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SINPF *Toking Drum*

QUARTERLY E-NEWSLETTER

ISSUE 3 / JUNE 2014

Welcome to the second quarter issue

As we come to the end of the second quarter of 2014, the SINPF Board, Management, staff and the editorial team of the Toking Drum would like to welcome you to the new issue of the Toking Drum e-newsletter.

It's been a busy year so far and through the Toking Drum SINPF is keen to share information and update you on activities taking place at SINPF.

First off, thank you for all the feedback we have received on our past two quarterly editions. Please

keep them coming.

In this quarter's newsletter we are focusing on SINPF's Human Resources and Corporate Services Department.

This department is often described as the foundation of SINPF, because it is responsible for ensuring that appropriate systems, policies and procedures are in place to enable SINPF to operate effectively, as one of Solomon Islands' major corporate entities and financial institutions.

By opening up SINPF's door to the public we hope to share the work we are doing to benefit members and employers.

If you have any feedback or comments just send an email to our editor Anne Misite'e at amisitee@sinpf.org.sb

And as always we welcome any story ideas or contributions you may have.

We wish you our members, all the best in your continued employment and to employers, success in your





SINPF Profile

As at May 2014

115,875

Total members with credit balance

53,166

Active members

62,709

Non active members

71% male 29% female

Composition of members

\$1.745 billion

Total members contribution

\$2.514 billion

Total gross investment

2182

Number of active employers

\$840 million (2013 FY)

Investment income

35.2% (2013 FY)

Return on investment

20% (2013 FY)

Interest paid to members

SINPF Quarterly Editor

For feedback or to submit an article contact SINPF Senior Corporate Services Officer

Anne Misitee

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Human Resources and Corporate Services

SINPF's Human Resources and Corporate Services Department is responsible for ensuring the machinery behind the Fund runs smoothly.

In addition to looking after staff recruitment, payroll, staff health and welfare, publicity and promotions, the department is tasked with ensuring that all corporate standards are met and maintained.

The HRCS Department is under the leadership of HRCS Manager Alfred Sare and Assistant Manager Maevalyn Sitai with four senior officers responsible for each section. The Depart-

ment has a total of 21 officers.

HRCS is divided into the following four main sections;

Human Resources - Senior Human Resources Officer, Temaleti Gholomo

Corporate Services - Senior Corporate Services Officer, Anne Misite'e

Archives - Senior Archives Officer, Anah Vota

Health Clinic - Senior Nursing Officer, Martha Tuasulia

"The responsibilities of the HRCS Department covers a wide range of duties but as a core department we need to operate effectively to ensure that other departments can do their jobs and have the tools, knowledge and skills to do it well."

"At the end of the day, if we do our job well, it means SINPF can operate even better to protect and grow members savings," said Sare.



Restructuring for a more efficient service

Since July 2013 the HRCS Department has undergone a restructure aimed at improving its efficiency and service delivery.

Almost a year on, the restructure, says Department Manger Alfred Sare, is having its desired outcome.

He says now work is flowing and the HRCS department can effectively meet its targets.

"Prior to the restructure we found

there were a lot of delays in getting reports and in reaching our targets and our efficiency was low. We identified the need to re-look at how we work.

"We found that a lot of our work was getting stuck in the system. We had only one senior administration officer, who had a wide range of responsibilities. And all the work was getting backlogged with the senior administration officer."

Sare said it was obvious that the departmental structure, which had been in place since the late 80s and early 90s needed to change urgently to meet the increase in demands on SINPF's services.

In 2012 consultations were held within the department and a proposal was put together. In mid 2013 the restructure was approved by the SINPF Board for implementation.

"First up was the name change from



HRCS Manager Alfred Sare.

Administration Department to the Human Resources and Corporate Services Department.”

The new structure has a manager, assistant manager and four senior officers responsible for the department’s main sections. These sections and their responsibilities are;

Human Resources – recruitment and training, payroll, salary, performance management, staff leave

Corporate Services – Staff accommodation, communications facilities, staff travel and subsistence, vehicles, house keeping, public relations, immigration and labour matters

Archives – storage and records management

Health Services – staff health

Sare says although there were slight reservations at first with the restructure, he was happy with how

the staff assumed ownership of its vision and implemented it.

“Almost a year on I can confidently say we now work more efficiently with improvements in how we utilize resources. Now there is better understanding of duties across the department. Lack of clarity before often resulted in work being loaded on to one person. Now work is fairly distributed amongst and by the four section heads.”

“By the next financial year I’m sure we’ll be seeing even better results with a better delivery of service.”

Sare says the key in the smooth implementation of the restructure was that everyone was consulted about it and were made aware of the reasons for it.

“This restructure wasn’t about losing jobs. We informed everybody about what would happen. We also matched people and skills-set to new roles. Then we provided training where needed for these new roles.”



Senior HRCS officers - Senior Corporate Services Officer, Anne Misite'e; Senior Human Resources Officer Temaleti Gholomo; Senior Archives Officer Anna Vota; Assistant HRCS Manager, Maevalyn Sitai and Senior Nurse, Martha Tuasulia.

Planning for SINPF's future

One of the main activities for the Human Resources and Corporate Services Department has been to assist the development of SINPF's new Five Year Rolling Plan.

The Plan which was endorsed by the SINPF's Board in May sets the corporate development plan for SINPF from 2014-2019.

"The plan emanated from a 'Risk Management Statement and Risk Assessment 2013-2014' made by an external consultant," says HRCS Manager Alfred Sare.

One of the major findings of the assessment was the need of an organisation wide SWOT (Strengths Weakness Opportunity Threat) analysis.

"On 22 September 2013, HRCS Department organised a company retreat at Doma in West Guadalcanal, where each department manager presented a SWOT analysis of their respective department."

The retreat was an opportunity for all staff to be informed on strategic issues to be considered, and to have the chance to discuss, raise questions and contribute to the future path of the operations of SINPF.

"The outcome and decisions made at the retreat were collated and summarized into one document. This document was given to the consultant who combined this with the risk assessment and statement. The outcome was the draft five year rolling plan."

The plan was further refined in consultation with Department heads before being endorsed by the SINPF Board in May.

The next step is to share this approved plan with

Department heads who will then sit down with their department staff. The intention is for each and every employee to know the strategic direction they are working towards.

"This is so that each person knows what is expected of them over the next five years."

"The five year rolling plan is a great opportunity for SINPF



to be more strategic in achieving its goal of protecting and growing members savings.

"It means that the different departments will be working more cohesively while carrying out their everyday functions."

The rolling plan will be reviewed annually.



SINPF supports flood relief work

In the aftermath of April's devastating floods, the National Provident Fund was among members of the corporate sector stepping in to support relief effort, with cash donations.

SINPF General Manager Tony Makabo handed over SBD60,000 to the National Disaster Council for its relief work in supporting the thousands made homeless by flooding and heavy rains.

In handing over the donation Makabo said the SINPF Board and Management sympathized with those who had lost loved ones and properties as a result of the natural disaster.

Twenty-two people were killed and thousands lost their homes following

flash floods in Honiara, Guadalcanal and surrounding provinces.

NDC chair Melchior Mataka, who is also the Permanent Secretary of the Ministry of Environment, Climate Change, Disaster Management and Meteorology, thanked the SINPF Board on behalf of the Government and NDC.

He said the donation was timely and significant as it was the same as Solomon Islanders helping out other Solomon Islanders, by virtue of the nature of the Fund.

"We will ensure that this donation will go on to meet the needs of those who have been severely impacted by the floods."

Mataka thanked SINPF and the corporate sector for their support in providing donations to the relief effort.

"All donations are invaluable, coming from all stakeholders, we are thankful for the support we have been receiving including that from the corporate community.

He said the impact of the disaster was far reaching and affected communities included areas such as Are'are in Malaita.

"It's an unprecedented disaster, especially for us in Honiara and this is probably one of the first in a long while that has attacked the commercial centre of the nation."



SINPF Senior Corporate Services Officer, Anne Misite'e, SINPF Deputy General Manager Mike Wate, NDMO Director Loti Yates, NDC Chairman Dr Melchior Mataka, SINPF General Manager Tony Makabo and SINPF Human Resources & Corporate Services Manager Alfred Sare

Building SINPF's digital archives

As SINPF operations continue to grow in size and members, one of the major challenges it faces is the safe storage of records and the archiving of important members, employers and organisation information.

SINPF's answer to this dilemma is the digitization of its records and files.

Based at the separate SINPF Komifera Pako Building, the Archives Section is responsible for the mammoth task of digitizing and indexing SINPF's records.

Digitisation and indexing began in October 2012 and two years on, files from 1996 to 2000 have been scanned and stored.

"We are scanning the withdrawal files and other files that are of importance to the Operations Department. These are files that might be needed to verify member accounts, to facilitate withdrawals" explains Senior Archives Officer Annah Vota.

Progress has been steady says Vota, with the unit scanning around 60 files per day.

The Archives Section in the basement of the Komifera Pako Building contains files up to 2006 while those beyond 2006 are stored at the (main) SINPF Building.

"We estimate it will take another four

years to get through the current load of digitization."

Not all files are digitized some, says Vota may be stored in their paper form but are indexed before storage.

"If departments want something, we can check the index and this will tell us where the paper file is and it can be retrieved and collected."

The Archives Section is staffed by three officers headed by Vota.

"When I first arrived in 2010, SINPF was without an Archives Officer from 2003 to 2009 and was unmanned, and all the records were in disarray.

"We recruited two more staff, over the past two years, to help me and now we are back on track although we still have a long way to go before we are up to date."

"The main challenge we face is the need to improve technology to fast track digitization."

The other challenge adds Vota is the need to maintain a clean environment to protect the paper files and computer equipment.

"We have a fulltime cleaner who does regular dusting inside the storage facility."

As part of their digitization project,

the daily routine consists of files being screened by Vota who decides



Senior Archives Officer Annah Votah (left) and her team.

whether the file will be scanned, indexed, and stored or if it has no future need – destroyed. From her office the files are moved to the processing area for actioning.

So far 9265 files have been scanned and 14,163 have been indexed.

All electronic files are stored on the SINPF main server as well as a back up drive at the Komifera Pako Building, in the case of power outages.

Once documents are scanned and digitally filed, Vota says the paper files are kept for one year before they are destroyed.





Senior Nursing Officer Martha Tuasulia

Staff health is among the key responsibilities of SINPF's Human Resources and Corporate Services Department.

After all, says Department Manager, Alfred Sare, staff can't work properly if they are sick.

In 2012 SINPF established its own in-house clinic on the ground floor of the SINPF Building and an experienced nurse, Martha Tuasulia was recruited.

"What the SINPF was experiencing was that, staff were missing work frequently as a result of travelling to clinics and doctors. The solution was therefore to set up an in-house clinic," says Tuasulia.

The clinic serves all staff and their immediate family and is equipped says Tuasulia to carry out the same

Staff health priority

function as any other clinic in Honiara.

The clinic itself has a scanning machine and an ultra sound machine , and other basic equipment.

"If there is a need to go to a specialist then I can refer the patient," says Tuasulia.

Once a week a doctor is in the clinic to hold specialist consultations with patients. Tests like an ECG or scanning can be done by the doctor.

"Having a doctor come in has been very helpful for the patients, especially with the traffic so bad these days."

The clinic opens along SINPF's official work hours with Tuasulia seeing on average 10 patients per day. She

is also on call after hours and on weekends and remains ready to assist in the health matters of SINPF's staff.

"I enjoy working here because I'm not overloaded with patients like I was in my previous work."

"Here I'm part of the SINPF community and I'm looking after their health and I interact with my patients on a daily basis," says Tuasulia.



A staff member undergoes a medical check up.

The public face of SINPF

As Senior Corporate Officer, Anne Misite'e is responsible for providing logistics support for SINPF as well as maintaining the organisation's public profile and relationship with the public through the media.

Misite'e says for SINPF this is done through two major public relations activities - SINPF's weekly radio show on the Solomon Islands Broadcasting Corporation and its quarterly e-newsletter the SINPF Toking Drum.

Both activities according to Misite'e help to provide SINPF with a link to

members and employers and provide general awareness for the public.

The "Current with SINPF" radio programme is broadcasted on SIBC every Friday at 8pm. The programme says Misite'e aims to keep listeners up to date with SINPF's activities and to educate the public through out the country.

"Some of the topics include the benefits of being an SINPF member, how to join SINPF, members' legal rights, and the legal obligations of employers."

Misite'e says she has received positive feedback from the public about the programme.

"I've had people come up to me and chat about some of the topics we've discussed on air, so its good to see that people are listening and have a genuine interest in SINPF activities."

Misite'e says it is often members of the Operations Department who usually accompany her to broadcast as they are the ones who deal directly with members and employers.



Senior Corporate Officer, Anne Misite'e

She says radio is SINPF's prime choice of media due to its reach throughout the country and the fact that nearly every home has a radio.

Another public relations initiative

says Misite'e is the SINPF Toking Drum e-newsletter. The newsletter which started last year is into its third edition and has been attracting a lot of positive feedback.

"The newsletter is a way of

highlighting activities and the developments taking place within SINPF to those on the outside.

"It opens SINPF to the public and we hope it will help improve understanding on the work we do for the benefit of members."

Her responsibilities under the public relations portfolio also include looking after advertising, press releases and coverage of publicity events.

The most recent she says was SINPF donating to flood relief work following the April floods.

While her prime responsibility is in Corporate Services, Misite'e says she has taken on public relation responsibilities following the departure of the public relations officer on study leave.

Human resources

The task of looking after the work life of SINPF's 116 staff and managers, lies with the Human Resources section.

Headed by Senior Human Resources Officer Temaleti Gholomo and assisted by Human Resources Officer Christina Walekwate. The Human Resource section is responsible for recruitment, staff performance appraisals, coordinating staff trainings, preparing payroll submissions, staff salary structure, staff leave, staff saving scheme and staff welfare.

For Gholomo it's a challenging role but also a rewarding one.

Taking up her role as Senior Human Resources Officer following last year's restructure, Temaleti says the transition has been made all the more easier with the support she has received from her HR officer.

One of the new practices introduced by the section has been the use of a hand scan for workers to clock in and clock out.

Prior to this workers had to sign a log book which would then be transcribed by the HR section, then sent to payroll on a fortnightly basis.

"Now with the hand scan attendance

records are automatically sent to payroll. This cuts down on time spent in the process and ensures it is more



Senior Human Resources Officer Temaleti Gholomo

efficient.

"Plus it is more secure as staff can not sign in for another staff."

The HR section also coordinates training for staff.

"We coordinate and facilitate short term and long term training upon approval from the training committee and endorsed by the general manager. Currently we have two staff studying overseas, one in Fiji and the other in Hawaii. We

have another four full time students studying at the Solomon Islands National University. There is one staff at the USP Solomon Islands Campus in Honiara and another doing part time studies."

For short term training this includes courses at the Australian Institute of Management in Brisbane and work attachments in Papua New Guinea with Nasfund and Credit Corporation.

Gholomo is anticipating more similar opportunities for SINPF staff in the new financial year to upgrade their knowledge and skills in their current duties and also to prepare them for higher duties in the coming years.

The other major area of responsibility for the section include organising the annual staff performance appraisals.

"In July every year we issue appraisal forms to all our staff. They have until end of September to get the forms filled out by their supervisors or managers and have them returned. The forms then go to the General Manager for endorsement."

"It is an important activity so we have to ensure the forms are prepared and ready to be distributed ahead of time.

Staff profile: Stenneth Mafaka Wane

Asset Officer, Finance Department

He may be new to SINPF, but Stenneth Mafaka Wane, has a heart for the organisation and is proud to be a member of SINPF's Finance Department.

Joining SINPF in November 2013, fresh from the University of South Pacific in Fiji, Wane, says working at the Fund is a dream come true.

Even before studying for a Bachelor of Commerce, Wane revealed that he had already given some thought to joining SINPF.

"With its reputation as a good employer, SINPF is a natural choice for someone studying commerce or working in the same field as me."

"I was interviewed with four others and I was glad I was selected to be part of the Fund."

As the Asset Officer Wane's day to day work focuses on the production of depreciation reports, the tracking of physical assets and the updating of fixed assets on the asset management software.

It's an important job with the Fund needing up to date and accurate information on its assets as part of the financial reporting process.

His average day is a mix between office time filling in reports and his on site, fieldwork.

With his six month probation coming to a close, Wane says he is keen to secure long term employment at the Fund.

He says his time at SINPF has been an eye opener.

"In my six months here I have met many staff who have worked decades at SINPF and continue to enjoy their time at the Fund.

"These long serving staff are an inspiration to younger staff, they show us what loyalty is about and commitment to one employer."

Any thought of the future with the Fund would also depend on how his job responsibilities can be expanded and developed.

"If I can be challenged and there is an opportunity for growth and development, I could be here for a while," says Wane.

With this job being his first in the formal job market, Wane says his senior colleagues in the Finance Department have been very supportive in helping him settle in.

"There's been lots of encouragement, lots of advise and they've always been very helpful. Their support has been a real morale booster, especially when I come across challenges in my first six months."

Wane believes he has experienced much personal development.

"I think my time management skills has improved because coming in here you must have a strategy on using time, prioritise tasks to achieve results. I have also learnt to adapt to the office environment, as you have to learn the office culture and how things work in the corporate environment."

"My interpersonal and communication skills have also improved by being here."

One of the main benefits of working at SINPF says Wane is the diversity of staff.

"I've enjoyed meeting so many people from different provinces and background all under one roof here at SINPF. All working together to achieve one goal."

He points out that work life at SINPF is also very balanced, from sports to even spiritual fulfilment with regular fellowship at the workplace.

His advice to those wanting to join SINPF is that potential employees must be hardworking, show professionalism with positive work ethics, have good interpersonal and communication skills, be considerate and sensitive to their fellow workers as team work is a major feature of a career at SINPF. Further technical skills such as competency in computers, softwares and a good understanding of finance are important too.



Asset Officer, Stenneth Mafaka Wane

Letters to NPF

In this issue we look at email correspondence from NPF members. Send us your thoughts on SINPF.

From: Clodio Kana'a [mailto:clodio.kanaa@solomon.com.sb]
Sent: Thursday, July 17, 2014 8:43 AM
To: Alfred Sare; Ruth Alepio
Subject: Members NPF saving with Fund

Hi management.

Thank you NPF for the financial year report for members saving from period 30th June 2013 to 30th June 2014. It looks okay not that really bad, good year with an interest of 15%. Whatever investment the management take to invest members funds into it is okay, as long as members funds are grown, safe and secure, there is no problem to us the members. But, for members to lose their savings with fund would likely lead to problems and that would pose a high risk for those who manage the fund! However, since then I can say we are ok with the recent statement released to us, we are happy with our savings ok and fine.

Thank you Management and staff of NPF you may continue to administrate the members funds in a good sound financial accounting of our funds in a more accountability and transparent manner. We have given all our trust and confidence in you as this is the only saving for most working class people in the country either small or big in dollars and cents. For middle and low class working people like us this is our only saving, and to personally save in commercial banks in Honiara I for one can say I have no bank count that saves money in my personal account. My bank account in one of the commercial banks just for transfer of my fortnight wages/ salaries in and out next day or next door!

So, once again management of NPF you may continue invest our funds into investment that can bring a return to members but investment that doesn't bring a return for the members is what we don't like it.

Finally I would like to say a word of thanking you to the late Anthony Saru who has initiated this idea and NPF has become a financial institution in the country for its members who after retiring may take home with them their savings to at least help in a small way to start a new life. Once again thank you late Anthony Saru.

Generally if I can assess your current management leadership who run the day to day affair and decision making of the Fund, is very good or 90% that is after the latest financial year report for the members funds with that interest of 15%!! Good. Keep up the good work and as long as members benefit from the end results of all investment you have invested into it.

Thank you

NPF member, Clodio

From: Tony Makabo [mailto:tmakabo@sinpf.org.sb]
Sent: Thursday, 17 July 2014 10:26 AM
To: clodio.kanaa@solomon.com.sb
Cc: Alfred Sare
Subject: Re: Members NPF saving with Fund

Hi Clodio

Your email was forwarded to me by our MHRCS – Mr Sare. We noted your email with acknowledgment. It is our honour to be the trustees and custodians of members' funds, including yours. Our ultimate mission is to: protect, preserve and sustainably grow the members' contribution funds for retirement through prudent investments and risk management strategies prudentially reviewed by CBSI annually, realize higher profitability and deliver adequate returns to our valuable members like yourself.

Cheers & thanks

Anthony Makabo
GM, NPF

From: Clodio Kana'a [mailto:clodio.kanaa@solomon.com.sb]
Sent: Thursday, July 17, 2014 11:03 AM
To: Tony Makabo
Cc: Alfred Sare
Subject: Re:Re: Members NPF saving with Fund

Good day Anthony Makabo.

We have trust and confidence in your team with you as their leader. Most of us the employees or members are really happy about the recent 15% interest to our funds contribution. Despite criticism from the MA'ASINA FORUM we are happy at the end of the day when we see our statements! Keep up the good job and well done to your teams hard work.

To be honest my other colleagues here share the same message too they say they are really happy with the recent members funds report and we talk about this in our office yesterday afternoon.

Thanks & regards

Clodio