances.

In the face of the ever-evolving corporate landscape, the importance of individual and organizational vitality has never been more apparent. Whether it's finding the strength to navigate through challenging projects, or the resilience to adapt to new working conditions or technologies, vitality fuels our collective success.

In this edition, we explore the many facets of vitality. You'll find insights on how to cultivate personal vitality, from maintaining physical health to fostering mental resilience. We delve into how we can instill vitality in our teams, encouraging collaboration, innovation, and a positive working environment.

Moreover, we'll spotlight initiatives that our organization is taking to enhance our collective vitality. From wellness programs and professional development opportunities to initiatives aimed at strengthening our community, we are committed to fostering

an environment that allows all members of our team to thrive.

In these pages, we hope you'll find inspiration, motivation, and practical tips to ignite your own vitality and to bring it into your daily work. As always, our aim is to support you in all dimensions of your professional journey.

Remember, your vitality is not only essential for your own well-being, but it's also a crucial component of our organization's health and success.

Here's to a vibrant and energetic quarter ahead!

*Fatimah Hirji*







# Mo Assurance

## Mo coverage, more peace.

Mo Assurance is MeTL Group's first venture into the country's financial services sector. Mo Assurance, launched in 2007 is unique amongst Tanzania's insurance business fraternity. It is the first fully Tanzanian, private sector insurer.

A late entrant into the insurance business, Mo Assurance is proud to have a significant share of the market and be one of the country's top 5 profit-making insurance companies. We attribute our success in Tanzania to our groundbreaking micro-insurance offerings.

Mo Assurance has disrupted the traditional insurance market by bringing affordable insurance that can be purchased easily by all customers. For as low as TZS 1500 per month (USD 0.64) people can buy coverage easily on their mobile phones through Tigo or Vodacom. With only 40 employees and three regional offices in Arusha, Mwanza, and Zanzibar, Mo Assurance has capitalised on mobile technology and MeTL Group's brand recognition, growing its footprint and client base to more than 80,000.

Mo Assurance offers more than 25 general insurance products in partnership with Milvik and distributed through Tigo and Vodacom. Our range of insurance products include travel and health insurance, fire, allied & special perils, burglary, consequential loss insurance, accident, theft and fraud, product liability, public liability, marine cargo, workmen's

compensation, motor insurance, domestic package for homeowners, and contractor's all risk insurance. Insurance carriers promise that when customers have mishaps, they will get them back on track.



At Mo Assurance we pride ourselves as an insurer who puts lives first while offering exceptional customer service and paying claims promptly. Our goal is to grow our product offerings to 1,000,000 in the next five years — we are on track.

# Staff Training Sessions

What an incredible Quarter 2 this has been for the MeTL Group. An array of training programs covering all aspects of the company were conducted and quite successfully too. The biggest one being the ongoing campaign for VETA Drivers Certification program where we are looking to upskill more than 600 drivers in the group units. This has been followed by yet another campaign for Supervisors and Train The Trainer sessions which have just been completed. Legal Team also deserve an accolade as their sessions with HR Teams on training them on Disciplinary Procedures and other Labour Related Issues. The GDP Program for Interns have also fared very well this quarter with amazing learnings on ways of working and technical skillsets fully upgraded.





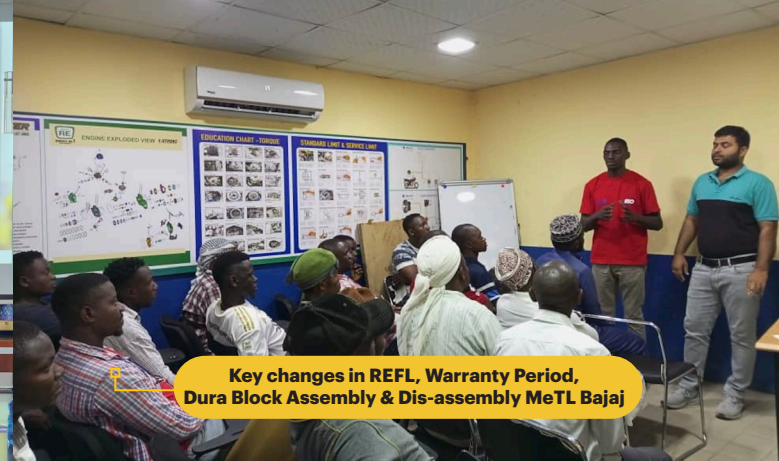
## ~ Staff Training Sessions ~



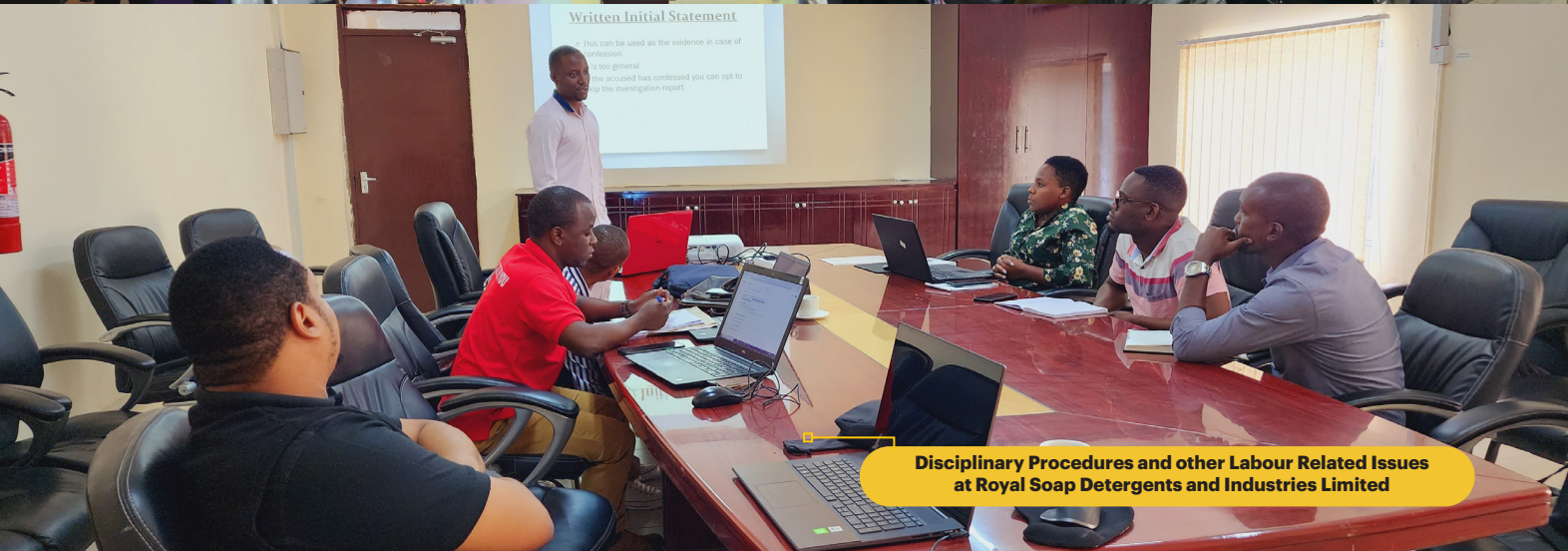
Supervisory Skills Training Part I, II and III for RSDIL and A-One



Supervisory Skills Training Part I, II and III for Mo Assurance, MeTL Agro and MeTL Bajaj



Key changes in REFL, Warranty Period, Dura Block Assembly & Dis-assembly MeTL Bajaj



Disciplinary Procedures and other Labour Related Issues at Royal Soap Detergents and Industries Limited



Disciplinary Procedures and other Labour Related Issues at Star Oil Tanzania Limited



Disciplinary Procedures and other Labour Related Issues at East Coast Oils and Fats Limited

# Labour Day : Celebrating the Spirit of Hard Work

Every 1st of May, we join the global community in observing International Workers' Day, a day dedicated to honoring the effort and determination of workers worldwide. This year, our team came together to commemorate Labour Day with a vibrant parade, a joyous celebration of the dedication and perseverance that forms the backbone of our company. We took this opportunity to express our gratitude to the individuals who consistently fuel our success - our esteemed employees, who are the true heroes of our corporate family. United by our shared passion and commitment, we marched together towards a future of growth and accomplishment. We believe that each stride we took is a step forward in our journey to reach new heights. Here's to another year of collective hard work, resilience, and success!





HR Rewards

# Rewards and Recognitions

In our pursuit of corporate success, we never lose sight of the individuals who make it all possible - our dedicated team members. This quarter, through our numerous Rewards & Recognition ceremonies, we celebrate those who have gone above and beyond, exemplifying our core values and making a significant impact in our organization. Your hard work, innovation, and unwavering commitment are not only noticed, but deeply appreciated. Here's to the shining stars of our corporate family - we commend your achievements and look forward to your continued growth and success!



21st Century Food &amp; Packaging Limited



Star Oil Tanzania Limited



A-One Products &amp; Bottlers Limited

## Employee Retreat

The team from MeTL Tracking had a memorable experience during their employee retreat at the scenic Islamic Beach. Filled with engaging activities, lively beach sports, and rewarding acknowledgments, it was a vibrant occasion that fostered deeper connections and cultivated invaluable team spirit.







# MeTL Super League

## MATCH 1

It was a day filled with excitement and lots of drama as we witnessed the opening game of the MeTL Super league 2023 season.

The defending champions A-One flexed muscles with bitter rivals East Coast in a nail biting game. The defending champions took the game like a duck to water, they bagged in a 2-1 victory which at the moment puts them top of the league table. The team coach Mr. Michael Charles Magige had a lot of praise for his squad. “The start of the game was tricky but once we settled in the game it was only about time our rivals would open up” said the team coach. “It is a good start and we hope to build on this for more games to come” he added

However, in the 74th minute East Coast were reduced to 10 men after their center forward Yusuf Khatibu was penalized 2 yellow cards for misconduct. The team had to complete the rest of the game with 10 men.



## Teams

A-One Products and Bottlers Ltd		East Coast Oils and Fats Ltd	
Florian B. Chessa	1	Faraji Hamisi	
Abdallah Rashid	2	Athumani Athumani	
Mussa Mazembe	3	Ramadhani Juma	
Hussein Bakari	4	Daudi Mazola	
Sijali Maulid	5	Saidi Mbazi	
Ramadhan Said	6	Yusuf Khatibu	
Hussein Abdallah	7	Ramadhani Nguto	
Fari Amani	8	Abdallah Shaibu	
Mfaume Kiwanga	9	Anuari Abdallah	
Wilbert Ngonyani	10	James Mgata	
Reyab Issa	11	Yusuf Karim	
Substitutes			
Mubarak S. Mlwana		Salum Kitula	
Aziz Mohammed		Katibu Kiondo	
Daudi Njenjele		Michael Kibula	
Fredrick Morwa		Nikolaus Martin	
Mohammed Chihengo		Erick	
Team Coach/ Manager			
Michael Charles Magige		Mohammed Chitambeja	
Goal Scorers (minute in bracket)			
Ramadhani Hussein Abdallah (17)		James Atilio (41)	
Ramadhani Saidi (26)			

## Scores

Home Team	TEAMS	Away Team
A-One Products and Bottlers Ltd		East Coast Oils and Fats Ltd
11	Shots	5
5	Shots on target	4
5	Fowls	12
7	Corner's	5
4	Offside	3
11	Attempts	5
0	Yellow Cards	1
0	Red Cards	1
55%	Possession (%)	45%
2	Goals	1





## Making a Wave of Change : Beach Clean-Up

We believe in the power of collective action for a cleaner, greener planet. This month, our team rolled up their sleeves and hit the beach for a clean-up drive, proving that every small action counts when it comes to protecting our planet. Proud to be part of the solution, not the pollution, and contributing to a cleaner, safer environment.



## Supporting The Local Police Department Football League : Quenching Thirst, Fueling Sportsmanship

Community strength, team spirit, and hydration- all in one! This quarter, Glenrich Transportation Company, Tabata, under MeTL group, proudly supports our local heroes on and off the field. Our company's donation of funds and water bottles to the police department's football league reflects our commitment to community engagement and teamwork.



## HIV Trainings

Bringing the classroom to the factory floor! As part of our commitment to Corporate Social Responsibility, we opened our factory doors to future leaders. These engaging school visits aimed to bridge the gap between textbooks and real-world operations, offering students an insider's view of our units. Here's to inspiring curiosity, fostering understanding, and shaping responsible citizens of tomorrow

21st Century  
Food & Packaging  
Limited



Star Oil  
Tanzania  
Limited



MeTL Bajaj  
Division

MeTL Agro



## School Visits

Prioritizing health, awareness, and empathy! We recently rolled out HIV trainings for our employees, as part of our ongoing Corporate Social Responsibility initiative. These sessions underscored our commitment to fostering a well-informed, supportive, and stigma-free workplace. It's our responsibility to educate ourselves and protect each other. Together, we can make a difference

MeTL  
Bajaj  
Showroom



MeTL  
Bajaj  
Showroom





## Unity In Action:

# Celebrating the Landmark Recognition Agreement between TUICO and MAISHA B & B



## Celebrating Corporate Achievement: TUICO's May Day Evaluation Ceremony



# Alexander Trapani

My name is Alexander Trapani, I work at MeTL Head Office in where I lead as the Head of Learning and Development. I deeply enjoy reading and listening to music with my headphones on my weekends.

### What do you love about what you do in HR?

What's not to like in Learning and Development? I believe this is one of the holy grails in a well run organization. Without skilled L&D professionals to help align employees' goals and objectives with that of the organisation, you'd be hard-pressed to find an effectively run business with both content and loyal employees. I love being a part of a well-oiled machinery that delivers this crucial service of growth, being a part of the story teller where an employee struggled but with learning experiences the employee evolves towards something greater. It's not an easy role, I believe you must have patience, love of teaching and strong dedication to the growth capacity the employees who expect you as their development head, to guide and mentor them in their day-to-day roles. My L&D function plays a central and essential role in MeTL, with a KEY focus on providing job-related training to help employees develop and achieve their full potential.

### How does your current role at MeTL compare with the previous roles you have held?

Quite different in a very exciting capacity. MeTL is one of the manufacturing giants in Tanzania where it enjoys a rich diversity of skilled professionals from around the world. These are professionals who I work alongside to build a robust working and learning experience suitable for their teams. Their wealth of expertise helps propel the company forward and my department is the catalyst in rolling out the successful programs which are done all year round. This is one of the companies that holds employee capacity development quite seriously. I get to be a part of building those key programs to continuously develop and guide employees to grow in their careers.

### What are the main HR challenges particular in your line of work?

This is a great question on challenges faced when it comes to adult learning, one of them is attitude. If for instance you are in a class training and you notice on or two participants are drifting off you must change your tactics very quickly and always keep them interested in the learning loop, engage in discussions that impact their day-to-day involvement with the organization. Let them share their experiences, discuss their challenges as group activities, let them feel they have an ear that listens to them. Secondly an old dog learning new tricks is another challenge; adult learners tend to be more established in their ways and more resistant to change. Maturity and profound life experiences influence learning and can lead to reluctance to accept new ideas, which is the enemy of learning and lastly, Motivation, with adult learners they often struggle where the motivation for learning is a necessity rather than interest. It can also be hard when attention is divided between different responsibilities.

### What are your top 3 mechanisms or strategies you use to overcome the above challenges?

- For teaching an old dog new tricks, it's never easy you have to be patient, yet firm to remind adult learners that they need to recognise the direct relevance of learning to their life and are better at learning content that is oriented towards solving problems; practical knowledge that will improve skills, facilitate work and boost confidence. Moreover, learning itself improves the mind, so speed of learning does increase with constant practice.

- For Motivation, I have had to learn this over the years on the correct course material, this is important to find a module with content that inspires and can be immediately applicable to the employee's professional needs. The advantage is that as adult learners we feel the need to take responsibility for our lives and decisions and so have more intrinsic motivation to learn.





We have a rationale for why we need to know how to do certain things.

- Learning and Development is quite enjoyable and it works best if you as the leader believe in your vision be it 3 or 5 years from now where you want the company to be headed. The main challenge you must remove is lack of your own vision. The teams you will train are only as good as the



passion you deliver, you lead, they follow. For a few, some learning and development sessions if done poorly you will lose interest of the team you are teaching a new skill or you

are coaching or mentoring them. If you lack creativity and understanding of your team, you'll lose them early on in the process and it will turn out to be a failure.

#### **What are your top 3 advice to emerging HR professionals?**

- They need to have passion and believe in the three important foundation structures of the organizations they work for, Mission, Vision and Values. These 3 key areas will guide you on the growth you bring to any organization. Do you know which ones are for your unit? Learn them as soon as you can.

- “NEVER STOP LEARNING BECAUSE LIFE WILL NEVER STOP TEACHING” It is rightly said never stop learning.... because life is the teacher which gives you the opportunity to learn new things each and every day. It motivates you to learn and defeat the challenges which we come across.

- Always stop nothing short of ensuring excellence is instilled in teams you have trained, never be satisfied that training has been done and we have to wait for the next session, there are always areas to be improved and with the advent of AI we must do better in our roles to avoid being redundant and reliant on technology. Keep your mind sharp with reading and learning at all times.

# Employee Vitality

~ By Ummeabiha Hirji

In our fast-paced world, everyone is rushing to fulfill their duties and responsibilities in a timely manner. Deadlines often loom overhead, creating additional stress. As we think of a productive workplace design, the concept of vitality comes to mind. Vitality, simply put, is the will to survive, grow, and develop. Vital individuals are physically and mentally healthy, lively, spontaneous, and enthusiastic. A vital workplace maintains an environment that encourages survival and promotes meaningful and purposeful existence. Vital employees—those who are motivated, productive, committed, and full of energy—are crucial to the workplace.

The importance of employee health, wellbeing, and engagement is unprecedented in today's times. It's crucial that employees embody vital qualities as they form the backbone of a healthy organization. Employees who enjoy their work and feel good in their workplace significantly contribute to a company's success. However, if an employee is struggling

physically or mentally, or lacks motivation, their performance may decline, negatively affecting their vitality.

While maintaining vitality is of utmost importance, it can be challenging to develop and sustain. Nevertheless, there are numerous ways to nurture this attribute.

#### **• Build Connections**

Engage with people who energize and motivate you. Surround yourself with individuals who encourage your progress and exude positivity. Regularly interact with your colleagues and be open to meeting new people. Success often resides outside your comfort zone.

#### **• Effective Communication**

Don't overlook the power of communication. Consider how you're communicating effectively in your workplace. Whether verbal or non-verbal, aim



# ~ Employee Vitality ~

for clear and assertive communication. Voicing your thoughts and boundaries can significantly improve your vitality.

- Nutrition

Opt for lighter, plant-based meals with some protein to maintain your energy throughout the day. Choose healthier snacks and limit your intake of sugar and junk food.

- A Balanced Breakfast

Breakfast is vital for maintaining energy during the workday. A healthy breakfast, sufficient sleep, and a positive attitude can significantly enhance your vitality.

- Meditation

As our minds are always active, sometimes leading to overwhelming overthinking, meditation can help rest and clear the mind, providing a fresh perspective, creating self-awareness, and reducing stress.

- Exposure to Sun and Fresh Air

Regular breaks can refresh your mind. A brief walk outside can have a significant impact on mental health by reducing stress and anxiety.

Considering the rapid pace of development in current times, developing and maintaining vitality can be challenging, but it remains an important trait for a fulfilling life. It fuels the energy to pursue your passions and goals, making life truly worth living.

As F. Scott Fitzgerald wisely said, "Vitality shows in not only the ability to persist but the ability to start over."

## Winners from Last Quarter



Andrew Mafuru



Anna Patrick Mamsery



Hussein Bandali

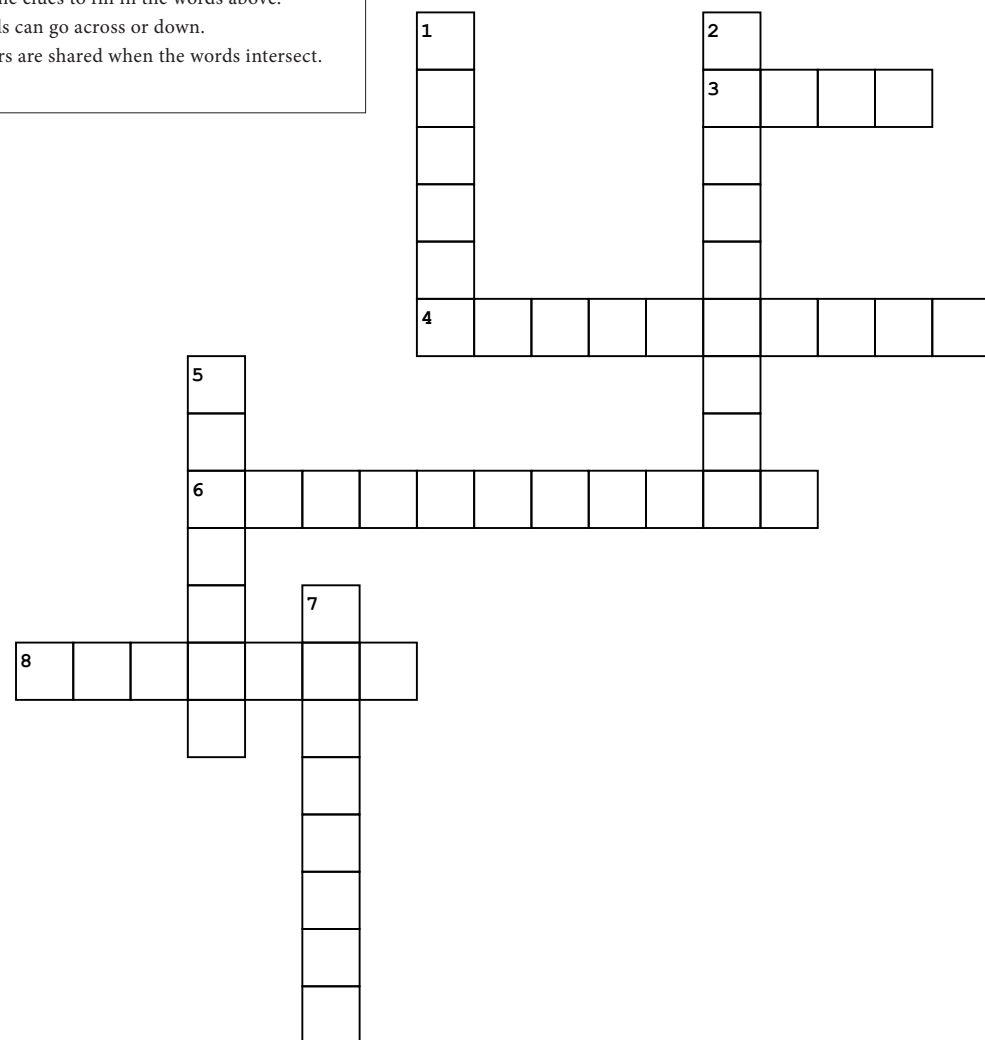



**GIVEAWAY**
**PARTICIPATE TO WIN**

The first 3 MeTL employees who solve and submit this crossword puzzle correctly have a chance to win a prize.

All the clues for this crossword puzzle can be found in this issue.

Use the clues to fill in the words above.  
Words can go across or down.  
Letters are shared when the words intersect.



#### Across

3. The winners of the MeTL Super League match that is featured in this issue
4. In L&D, we are looking to upskill this number of drivers in the group units
6. In the L&D feature, it is mentioned that success often resides outside of your \_\_\_\_\_
8. In our employee feature, Alexander shares 3 top mechanisms to overcome challenges. In one, he mentions that the teams you train are only as good as the \_\_\_\_\_ you deliver

#### Down

1. In the Labor Day Feature, we proclaimed our esteemed employees as the true \_\_\_\_\_ of our corporate family
2. Mo Assurance is the first fully \_\_\_\_\_ private sector insurer
5. In the Editor's Note, it is mentioned that vitality fuels our collective \_\_\_\_\_
7. The beach clean-up is our endeavour to be part of the \_\_\_\_\_, not the pollution

# Mafuta Bora ya Kupikia ya MO Safi



**Ujazo wa lita 5 kwa katoni yenye madumu 4**  
**Tembelea duka la jumla iliyo karibu nawe**

**mo**  
...tunagusa maisha yako.



**mo**  
...tunagusa maisha yako.



# KIBOKO YA UCHAFU

