



ITALTILE
Limited

Employee report 2009

The style. The passion.



CELEBRATING
40 YRS
OF ITALIAN PASSION

Employee Report

We are very proud to celebrate a significant milestone for our company this year with the 40th anniversary since Italtile was founded. Since Italtile started in 1969, we have grown into the pre-eminent retailer of tiles and sanitaryware with a retail network of more than 100 stores across our three brands, Italtile, CTM and TopT, located in South Africa, Africa and Australia.

During our 40-year history the consumption of tiles has grown by a factor of more than 20 times and tiles have gained acceptance as the preferred floor finish. With that we have established a workforce with tremendous skills and knowledge as well as an understanding of and passion for tiles. You have been key to our long-standing success.

This year we are operating in one of the toughest consumer markets in living memory but we know that our passion and our long-term approach will ensure that we successfully steer through these difficult times. We are already building on the next 40 years.

□ *Our customer always comes first* and this commitment is underpinned by our ongoing investments in our business model and our people. While our customer service levels have improved, these have not reached a satisfactory level yet. Highlighted by the tough

trading environment, we are faced with the challenge of providing holistic solutions for customers rather than simply selling a basket of products.

- We are grateful for the *commitment and efforts of all our employees* in overcoming the hurdles which were imposed by the tougher environment this year. Our employees in the various teams at our stores, our franchisees, joint venture partners and suppliers, as well as the team at Peter Place, have all contributed to Italtile's success.
- *Training is a competitive advantage* for us and we will continue to heighten this focus to improve business and management skills. Our courses will continue to be designed for Beginners, Intermediate and Advanced levels to ensure that we empower and train our employees for the highest quality customer interactions.
- High on our agenda is a strategy to strengthen the *channels of employee communication* to ensure that our employees have an understanding of policies and procedures as well as accelerating activities which will give them a sense of belonging to a family which extends beyond the store of their employ.

□ We believe that a sustainable business can only be built on *a foundation of partnership that enriches the society we operate in.*

We therefore want to thank all our stores that were socially responsible and made investments in the broader community.

As we embark on an exciting journey for the next 40 years, we will maintain our focus on improving our brands – Italtile, CTM and TopT – so that we will be able to look back and celebrate our long-term successes. Customer satisfaction, quality products and excellent service will be the goals of every member of this family.



Our success over the next 40 years will be built on understanding that:

- the customer always comes first;
- the commitment and effort of all our employees is critical to our success;
- training and communication will empower our people; and
- sustainable businesses are built on partnerships.

The style. The passion.

LONG SERVICE AWARDS

FIVE YEARS

CTM Polokwane Prince Mohale
 CTM South Gate Bheki Mathenjwa
 CTM Pinetown Hanesh Ravidutt
 CTM Durban Khula Soghase
 CTM Empangeni Wynand Lottering
 CTM Empangeni Primrose Mdletshe
 CTM Nelspruit Edward Ramoshaba
 CTM Westgate Floyd Madinane
 CTM Polokwane Leonette Zeelie
 CTM Phuthaditjhaba Joseph Ncubeka
 CTM Welkom Andries Thibakgoana
 CTM Menlyn Siphos Sibambo
 CTM Brakpan Tanya Herselman
 CTM Mosselbaai Lindie Boshoff
 CTM Polokwane Piet Mabitsi
 CTM Polokwane Stephen PHEME
 CTM Strijdom Park Josphate Hlatshwayo
 CTM Menlyn Henry Jansen
 CTM Westgate Siphwe Radebe
 CTM Nelspruit Irvin Sibuyi
 CTM Pinetown Patrick Dlamini
 CTM Centurion Tebogo Malele
 CTM Swakopmund Alwie Oberholster
 CTM Swakopmund Tangeni Nahango
 CTM Port Elizabeth Glen Poswa
 CTM Port Elizabeth Clint Wassin
 CTM Mbabane Emmanuel Dlamini
 CTM Matsapha Simangele Shongwe
 CTM Windhoek Kevin van Neel
 CTM Windhoek McKenzie Ndjoze
 CTM Windhoek Jeanette van den Berg
 CTM Gaborone Mohammed Zahid Sayed
 CTM Gaborone Keabetswe Mpapho
 CTM Maseru Makate Molisana
 CTM Botshabelo Victor Sibi
 CTM Brackenfell Yolande Verdoes
 CTM North Riding Carol Farrier
 CTM Paarl Colin September
 CTM Paarl Deoline Vergotine
 CTM South Gate Mohamed Rasool

CTM South Gate Betty Pungula
 CTM South Gate Henry Hlatshwayo
 CTM Vaal Elmarie du Toit
 CTM Welkom Noeline Benade
 CTM Welkom Maricia Froneman
 CTM Welkom Ellen Thipe
 CTM Westgate Phillip Prince
 FRN Umtata Lwando Fokazi
 FRN Bethlehem Lionel Manchu
 FRN Vryburg Jomo Kgathane
 FRN Rustenburg Ronnie Letebele
 FRN Upington Nicolene Coetzee
 FRN Mafikeng Elias Mayeza
 FRN Louis Trichardt Oswald Khashane
 FRN Bethlehem K B Mofokeng
 Italtile Nelspruit Jaco Britz
 Italtile Somerset West Dawn Erasmus
 Italtile Pretoria Regina Manzini
 Italtile Pretoria Sandy Legodi
 Italtile Bryanston Amraj Dursan
 Italtile Umhlanga Tulani Mtinkulu
 Italtile Montague Gardens
 Italtile Pretoria Tinah Rusagara
 Italtile Operations Magi Upton
 Italtile Administration Nikiwe Nogemane
 Services Bryanston Brendon Price
 ITD Brian Nicholson
 ITD Mpho Ntimeng
 ITD Vuyelwa Sibanyoni
 ITD Kenneth Moatshe
 ITD Monnakgomo Mothiba
 Top T Vanderbijlpark Solly Mphore

CTM Paarl Clyde Adams
 CTM Bothabelo Gerhard Hauptfleisch
 CTM Alberton Thulani Nkabinde
 CTM Port Elizabeth Clayton Daniels
 CTM Windhoek Boggies van den Berg
 CTM Windhoek Jeanette van der Linde
 FRN Bethlehem Hein Stoltz
 FRN Witbank MaGomarele Makwana
 FRN Witbank Elize Richter
 FRN Tzaneen Lesley Schultz
 Italtile Bryanston Prudence Tshoedi
 Italtile Umhlanga Yeven Naidoo
 Italtile Montague Gardens Clint Ismail
 CTM Operations Kenny Archer
 Italtile Payroll Estelle Handford

15 YEARS

FRN Newcastle Alfred Kumalo
 Italtile Umhlanga Mandla Sithole
 Italtile Administration Cleone Poole

20 YEARS

Italtile Pretoria Jannies Kgoadi
 Italtile Management Peter Swatton
 Services

25 YEARS

CTM Brackenfell Lynne Barlow
 Durban
 Distribution Gustav Beck
 Penates
 Logistics Bruno Molinari

10 YEARS

CTM Mosselbaai Errol Gertse
 CTM Polokwane Gert Gerber
 CTM Mosselbaai Jacques Boshoff
 CTM Burgersfort Gladwin Maila
 CTM Durban Thula Sishi
 CTM Alberton Jimmy Khobo

ITALTILE AND CTM ANNUAL AWARD WINNERS

ITALTILE

Best Performing Store

Nelspruit

Top Salesperson Overall

Uraaz Basson – Pretoria

Top Salesperson Accessories and Brassware

Evelyn Motaung – Pretoria

Top Salesperson Décor

Mark Pillay – Bryanston

Top Salesperson Sanitaryware

Uraaz Basson – Pretoria

Top Salesperson Tiles

Morné du Plessis – Umhlanga

Top Agent

Morné Vermeulen – Bryanston

Best Warehouse

Umhlanga

Extra Mile Award

Amraj Dursan – Bryanston

Best Store Presentation

Port Elizabeth

Innovation

Nelspruit

Best Customer Service

Sandy Legodi – Pretoria

Services Award

Melissa Fung – Bryanston

CTM

Best Performing Store

Gaborone (Platinum)

Top Salesperson Overall

Xolani Gabuza – Boksburg (Platinum)

Top Salesperson Accessories

Amina Bakali – Gaborone (Platinum)

Top Salesperson Adhesives

Dosi Xolani – Umtata (Bronze)

Top Salesperson Brassware

Gary Keeble – Kimberley (Gold)

Top Salesperson Décor

Terisha Gulston – Lonehill (Gold)

Top Salesperson Furniture

Elize Richter – Witbank (Silver)

Top Salesperson Sanitaryware

Ntaote Mosuoe – Maseru (Bronze)

Top Salesperson Tiles

Dosi Xolani – Umtata (Bronze)

Top Salesperson Tools

Rose-Mary Nyelisani – Thohoyandou (Gold)

Top Salesperson Wooden Flooring

Thabo Khomare – Bloemfontein (Platinum)

Extra Mile Award

Xavier Lamhor – Paarl

Best Store Presentation

Westgate

Innovation

Xavier Lamhor – Paarl

Best Customer Service

Rustenburg

Stock Turn

Empangeni

Best Supplier

Vitro