



By EMILY GAMBADE

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### **A DAY IN PICTURES**







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10 GIGS midnight to 5am R100 Extra, 1c/MB A DAY IN PICTURES PAKISTAN



Family members, displaced by floods, use a tarp to escape a monsoon downpour while taking shelter at a make-shift camp for flood victims in the Badin district in Pakistan's Sindh province September 14, 2011. Floods this year have destroyed or damaged 1.2 million houses and flooded 4.5 million acres (1.8 million hectares) since late last month, according to officials and Western aid groups. More than 300,000 people have been made homeless and about 200 have been killed. REUTERS/Akhtar Soomro



Jewish settlers dressed as Palestinian protesters clash with a settler during a drill, held by the settler's security response teams, simulating violence that could erupt ahead of the upcoming Palestinian bid for statehood at the United Nations September 14, 2011, in the West Bank settlement of Kiryat Arba. REUTERS/Ronen Zvulun

A DAY IN PICTURES
YEMEN



A defected army soldier (L) and anti-government protesters wave daggers as they perform the traditional Baraa dance during a rally to demand the ouster of Yemen's President Ali Abdullah Saleh in Sanaa September 14, 2011. REUTERS/Khaled Abdullah A DAY IN PICTURES ITALY



An anti-austerity protester throws a flare during a protest in front of the Italian Parliament building in downtown Rome September 14, 2011. Hundreds of demonstrators protesting against the government's austerity plan clashed with police outside parliament as lawmakers began voting to give final approval to the 54 billion euro package. REUTERS/Stringer

A DAY IN PICTURES CHINA



A teacher covers a child with a quilt as children take an afternoon nap at a kindergarden in Jiaxing, Zhejiang province September 14, 2011. REUTERS/Stringer



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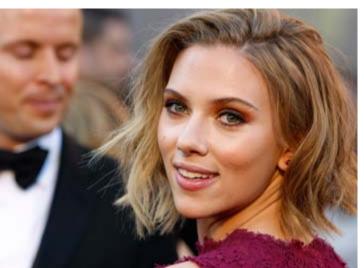
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## IT HAPPENED OVERNIGHT







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President of Argentina, Cristina Fernandez de Kirchner (Reuters)

#### **POLITICS**

#### **BRAZIL**

President Dilma Rousseff lost a fifth member of cabinet in her eight-month administration after Pedro Novais, the tourism minister, resigned amid yet another corruption furore. Brazilian media recently climbed into Novais over allegations that he let his wife use a government driver to run errands, and he used taxpayer money to pay for his maid. Novais is from the Brazil Democratic Movement Party, which currently governs the country in an alliance with Rousseff's Workers Party.

#### **USA**

A federal judge blocked a

Florida state law restricting what doctors can ask and tell patients about guns. With exceptions, doctors under the legislation were prevented from asking about firearms in patients' homes or advising them on the topic which gun enthusiasts said violated their right to privacy; this was countered by those who claim a right to free speech. There really isn't much going on in Florida then, is there?

#### **ARGENTINA**

With the Argentine election only six weeks away, it looks as if current President Cristina Fernandez de Kirchner will win with a landslide. Current polls have Kirchner with 51.9% of the vote: more than 40% ahead of her nearest rival. She has pledged to maintain her policies of state intervention in the economy.

#### UK

An Ipsos/Mori poll has shown that the Conservatives, amongst all the angst going on in Britain over budget cuts and unemployment, are still the most trusted party to deal with the economy, extending a lead over Labour in this regard. Among those who were surveyed and pledged to definitely vote though, Labour sits atop the pile with 37% support followed by the Tories at 35% and the Liberal Democrats at 13%.

#### **HAITI**

Police in Port-au-Prince, Haiti were forced to use teargas

to disperse 300 protesters demanding the withdrawal of United Nations peacekeeping troops. The demonstrations were a response to allegations that troops from Uruguay raped a Haitian man and that Nepalese soldiers began a cholera epidemic last year.

#### **INDONESIA**

A Dutch court has found the Netherlands guilty of war crimes in a 1947 colonial battle in Indonesia, and the government is now liable for reparation fees (which will be determined at a separate hearing later in the year) to the families of the victims. Almost the entire male population of Rawagedeh village, east of Jakarta, was mowed down by Dutch forces during the massacre.

#### **ITALY**

Parliament has passed a €54 billion austerity package which will balance Italy's books by 2013. Police were forced to remove demonstrators outside Italy's parliament while the vote was being taken. This made Germany, Europe's piggy bank, rather happy, with Philipp Roesler, the economy minister saying, "I have respect for what Italy has done with its budget adjustment as this will benefit the whole euro area."



Berlusconi wins in Italian Parliament (Reuters)

#### **LIBYA**

The transitional national council, Libya's interim government, has gone back on a premise to move its operations from Benghazi to the capital city of Tripoli, saying it will only do so when the country is "fully liberated". This isn't a huge surprise: the chairman of the TNC, Mustafa Abdel Jalil, only made his first appearance in Tripoli on Saturday.

#### **BUSINESS**

Britain will sue the European Central bank over its new policy of forcing clearing houses to be within the eurozone, basically forcing London, one of the world's biggest currency exchange cities, to move its euro operations from the city. The ECB maintains that a policy of everyone's central bank dictating conflicting interests is not in the interests of financial stability.

FT reports that Japanese car manufacturer Suzuki will set up a factory in the Indian state of Gujarat to take advantage of one of the world's fastest growing automobile markets and increase exports to Europe. Although the company churned out a million vehicles in its last financial year it wants to boost production to stay with demand. Gujarat is becoming a

hub for manufacturers due to business-friendly policies.

The Dow and S&P 500 both rose over 1% as nothing really went wrong in Europe to put investors off. Tech shares also bounced with the Nasdaq closing 1.6% up: IBM's share price was up 2.3% and Microsoft's 1.8%. That makes three consecutive days of gain for the three large indices.

Facebook has delayed the launch of its IPO until the end of 2012, according to FT, which cites sources claiming Mark Zuckerberg wants his staff to focus on products and not a payout.

If the \$12.5 billion Motorola Mobility-Google deal goes through, the Motorola CEO Sanjay Jha stands to put \$66 million into his bank account: \$13.2 million in cash and the rest in stock options. Motorola executives are due to vote on the deal at a special meeting for which a date has not yet been set, but, pending antitrust approval, the deal should go through by the beginning of 2012.

#### **SPORT**

#### **EUROPE**

Football: In the first round of the Champions League



Facebook's Mark Zuckerberg (Reuters)

Manchester United and Manchester City earned respective 1-1 draws against Benfica and Napoli, with United probably off to bed slightly happier as theirs was away. Inter Mllan's season is off to a dreadful start as they dropped league points over the weekend and lost last night's home match to the unheralded Turkish club Trabzonspor 1-o. Real Madrid and Bayern Munich both notched up wins and Lyon left Ajax Amsterdam with a goalless draw.

#### **NEW ZEALAND**

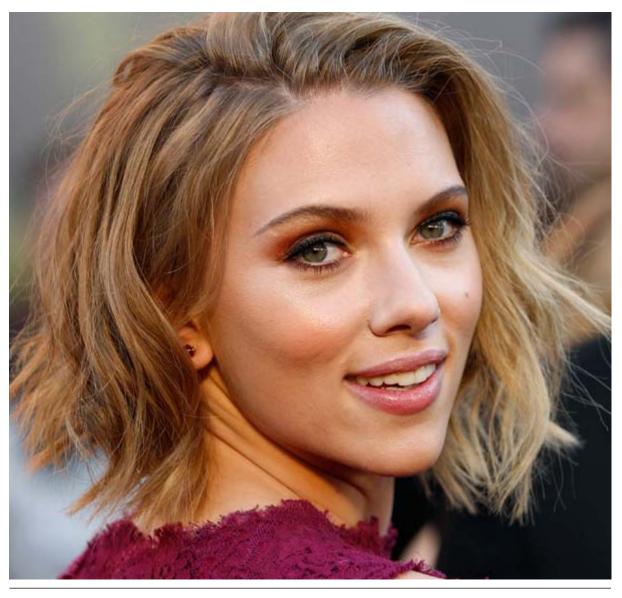
Rugby: The Springbok XV to play Fiji on Saturday are: 15 Pat Lambie, 14 JP Pietersen, 13 Jaque Fourie, 12 Frans Steyn, 11 Odwa Ndungane, 10 Morné Steyn, 9 Fourie du Preez; 8 Pierre Spies, 7 Schalk Burger, 6 Heinrich Brüssouw, 5 Danie Rossouw 4 Bakkies Botha, 3 Jannie du Plessis, 2 John Smit (captain), 1 Gurthro Steenkamp. Replacements – 16 Bismarck du Plessis, 17 Tendai Mtawarira, 18 Johan Muller, 19 Willem Alberts, 20 Francois Hougaard, 21 Ruan Pienaar, 22 Juan de Jongh

#### **SOUTH AFRICA**

Football: Supersport United registered a thunking 3-0 win against Black Leopards while Pirates continued their winning ways with a 1-0 victory against Santos. Chiefs came unstuck in Cape Town, going down 1-0 to Ajax while Bloemfontein Celtic and Maritzburg United shared the spoils with a 1-all draw.

#### **EGYPT**

Football: Former USA World Cup coach Bob Bradley has been announced as the new coach of Egypt just after



Scarlett Johansson (Reuters)

the Pharoahs messed up qualifying for the African Cup of Nations. He is expected to sign his contract this weekend.

#### LIFE

#### **AUSTRALIA**

Australian passports will now have three options for gender: male, female and indeterminate. Citizens may use the third option if their choice is supported by a doctor. Previously, Australians were designated as male or female in their passports and could only change their gender if they had undergone a sexchange operation. A member of the senate whose partner was born female, but now regards herself as a man, said this would assist Australian travellers who face questioning and detention at airports because their appearance does not match their gender status.

#### **ANGOLA**

In a messy set of reports it seems as though between 17 and 30 people died when a military aircraft crashed on takeoff in Huambo Province, Angola. Reuters thinks it is 17 deaths of 23 passengers while AP thinks that 30 out of 36

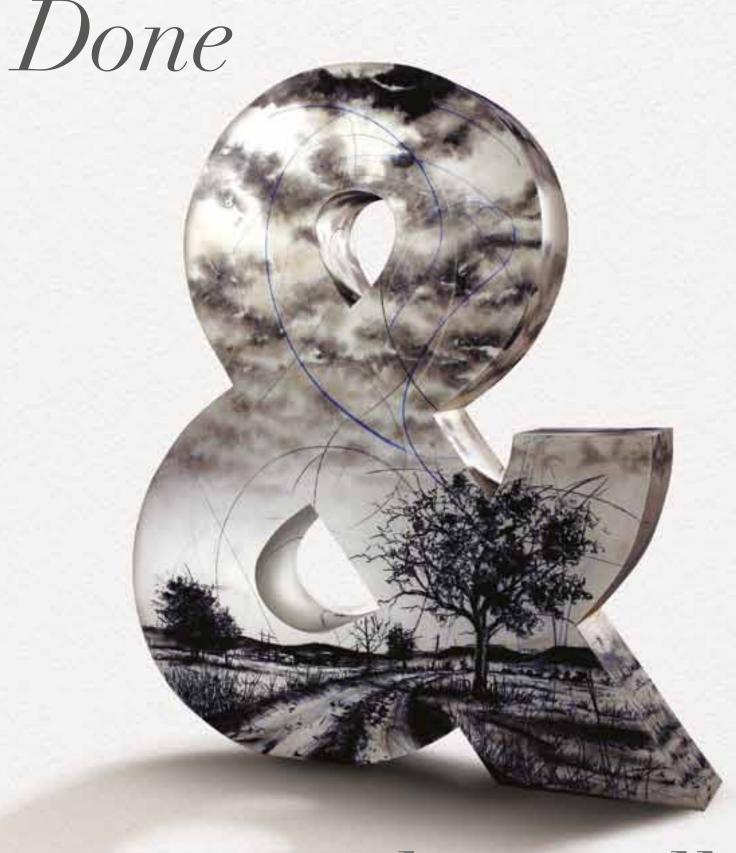
died. What we do know is that three generals died in the accident. Investigators are still establishing the cause.

#### UK

British police have arrested the widow of a man suspected of taking part in a suicide bombing in Stockholm in December 2010. She was held and questioned under suspicion of preparation of terrorist acts. The attack was attempted in one of Stockholm's busiest streets, but only injured two people - investigations at the time indicate the chap accidentally set off a small explosion, which killed him before he could detonate his actual bomb.

#### **USA**

Actress Scarlett Johansson is the latest celebrity to have nude pictures of her placed in the Internet – the pictures are expected to have come off her cellphone. Johansson has asked the FBI to investigate the leak of the pictures. The easiest way to avoid leaked pictures of your naked self on the Internet is really not to take them...



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## FACED WITH REALITY, AU BEGINS TO THAW ITS LIBYA POSITION

The AU's "High-Level ad hoc Committee on Libya" was hosted by South African President Jacob Zuma in Pretoria and was attended by Presidents Denis Sassou Nguesso of the Congo and Yoweri Museveni of Uganda. Mauritania and Mali, who make up the remainder of the committee, were represented by their ambassadors to South Africa. The meeting was also attended by the chairman of the AU commission, Jean Ping, and the commissioner for peace and security, ambassador Ramtane Lamamra. KHADIJA PATEL twiddled her thumbs in the gardens of the guesthouse while inside the AU bigwigs moved a little closer to recognising a new government in Libya.

There were no fireworks at the conclusion of the meeting of the African Union (AU) High-Level ad hoc Committee on Libya at the Presidential guesthouse in Pretoria on Tuesday. No, the AU has not recognised the Nato-backed, national transitional council as the government of Libya, nor has the AU been drawn into pronouncing its feelings on the future of Muammar Gaddafi.

With any major expectations of the AU out of the way then, the AU displayed a surprising softening in its previously rigid stance on the Libyan war. In a statement released after the meeting on Wednesday night, the committee indicated it has asked the head of the AU

Photo: Reuters.

In its failure to recognise the NTC, the AU insists on a transitional government that is representative of "all sectors and representatives of all the regions that complete Libya". The implication in this position of the AU is that Gaddafi loyalists are expected to be represented in the new Libya.

commission, Jean Ping, to submit a report to the organisation's peace and security council "to enable the council to authorise the all-inclusive transitional government soon to be formed by the current authorities to occupy the seat of Libya in the AU, as soon as it is established". While the statement falls far short of a recognition of the NTC as the rulers of Libya, the statement does indicate an increasing acknowledgement of the significance of the NTC to the future of Libya.

While a number of African states have already recognised the NTC as the leaders of Libya, the AU, as the principal representative of African states, has taken an immutable stance of neutrality on the Libyan war. Detractors of the AU's position of forced neutrality on the Libyan war have accused the organisation of an irrational loyalty to Gaddafi, who was a key funder of the organisation. All may be fair in love, as it is, in war but the AU has remained unmoved by stinging criticism of its handling of the Libyan conflict.

While it must be clear to the AU, as it is to the rest of the world, that Gaddafi is no longer the leader of Libya, the AU continues to cling to its roadmap for the resolution of the conflict. At an AU summit in May this year, the AU called for the need for an immediate end to all attacks against, and abuses of, civilians as well as an immediate ceasefire to be monitored by a "credible, effective and verifiable international mechanism". Following the AU roadmap, a ceasefire would lead to the establishment of a consensual and inclusive transitional period during which the necessary reforms to meet the legitimate aspirations of the Libyan people would be carried out, culminating in elections that would enable the Libyans to choose their leaders for themselves.

In its failure to recognise the NTC, the AU insists on a transitional government that is representative of "all sectors and representatives of all the regions that complete Libya". The implication in this position of the AU is that Gaddafi loyalists are expected to be represented in the new Libya, but sources within South Africa's department of international relations and co-operation, which has adopted the identical position on any future Libyan government, have played down suspicions that the official position calls for Gaddafi loyalists to be roped into the new Libyan government.

Rather, like the AU, South Africa expects all the regions and tribes that make up Libya to be represented in an interim government. As fighting between "Gaddafi loyalists" and rebel forces continues, despite the NTC assuming office in Tripoli, this position may well hold some merit. The reality is that Libya remains a divided country. So long as rebel forces face resistance on the ground there remains the danger that Libya could break up into two, or more, states. It would certainly be to the detriment of Libya, and Africa, if in the clamour to install the NTC as the "legitimate" voice of the Libyan people, Libya breaks up.

Although NTC leader Mustafa Abdel
Jalil hails from the Gaddafi camp, as former
justice minister the South African minister for
international relations and co-operation stressed
on Tuesday that figureheads were not enough.
"I don't think if you have one or two people we
would then say this is all-inclusive, because you
have picked one person from that part of the
world," Maite Nkoana-Mashabane said.

The meeting on Tuesday does, however, signal a significant softening in the stance of the AU towards the NTC. Ping has recently met with representatives of the NTC, the United Nations and the League of Arab States and in its statement at the conclusion of the meeting the AU indicated it had received an expression of a "strategic commitment to the African continent" from the NTC leadership. African participation in the "Friends of Libya" conference in Paris earlier this month was sparse, prompting speculation that the new Libya would look outside the continent for its future direction. The NTC's expression of commitment to the African continent is then especially timely. Only time will tell how exactly the NTC will repay its allies in the formation of a new Libya, but the AU seems to have been reassured that the NTC still sees Libya as an African state.

It was also revealed the NTC expressed a commitment to give "priority to national unity and to bring together all Libyan The meeting on Tuesday does, however, signal a significant softening in the stance of the AU towards the NTC.

stakeholders, without any exception and to rebuild the country" – again reassuring the AU in its stance. The NTC also vowed to the AU to protect all foreign workers within Libya, including the African migrant workers.

In response to the NTC's affirmation of Africa, the ad hoc committee recommended the peace and security council of the African Union to encourage the NTC to "spare no efforts in ensuring its effective follow-up to living up to its pledge to formally institute an all-inclusive transitional government". The ad hoc committee has been reassured enough with the NTC's commitment, to begin preparing a seat in the AU for an "all-inclusive transitional government", but while the seat is warmed the AU warned that the softening of its stance on Libya was founded in "the exceptional circumstances in and the uniqueness of the situation of Libya, and without prejudice to the relevant instruments of the AU, particularly those on unconstitutional changes of governments." iM

#### **READ MORE:**

- 1. African Union pushes for inclusive Libya government in Mail and Guardian
- 2. Libya: African Union Edges Towards Recognizing New Govt in allAfrica.com.



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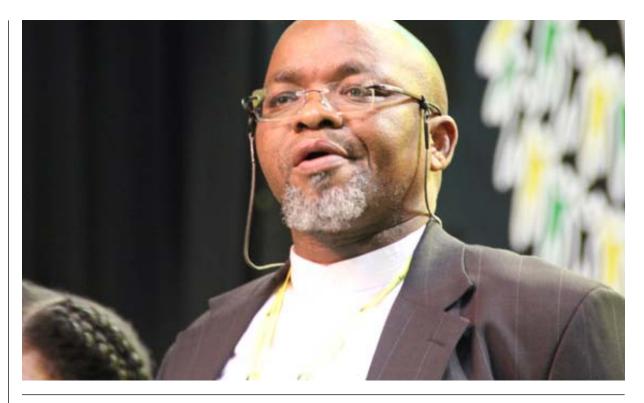
10 GIGS midnight to 5am R100 Extra, 1c/MB SOUTH AFRICA BRIEFS

#### MALEMA TO ASK PARLIAMENT FOR LEGISLATION TO PROTECT ANTI-APARTHEID SONGS

Julius Malema said on Wednesday that the judge in his "dubula ibhunu" hate speech trial "has gone beyond his mandate". He said that the Youth League would lobby Parliament for legislation that would protect the song. The ANC had said on Tuesday that it is seeking legal opinion and would be appealing the ruling. Afriforum, which brought the complaint against the song and Malema, said it was prepared to oppose the appeal.

### TAXI DRIVER WILL HAVE TO WAIT TO HEAR ABOUT BAIL

A taxi driver who knocked over a woman and reportedly dragged her under his taxi for 700 metres was charged with attempted murder on Wednesday. The judge on his case ruled that the driver's bail application was a "schedule five" matter, which meant that the court has to satisfy itself that exceptional circumstances exist for the granting of bail. The driver, Matome Thamage, is to remain in jail until his hearing on 21 September.



**Gwede Mantashe (Reuters)** 

#### DARREN SCOTT LOSES SECOND JOB OVER RACIAL SLUR

Former Jacaranda FM DJ
Darren Scott will no longer
be presenting rugby on
Supersport, according to a
statement released by the
channel on Wednesday. Scott
resigned from Jacaranda FM
last week after an argument
with a colleague at a weekend
teambuilding where Scott
used racial slur. Supersport,
having previously said that
Scott was on an indefinite
leave of absence, said that the
split was amicable.

#### MAHARAJ: PRESIDENT WILL NOT PRE-EMPT REPORT OF PUBLIC PROTECTOR

Presidential spokesman Mac Maharaj said on Wednesday that President Zuma is

waiting for the report of the Public Protector before he takes any action on cooperative governance and traditional affairs minister Sicelo Shiceka. Maharaj said that the presidency did not want to pre-empt any recommendations the Public Protector might have. Shiceka meanwhile told EyeWitness News that he is ready to get back to work following an extended sick leave. He said he had recovered and had been playing tennis.

#### CADRE DEPLOYMENT GIVES BLACKS OPERATIONAL EXPOSURE – MANTASHE

ANC secretary general Gwede Mantashe has once again come out in defence of cadre deployment. He told a National Teacher's Union conference in Empangeni that SOUTH AFRICA BRIEFS



Pravin Gordhan (Reuters)

cadre deployment existed to give black people operational exposure, a necessary part of correcting apartheid's imbalances. The IFP had earlier this week said that cadre deployment had resulted in suitably qualified education practitioners being overlooked because they were not affiliated to the ANC.

#### **NO EUROZONE**

Finance minister Pravin
Gordhan said on Wednesday
that South Africa was
currently not considering any
involvement in Brics' mooted
purchase of bonds from the
debt-struck eurozone. He
said other Brics countries had
greater foreign reserves than
South Africa, but agreed that
it was time for economies to
realise that they do not exist
isolated from events in other
countries. He said South
Africa would be evaluating its

options in the coming weeks and would decide on a plan of action, if any.

#### LENASIA AND THEMBELIHLE RESIDENTS TO NEGOTIATE TOGETHER WITH GOVERNMENT

Residents of Thembelihle, south of Johannesburg have agreed to suspend their protests in favour of negotiations, but have warned that they would take to the streets again if results were not forthcoming. The residents have forged a working relationship with their neighbours from nearby Lenasia who will help them lobby government for changes, according to a Mail & Guardian report. Violence broke out in Thembelihle in recent weeks as protestors clashed with police over basic services and plans to relocate the community. Government representatives had said they

could not build houses in the area because dolomite threatened the well-being of residents.

#### BUSINESS UNITY SOUTH AFRICA AND COSATU MEET TO DISCUSS THE ECONOMY

Cosatu met with Busa on Wednesday and agreed to work with the business grouping to address poverty, unemployment and inequality. The Cosatu delegation was led by Zwelinzima Vavi and Futhi Mtoba led Busa's delegation. Cosatu said in a statement that they had collectively accepted a plan of action to address basic education, skills development and the role of SMMEs in job creation.

#### EMS PERSONNEL BACK TO WORK FOLLOWING AGREEMENT WITH SAMWU

The City of Johannesburg said in a statement on Wednesday that the strike by Emergency Management Services personnel has been called off following a meeting with the South African Municipal Workers Union. EMS workers would be returning to work immediately following the agreement, which the city said addressed most of the grievances.

SOUTH AFRICA DARREN SCOT

## DARREN SCOTT: JUST PLAIN GONE

Let he who is without sin cast the first stone. Come on, who among us hasn't been approached by a colleague who owes you money while drunk and responded by calling them most racist word in the South African lexicon? Oh, you haven't? But then again, Scott also says that he has never once previously in his life used the "k" word. Weird how these little verbal quirks can just come out of nowhere. It's like the old story about the husband who commits a terrible Freudian slip over the breakfast table by saying to his wife: "I hate you and I want a divorce" instead of what he meant to say, namely "Please pass the milk". Awkward.

What next for Darren Scott? He may want to consider making overtures to 5FM, since they are altogether more tolerant of these minor slip-ups than those PC sticklers at Jacaranda – hence Gareth Cliff is unlikely to face disciplining for his observation about the sedentary habits of 22-year-old women. Alternatively, someone should tell Sars to think about taking him on. Scott's passion for debt-collecting might be put to valuable use in tackling this country's tax deficit, and we could consider it a form of public service.

But don't write off Darren too soon. The South African public have short memories and a lot of love for "straight-talkers", which is what we call anyone who says offensive things into a microphone. Besides, this isn't Scott's first brush with controversy. Last year, a Durban newspaper carried a story of an epic night out for Scott, which included a brawl outside a Hillcrest pub, his hair catching fire after he poured Stroh rum all over it and him reversing into a car. When its inhabitants complained to Scott, he allegedly shouted: "Do you know who I am?" Oh, Darren. You were always big – it was the broadcasters who got small.

It was the kind of statement that the publicists of celebrity couples release to the tabloids: "SuperSport and Scott agreed at the meeting to part ways". And with just three sentences, Darren Scott's broadcasting career ended (for now) – not with a bang, but a whimper. By REBECCA DAVIS.

SOUTH AFRICA THEMB'ELIHLE



### THEMB'ELIHLE: ARRESTING A PROTEST

The arrest of a community leader and threats of more, this week became central to a protest at a settlement outside Johannesburg, where a fight for services has not turned into a fight against the police – yet. But when it comes to putting down insurrection, it isn't easy to figure out who to detain when. By PHILLIP DE WET.

Bhayiza Miya is the eloquent, politically and media savvy leader of the core of protesters responsible for demonstrations in Themb'elihle near Lenasia. Soon after things turned violent last Monday – something the political leaders say they deplore and had no hand in – Miya started keeping a lower profile, avoiding gatherings out in the open and refusing to attend meetings. It wasn't enough, though; on Tuesday he was arrested on a charge of intimidation.

Others had been arrested the week before, but those had been random, people plucked out of groups. This, it seems, the protesters found fair. They acknowledge that there had been public violence and illegal gatherings, even if they consider the violence mostly justified and a ban on gatherings to be unconstitutional, and were reasonably content that their comrades quickly received bail. Miya, on the other hand, was specifically targeted, which, combined with his relatively elevated stature, made for all manner of conspiracy theories: he was being mistreated, he was being interrogated, he was

Photo: Phillip de Wet for iMaverick.

SOUTH AFRICA THEMB'ELIHLE

As usual, the truth was more complicated. Miya had been charged with a fairly serious offence in the middle of a pretty unstable, and sometimes violent, situation. The arrest was not so much political as apolitical; had they refused to bring him in, the police would have had some explaining to do.

being transported elsewhere (for some dark purpose), his arrest had been ordered by the ANC, the President, or orchestrated by the intelligence services.

By Wednesday, Miya's detention had become the new rallying point for the protesters. Residents who had been tired the day before, or had gone back to work, returned to show solidarity with their presumably being martyred colleague.

As usual, the truth was more complicated. Miya had been charged with a fairly serious offence in the middle of a pretty unstable, and sometimes violent, situation. The arrest was not so much political as apolitical; had they refused to bring him in, the police would have had some explaining to do.

But Themb'elihle has, in the past week and a half, seen its share of political arrests, and political non-arrests, and some that fall in between. As the blunt end of the government interacting with the people in the street, the police's every move is being closely watched, and what it does, or doesn't do, or is thought to have done, could have a big impact on how the Themb'elihle uprising goes and how it ends.

Last Tuesday, for example, police arrested two young men they strongly suspected had hurled rocks at them. As colleagues held back an angry crowd with rubber bullets, officers pulled the two from an outdoor toilet, dragged them to the edge of the township and handcuffed them together.

It was only 11:00, but it had already been a hard morning of running battles. So it would have been easy to interpret what happened next as petty and vindictive: the two handcuffed suspects, now docile and obeying instructions, were paraded in front of the crowd gathered 100km or so away, made to show off their cuffed wrists and told to exhort their comrades to calm down. That interpretation would also have been wrong, though; a short time later the two detainees were set free, to applause from a non-violent group of mostly women nearby. The effect on the angry crowd was probably not a positive one, but the broader community approved that their wayward sons had been returned to them. The police had made a point about their ability to detain, but hadn't pushed.

Others were not quite so lucky. That night, after being urged to go into the township

SOUTH AFRICA THEMB'ELIHLE

Though they've had rocks thrown at them and barricades erected against them, the police have not been targeted in any serious way during this uprising. Some, in fact, respected their restraint and professional manner. On Wednesday, though, for the first time, it seemed that could change.

on foot, in the dark, amid reports of live ammunition being used and make arrests, police pulled out groups that included young women who would later claim they had been hiding in their homes all along. At least two men claim police shot and wounded them for no apparent reason, though those claims are still being investigated. A heavily pregnant woman said she was man-handled even though she had never taken part in the protest, although she suffered no serious harm and her allegations could not be substantiated.

All this – the actual arrests and detentions, the rumours, the allegations – feed an increasing distrust of many in Themb'elihle towards the police. So when an officer on Wednesday warned that yet another gathering at a nearby taxi rank to discuss the way forward would be illegal and any who attended may face arrest, it wasn't unexpected when the language

got tough again. "That is our place," one leader said. "If they think they can come there and tell us what to do they'll have a surprise. They'll have to kill us to get there."

Though they've had rocks thrown at them and barricades erected against them, the police have not been targeted in any serious way during this uprising. Some, in fact, respected their restraint and professional manner. On Wednesday, though, for the first time, it seemed that could change.

Not that a lack of firm police action would be any safer for either police or residents. During the last week-and-a-half various residents from Lenasia, a far richer suburb just across the road from Themb'elihle, at various times threatened to take up arms against their neighbours. Reports of planned marches into Lenasia itself caused minor spikes of panic, talk of evacuating children in the face of imminent looting. Cooler heads (or the police) invariably prevailed, but if the police presence had been any smaller, any less visible, or police had been perceived to not be in control, that may well not have been the case.

Themb'elihle itself also requires a firm police hand, to some extent. Everyone, including protesters and their leaders, acknowledge that criminals have used the chaos caused by demonstrations for their own gain. They target not the armed-and-waiting residents of Lenasia, but the weaker on their own side of the road. Several police officers have expressed worry at what could befall the old and frail and young in Themb'elihle if it should become a true nogo zone for police. Not to mention the effects should the community then take justice into its own hands.



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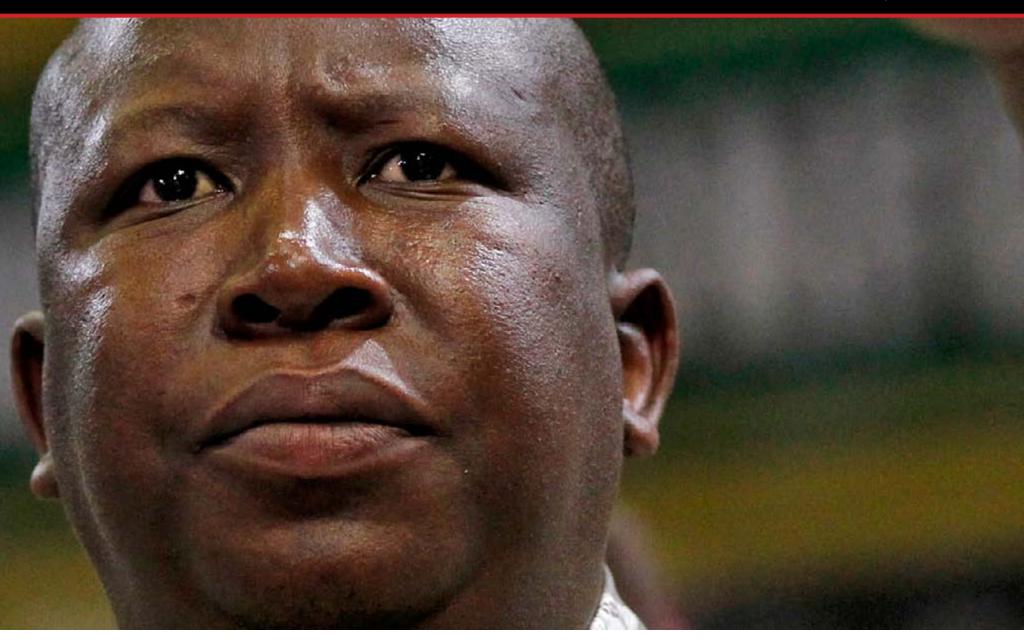
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## RACIAL EPITHET: A DARKNESS AT THE EDGE OF MALEMA'S MIND

Julius Malema is nothing if not a confident being. Confidence seems to ooze from him. Sometimes it is misplaced, sometimes it is not. But a press conference about those songs on the eve of his disciplinary hearing (that's right folks, it is really due to finally start today) was always going to be fun. In a disturbing kind of way. By STEPHEN GROOTES.

Upon arrival at Luthuli House, one was met by a less than hospitable security guard. Apparently, journos weren't allowed in yet. We had to "wait until you're called". Right. Only the Youth League would be able to find a new way to make life difficult. So there was a large group of journos outside Luthuli House for a good half an hour. It was a much larger gaggle than that

outside Camp Julius. One wag even suggested we were only there to get material for our political obituaries (that sounds awfully much like something you'd say Stephen – Ed).

Eventually, we were allowed in and things started to get going.

Photo: REUTERS

... Malema was his dashing and daring self. Extreme, pushy, not scared of anything (note: President Zuma was not in the room), shoving the envelope as far as he could.

The first surprise was the appearance of the banners for the MK Military Veterans Association. They're the ones who held a conference just after that violence outside Luthuli House for the express purpose of heaping abuse on the Youth League for burning the ANC's flag. But there's common cause here; they want to protect the party's heritage too.

The second eyebrow-raiser was the arrival of MKMVA secretary-general Ayanda Dlodlo, clutching her new iPad 2. Among her other jobs (including being a deputy-minister), she is also a member of the ANC's national disciplinary panel. That's right. The one in which she will refer to Derek Hanekom as chair and Malema as "the accused". When asked about this, Malema says simply that "we are all comrades... when we are finished with disciplinary issues, we talk politics together". It's no surprise that she would be outraged, personally, by the Lamont judgment. The ANC's history and heritage will mean an awful lot to someone who put themselves in harm's way for freedom.

But there is another talking point here. Malema had asked for several members of the panel to recuse themselves, on the ground that they oppose his political agenda. Hanekom himself has spoken against land expropriation without compensation, minerals minister Susan Shabangu opposes mine nationalisation etc. Conversely, the ANC prosecutor Andries Nel could argue that Dlodlo could side with Malema, so the Young Lion's whole recusal argument could well fall flat just on this one point.

Right, now onto Malema the man. He was his dashing and daring self. Extreme, pushy, not scared of anything (note: President Zuma was not in the room), shoving the envelope as far as he could. Of course the ANC Youth League is going to appeal Monday's judgment. (We're pleased about that too. They must, and I myself have grave reservations about the constitutionality of the Equality Act.)

Yes, we're members of the chattering classes. And yes we agree with Malema. There's a headline there somewhere. (How about "Journalists back Malema – Ed). It was left to League secretary-general (for now, his hearing is already over but we don't know the verdict yet) Sindiso Magaqa to put it thus: "This gloriously flawed ruling". Logically it doesn't seem flawed. But constitutionally... it probably is.

"We must intensify
the struggle to defend
political freedom".
Really? Economic
freedom I get. But
political freedom?
How do you define that
exactly? I presume what
that really means is that
the ANC doesn't have
enough power.

For Malema, this is more evidence that "the minority is in charge... that everything we do they control". His argument was not pretty. When asked directly if this ruling was proof that the courts were "racist", he said that most people believed they were not "fully transformed, and if that means racist, so be it". Clever answer. Particularly because, depending on where you stand, it appears to have the virtue of being true.

He then launched into a diatribe. We've decoded it, and it's worth looking at. Last week Robert Mcbride was convicted of drunken driving and attempting to pervert the course of justice. He got two years for the former and five years for the latter. In the same week, Blue Bulls rugby player "Bees" Roux agreed to pay R750,000

to the family of a police officer he admitted to killing and thus won't go to jail. For Malema, "Mcbride killed nobody and goes to jail" while Roux killed "a man in uniform" and goes free.

He's not entirely wrong, is he? Sure, the Mcbride sentence is really because he tried to pervert the course of justice while serving as a police chief, so it would seem he deserves harsh punishment. But the Roux thing still leaves a nasty taste in the mouth. And it plays right in the hands of a politician with a taste for some fresh racial polarisation.

There was Malema at his most disturbing. For him, the more his back is against the wall, the more he brings race into it. That is what politicians in South Africa do. But even for him, it's a little extreme. "The oppressor is gaining confidence" he claims, "and it's because we have let him". "He is bringing back apartheid through the back door". It's not true of course. Afriforum isn't an oppressor. It's just misguided. But for Malema, this is about the sunset clauses in the Consitution. He claims the League is going to write it's own political discussion document about these clauses – presumably with a view to getting rid of them. We have to ask, nearly 20 years after the thing was signed, do they still really play a role. But mucking about with this document is something we all need to be trepidatious about.

And of course we have Malema the everrevolutionary. "We must intensify the struggle to defend political freedom". Really? Economic freedom I get. But political freedom? How do you define that exactly? I presume what that really means is that the ANC doesn't have enough power. I presume that Ngoako Ramathlodi was listening. One outcome of this entire process, though, might be acceptable to all concerned is if Malema finds that to survive, he basically has to re-hitch himself to Zuma's wagon in a big way. Zuma might enjoy having a chastened Malema at his beck and call.

But back to the main matter at hand: the songs, or chants if you prefer. Malema and the League want to go not just to the appeal courts but also to Parliament and to Cabinet to change the legislation. Again, good. They should. There is clearly something the matter with this legislation, and we need a proper dialogue about it. Presumably, in Parliament at least, one would think that there will be a change here.

At the start of the press conference, Floyd Shivambu warned us all that no one would be allowed to ask a question about anything other than the songs/chants. So it was an oblique question about the presence of Dlodlo that got Malema to let rip about the disciplinary hearing. "People went to the DC. Some came out alive. Some did not. The ANC continued" he said. That's one way of looking at it.

On one level, he seems to be saying that he's going to win, that he's entirely comfortable with the process – which is quite at odds with the applications he lodged on various technical grounds. So has something changed? On balance, it's entirely possible. As always with the ANC in general, and Malema in particular, literally anything can happen. Zuma himself seemed to indicate in an interview with The Star's Business Report that he didn't want Malema drummed out of the ANC. That could have been normal politicking, Zuma has nothing to gain from looking vengeful. One outcome of this entire process, though, might be acceptable to all concerned is if Malema finds that to survive, he basically has to re-hitch himself to Zuma's wagon in a big way. Zuma might enjoy having a chastened Malema at his beck and call.

Having said all of that, Malema is a naturally confident guy. Like Zuma, he doesn't seem to let impending legal processes get in the way of a laugh. So it could all just be bravado. The disciplinary panel seems determined to actually now hear Malema's case. It claims it will be finished by Saturday. Eventually, the real balance of power will be revealed.

Grootes is an EWN repoter.



#### It begins with a moment of genius.

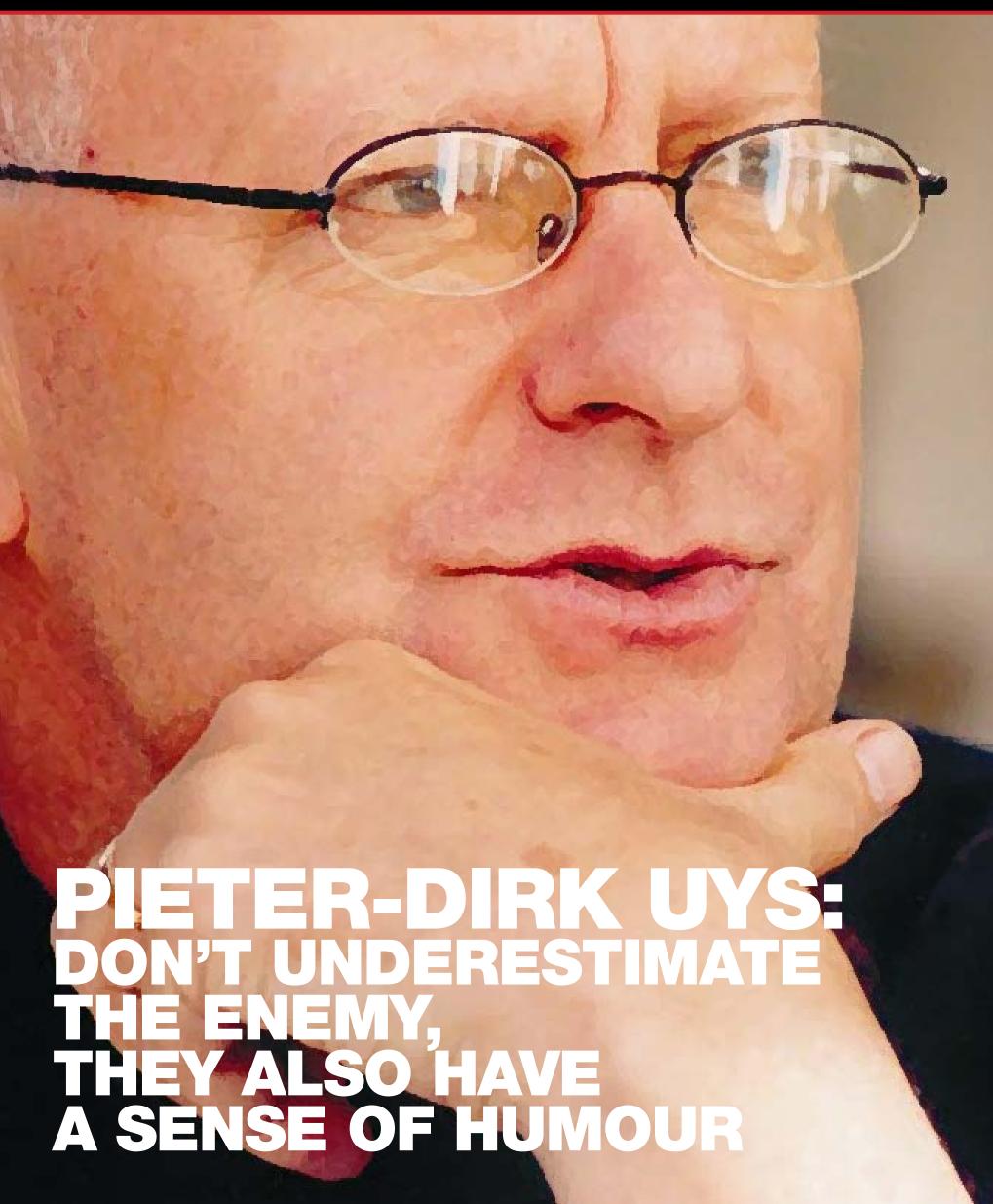
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\*Optional Feature.

COVER STORY PIETER-DIRK UYS



If it is true that behind every successful man there is a woman, Pieter-Dirk Uys is the exception to the rule. Known as the man behind many desperate women, this complex character is also a man of strong opinions. And be warned, Julius Malema, don't touch him on his democracy. By EMILY GAMBADE.

Tremble, politicians: Pieter-Dirk Uys is on stage. Darling in his furrow, he brings Evita, Mother Theresa, Winnie and other hysterically disparate ladies at the Baxter Theatre until 1 October, turning any current political drama into a festive, funny, fabulous moment.

Don't be fooled, for under the unbearable lightness of laughing, Pieter-Dirk Uys opens a world of paradoxes. South Africa is a beautiful country albeit in trouble. Our democracy is alive albeit clearly at risk. The peaceful transition is yesterday's news and the honeymoon lasted too long. The show is a firework of laughter, gnashing, wonder and inconvenient truths. And the man behind the women, make-up and fake eyelashes, is a rather improbable teacher.

"I need my audience to come there and to leave as optimistic as the characters. But I also need them to be aware of the problems. Once you are aware of the problems, you can solve them. If you are just negative and angry, it gets worse and worse. We are an extraordinary country. We have so many generous people in this country, considering what we did to the majority of our people for so long with apartheid, they had all the reasons

COVER STORY PIETER-DIRK UYS

"The ANC has come to power on the trust of the majority of the people. I am really angry that the government I vote for has become, I think, more corrupt now than the apartheid government."

in the world to take revenge themselves, and tell us, get out or die, but they didn't.

"I don't think there is anybody here saying, 'Oh, I hope this place falls to pieces'. And if there are, I want them to leave. I'll drive them to the airport."

The tone is set. Pieter-Dirk Uys is an iron fist in a velvet glove. "I have a definition in my work: 49% anger, 51% entertainment. It has to be entertainment. Because that's why you come to the theatre. You are coming to enjoy yourself. Anger is always there. I'm angry at the callousness of the government. I'm angry at the terrible education structure. I'm angry that the majority of our young people cannot have a future, but it doesn't help if I stand and I shout. Nobody's going to listen to me. What I have to do is put on costumes and entertain."

And the public is there, laughing out loud while, behind the jokes and the wide smiles, the words make their way to our worried consciousness. In "Desperate First Ladies",

now showing at the Baxter, Evita is working under the new government of President Julius Malema. Unbelievable? Maybe you want to think again.

"Julius Malema is a very interesting shock in our 17-year-old democracy. We had a honeymoon for too long. We had a Mandela-Madiba era and suddenly the kids, who were born after Nelson Mandela was free from jail, are now 18 years old and what are they going to do? There is no education, there are no jobs, but there is Julius Malema who says: 'We are the future! We must take over the country. We must take over the economy. We must nationalise the mines.' We, of course, go 'Oh my God, what is this?' because we don't want to talk about it.

"The ANC has come to power on the trust of the majority of the people. I am really angry that the government I vote for has become, I think, more corrupt now than the apartheid government. This democratic government knows what should be done and their attitude is 'To Hell with it'. There is no excuse for everything that's going on in this country. There is no excuse for the huge amount of money they are stealing from the people. Could Malema be the next president? He is the only choice! Who is there, in South Africa, who really, truly, has an extraordinary gift of political ... what is it? Is it political philosophy? Idealism? Vision?"

Pieter-Dirk Uys admits that Julius Malema has charm and all the good reasons in the world to rule over the country. "I'm very careful when I say this, but history does repeat itself. Julius Malema says: 'We must control the economy - it's in the hands of the whites.' Hitler said: 'We

must control the economy - it's in the hands of the Jews.' Hitler appealed to the millions of Germans who had no jobs, after the First World War. Malema appeals to the millions of South Africans who don't have a job after the apartheid era. I'm very careful about these comparisons because they are very dangerous. But do not underestimate the incredible craftiness of people who make noises on the sidelines and then move into the centre. Hitler also went to jail in the twenties. He wrote 'Mein Kampf' and then came out and ruled Europe. So if Julius Malema is thrown out of the ANC, I think he may form his own party. It's a very interesting time - very dangerous, but very interesting."

Interesting times, indeed, forcing people to have opinions and debate. "Unfortunately,

the argument always ends up with 'You are a racist. No, I'm not. Yes, you are. No, I'm not.' My point is: yes I am a racist; I was born and raised in a country where people were racists. For 50 years of my life segregation was law; it was politically correct; so, I am now an alcoholic who doesn't drink; I am a racist who will not be a racist; every morning I will wake up and I will say to myself, I will not be superior to anybody because anyone has a right; and of course, in the traffic, you become a racist in 40 seconds; so you must say 'No, let the taxi go first!'

"Many of our attitudes in South Africa are a choice of words. Words, which could mean, yes, there is a problem, but I am optimistic that we can get around it, or yes, it's a problem and I am angry because we can't solve it and I am a



Photo: Pieter-Dirk Uys as Evita Bezuidenhout

victim. We have to really think and judge our own racism, prejudices and fears. The moment you are frightened, you are deaf and blind; and in politics, that is dangerous."

Pieter-Dirk Uys is angry with politicians, and more so at the lack of integrity, concern and interest. Indifference and fear are more destructive poisons than the politically correct talk poured into our ears every day. "In democracies, things must never be safe. And if things are safe it means we are not concentrating on where our freedoms are going. In a democracy we must always wake up in the morning and make sure that the sun is rising. And we do not do our homework; especially the whites, it's a pity to say that, but the white South Africans were the first ones to complain. The media is not doing its homework either. They're not paid enough, not professional, they have one person doing six jobs and then you have a journalist sitting in a big political event and writes as a headline, 'Malema is corrupt!' Well they haven't proved anything yet. And then the ANC comes back with a law, the Protection of Information Bill because (it claims) 'You are accusing us of things and you are wrong'. And, yes, you are not wrong all the time, but if you're wrong once, it's enough. I believe in democracy as the only solution. But I know that democracy is not perfect because it's touched by human hands. Everybody has the right to make a fool of himself. Do not underestimate your enemies, they also have a sense of humour."

Being aware, responsible, taking charge of one's life are important values, at the core of Pieter-Dirk Uys' work. "One of the questions I keep asking to people is: 'We had our municipal

Malema says: 'We must control the economy - it's in the hands of the whites.' Hitler said: 'We must control the economy - it's in the hands of the Jews.'

elections; municipalities are the closest government in our lives; how many people voted in the municipal elections?' It's shocking to find out. And when you ask, the reply you get is 'Oh, what's the point?'

"What's the point? Ok, who is your ward counsellor? Who represents your street in your municipality? 'I don't know...' Why don't you know? Why don't you find out who it is? Find out their cellphone numbers and phone them every single day at 3am and tell them service delivery is not happening. We can make it happen. We don't do it. We keep on looking around saying 'Oh, please, I don't want to see this, I don't want to hear that.' Every country deserves the government it gets. And I'm afraid we got it. Now there is Julius Malema, who comes out like a Chihuahua costumed as a Rottweiler, biting the boss and I'm very pleased that people are saying 'Jesus, what is this?' I never thought that I'd see the ANC using the riot police to control the Youth League. In the



Photo: Channeling Mother Theresa.

week of the Luthuli House fiasco, our president was not in the country, our deputy president was not in the country; now the minister of defence, Lindiwe Sisulu, very verbally on the side of Julius Malema, the former minister of police, Charles Nqakula, a friend of Julius Malema, they could have had a coup d'état, thank God, we are not in South America. The only reason they didn't is because the army would have said: 'Sorry, you want us to do what? Are you mad? We haven't been paid.' The police? 'Oh, please, we are having sex'."

Is there hope in the opposition? Could there be a party to balance the persisting cronyism? "Cosatu won't be a political party, (because) it doesn't have the organisation. It is a union, and important in Parliament. The Communist Party is a mosquito on the bum of the elephant, which must keep biting the bum. The opposition is

a bad word, because I don't want to have an opposition to democracy. I want alternative to democracy."

Pieter-Dirk Uys wants an alternative to democracy and more than anything, citizens of South Africa using their rights and fulfilling their duties. "Humour is a weapon of mass distraction. How can you be frightened of something you laughed at? You didn't laugh because it was funny, you laughed because you are in charge of it. Yes, (I am) showing corruption on stage, if I can say 'Ha, you bastards!' I can also say 'Hey, I'm watching you stealing'. My point is, leave the till open so the politicians know where the money is. Get them out of the way. Let them steal money, but let us organise the education of our children and not wait for the government. We have 70 children, between the ages of three and five going to

# Wouldn't it be nice to never have to wonder where you left your keys this time?



I've been unemployed since 1975, because the apartheid government stopped my work. I became my job and I am totally responsible for what I say, for what I do, for earning the money to do what I do

pre-school. No government money. Why must the government help us? The moment you take money from the government they have you by the neck. We need the government to help us with education, housing, security, transport, health, pension, but not with creativity and art.'

Touching on the freedom of speech, which he would rather describe as freedom of expression, Pieter-Dirk Uys is adamant: "There is too much 'democratisation' around art in this country. You want to do a play, so let's discuss the play; we have to sit around the table, and the playwrite is here, and the manager is there, and someone from the party is there and we've got to see what we are going to do. Don't come tell me what to do when I'm a writer! I will write my play and we will put it on and you, the critic, will come and tell me it's not working. But self-censorship is probably one of the most dangerous things in the world and that's where we are heading in our model of democracy. When you are writing something critical of

political issues, and you suddenly think 'Maybe I shouldn't say that because I'm a stand-up comedian and I want to get a TV show on SABC and I want to do corporate and I want to be a millionaire...' If you are not prepared to die for your point of view, then don't have one.

"Some of us have to be fighters. I've been unemployed since 1975, because the apartheid government stopped my work. I became my job and I am totally responsible for what I say, for what I do, for earning the money to do what I do. I also have to earn the money to go out and do my Aids programmes at school for free, but I do not have sponsorships. I do not have subsidies because somebody will then tell me to stop what I'm doing, because they don't like it. So we've got to be brave. I tell the young people at school, you will never get the job you want so become that job now. Find out what is your dream and make that dream come true. The biggest mistake we make is that we keep on talking about the struggle. The struggle is over. The kids are not interested in the struggle, because the struggle lies ahead and that is the most important thing to say to the young people. It is not going to be easy. If you think people are going to help you, you're wrong. Nobody's going to help you so you have to be in charge."

In charge, free and inconveniently vocal, desperate ladies all behind him, Pieter-Dirk Uys smiles at the audience. Standing ovation, curtain down, laughter gone, one thing remains: Yes, we have to be brave.

Desperate First Ladies is at the Baxter until 1 October 2011, 20:00.

*Click here for more information.* 



**CARIEN DU PLESSIS** 

# BAD JUDGEMENT MADE ME THINK MALEMA COULD BE RIGHT

When our elephant-headed leaders fight, the grassroots suffer. Their games only seem to benefit themselves, although this democracy's action has made for some spectacular viewing. Ask any political journalist.

ANC Youth League leader Julius Malema's singing of That Song (the "morals of society", according to Judge Colin Lamont, dictate that we should refrain from "shoot-ing the Boer") was first reported following a pre-SRC elections meeting in March 2010 at the University of Johannesburg.

It was a bit of a slow day for the leader, with students arriving for the meeting at the open campus space in a trickle rather than a flood. There were maybe a few hundred students, predominantly black, with many in the crowd being curious onlookers rather than full-on Youth League fans. At the meeting, Malema sang the national anthem, including the bits from Die Stem, frequently

# Once a court date was set, even those within the ANC who wanted dialogue were apparently overruled by those who were hellbent on proving their point in court.

left out at ANC-only gatherings. Then he sang the struggle song Ayasab' amagwala ("the cowards are scared"), which included the nowinterdicted words, Dubul' ibhunu ("shoot the Boer"). Some of the students seemed surprised. Some even giggled.

That's what prompted me to beg a translation from a colleague who understood isiZulu.

Obviously some of these students were either too young to have used the song in the bad old days, and they presumably sensed the "morals of society" dictating that it wasn't a great song to sing at an open meeting.

Malema seemed to recognise this when he told journalists on Wednesday: "The best judgement would have been that these songs do not have a place in the new South Africa, but we cannot ban them. South Africans must find a way of disciplining themselves in a fair, democratic society. Then you can decide whether you want to be relevant in the new condition, or if you want to be irrelevant in the new condition."

He is right, and he seems to have abided by what's relevant (after an interim interdict, it should be added) so far by – significantly – not singing the song at meetings. At least I haven't heard him sing it, even if rank and file League members did. Afriforum and its co-litigant, the Transvaal Agricultural Union, should have grasped his apparent willingness to compromise by reciprocating, maybe by backing off from their own white whining, which at times bordered on irrational hysteria. But once a court date was set, even those within the ANC who wanted dialogue were apparently overruled by those who were hell-bent on proving their point in court.

The judicial – and most judicious – solution to a problem like this shouldn't have been to clamp down, but to open up the minds as well as space for debate. But instead, Judge Lamont erred on the side of censorship, sugar-coating it with ubuntu (at least his are more or less in line with the new Chief Justice's views on freedom of speech).

This is hardly conducive to the talk-toeach-other outcome Afriforum's Willie Spies proclaims to have wanted, although he welcomed this week's ruling anyway. (The favourable judgement is likely to result in favourable donors.)

But why is dialogue in South Africa seemingly so last century now? Monologues are rife: Judge

Perhaps we're stuck in a bad national romance where the passage of time, lack of communication and too much politics have eroded trust between citizens rather than cemented it.

Lamont's ruling seems to exist in a sterile vacuum and didn't speak to any of the real problems; Malema loves to speak but hates dissent (and mostly sends spokesman Floyd Shivambu to public debates on his behalf); while Afriforum's preoccupation with minority rights at the expense of everything else amounts to some form of inaudible ventriloquism.

Are we so presumptuous as to think we have arrived in an ideal society in which we can merely Tipp-Ex out the potholes by delivering right-wrong judgements and conducting winlose elections?

The ANC often flexes its almost two-thirds majority in Parliament, while those who feel wronged by the ANC majority take shelter in front of the Bench. And while the letter of democracy allows all this adversity, its spirit doesn't desire it. We managed dialogue 20 years ago, but perhaps we're stuck in a bad national romance where the passage of time, lack of communication and too much politics

have eroded trust between citizens rather than cemented it.

In the early 1990s black people had nothing to lose and white people had no choice, so we were forced to talk (the war option was thankfully overruled). But now we all have much to lose and democracy has given us many choices. Our nation's become like a couple that has accumulated material wealth and comfort over the years, but in the process grown apart for lack of communication.

Much of it's about the power thing.

Afriforum's Spies contends that the judgement has "levelled the playing fields", implying that the white "minority" of a certain conviction has to leverage itself political power through the courts, while Malema claims black people still have no power because white people hold the economic reins.

Then there is the fight about who has sacrificed the most. Many white people seem to think that ceding political power to the majority was sacrifice enough, while many black people feel they have sacrificed a lot and are now forced to give even more. For instance, the Voortrekker Monument is still intact and in use and the old South African flag may fly, even though these symbols still cause offense. Yet now a liberation struggle song is effectively banned by a white judge.

Much can be said about our failure in the past 17 years to create a more equitable society, but if we want to go anywhere better in the next few years, we'll have to lay down our politics and talk. The grassroots are resilient, but being used as a wrestling pad by elephants isn't much fun for long.



IAN OLLIS

# THERE IS LAND EVERYWHERE – WHY IS GOVERNMENT HOGGING IT?

As the population of Earth nears the 7 billion mark, and urban sprawl hangs like a smoggy spectre over planet, the availability of land is a pressing yet volatile issue. This is a paradox, if not plain stupid given how much wasted land is available right in our cities.

I have to fly to Parliament almost every week and as the ageing BA jet flies over Johannesburg and Cape Town, it gives one a bird's eye view of the large quantities of wasted resources represented by our land use in both cities. Up there in the air you can't see the bylaw restrictions, the hectare or square metre cost, the inadequate bulk infrastructure services and the distance to transportation links.

But there is one thing you can see is... Land! There is lots of it. Most of our cities are spread out due to urban sprawl caused by the cheap fuel prices of the 1950s and

IAN OLLIS OPINIONISTAS

The problem is that much of the land is in the wrong hands. National and provincial governments own lots of it. The metro councils and state-owned enterprises own some as well, and then there is disused industrial and mining land, which is privately owned, often abandoned or disused in city centres.

60s and apartheid's special planning. We should never have let our cities sprawl out. It has made transportation expensive and added to air pollution. But there is another way of looking at things.

Up there in the clouds when you look down, you see the large swathes of unutilised or under-utilised land. We have reprocessed mine dumps, polluted lakes and dams, abandoned schools with sports fields (in the middle of Soweto), unproductive small holdings and industrial land lying vacant. It's a shame really. That land could be put to better use. When you then consider that city councils are trying desperately to find enough land for shack dwellers in places like Alexandra, the N1 City Development, Delft, Umlazi and so on, it seems a shame that we have hectares of readily available land lying "fallow". To say that there is a shortage of land is simply nonsense – there is plenty, if you care to look.

The problem is that much of the land is in the wrong hands. National and provincial governments own lots of it. The metro councils and state-owned enterprises own some as well, and then there is disused industrial and mining land, which is privately owned, often abandoned or disused in city centres. In each case, this land could be redeveloped to provide accommodation and work in economically active parts of our cities. What it takes is some lateral thinking and a very cooperative government working in concert at all three tiers to succeed and Tokyo Sexwale's housing headache could be wiped out, probably in 10 years or less, along with serious long-term job creation. Let me sketch out a few examples:

East London, city of my birth, now known as Buffalo City. The old Railway Workshops, where my father spent the better part of 53 years remanufacturing steam locomotives lies derelict, adjacent to another piece of land also owned by Transnet and leased out as a small business hive. This land represents probably the largest piece of unused urban real estate in Buffalo City and is strategically located in the run-down CBD of East London. Of course, Transnet puts a high value on the land and won't part with it for love or money.

It could, however, be transferred between national government and the local or provincial government for redevelopment at almost no cost. It is a prime piece of real estate that could be used to revitalise the downtown area of East London by providing housing in two- or threestory apartments, similar to the Newtown area IAN OLLIS OPINIONISTAS

of Johannesburg for previously disadvantaged residents currently living far from the city centre. The piece of land is so large that it could also house a brand new shopping mall, opening up the city centre and providing work and a customer base in one development. Couple that with a redevelopment of the central train station and you would have a revitalised city with the largest new development and private capital formation in its history... if only Transnet would part with the unused land (They probably want a huge cash payout making it non-viable).

In Cape Town we have a similar situation. The military owns large tracts of land, also in some cases under-utilised. Wingfield, Youngsfield and Langebaan – all have air force applications. But how many air force installations do we really need in one small geographical corner of the country? The city has, on several occasions, tried buying one or other of these installations to build low-cost housing for the thousands of under-privileged South Africans, but the air force wants Rands - lots of them.

When you add in the cost of bulk infrastructure, the job becomes prohibitive. However, again, the land is already owned by the state and under-used. There are several other pieces of land owned by the military in the greater Cape Peninsula and again they are mostly underutilised. Can the military not rationalise its operations (it can barely afford the jet fuel in any event) and inexpensively transfer at least one of these land parcels to provide a few thousand new homes to the homeless in Cape Town? The city would be only too glad to pay for the water, electrical and sewerage services if the land wasn't costing an

arm and a leg, one assumes.

In Johannesburg, there are many parcels of land also, which have already been identified -Frankenwold (partly owned by Wits University) and adjacent to a squatter settlement (in Alexandra) and the Gautrain station. But there are others. The re-mined land to the left of the N<sub>3</sub> (southbound) highway and at the entrance to Germiston, provides an ideal opportunity to re-invigorate the aging and obscured CBD of Germiston. It's a sizable piece of land, of course, currently unsuitable for human habitation without some serious earthworks and environmental rehabilitation, but it can be done. Again cost may be a limiting factor, but the land is in a prime position and much closer to work and shopping opportunities than the Far East Rand townships. In fact, there is much industrial land, and many small-holdings in the greater Germiston area that are unused or underutilised. It takes political will, thinking out of the box and new kinds of urban planning. Nelson Mandela Bay has similar tracts of underutilised land as do Durban and Tshwane.

Yes, these and other cities would find these projects very large ones to undertake, but we have a large housing problem and a large jobless population that could be assisted. Instead of building RDP settlements on the fringes of cities, in each of our metros we have ample land, if we can get the politics and bulk infrastructure sorted out - together with some environmental issues. But please, let's stop pretending we have a shortage of land or an absence of ideas - just get in a plane and fly over our cities if you can't think of any options.

Ollis is a DA MP.



**BASIL VAN ROOYEN** 

## NEVER FORGET: THE ROAD TO HELL IS PAVED WITH GOOD INTENTIONS

If you asked the average South African what the Trabant, the old "plastic" East German car, and South African school textbooks have in common, they'd say: "Nothing". But they would be wrong. What they have in common is well-intentioned bureaucrats with limited skills and vision.

It would not have occurred to me make the connection had I not just come back from Eastern Europe, and coincidentally attended the AGM of South African Publishers' Association immediately afterwards. In the event the similarities leapt out at me, and I felt I had to share them.

Firstly, the Trabant: The little "plastic" car was produced in Sachsen in East Germany and was the most common vehicle in that country. It was also exported to other communist countries. Its feeble two-stroke engine produced noxious fumes and froze in winter, the waiting

time after ordering one was about 10 years and early models had no fuel gauge. Three million of them were made over a period of 30 years.

There are still a few left on the roads in Eastern Europe. Tour guides point them out with glee to tourists, telling hilarious stories about their infamous unreliability. Fan clubs collect them for their quaintness. They are called "plastic" or "cardboard" cars not only because of their uninspiring looks, but because their bodies were made of Duroplast, which in East Germany was made of constantly varying amounts of cotton and paper fibre. They are affectionately and derisively known as "Trabis".

But here is the thing: when the Trabant was first produced it was not a bad car for its time, with front wheel drive and independent suspension. The purpose in producing it was also entirely laudable: it was meant as an affordable car for the people, for the proletariat, for everyman.

Well, as we know, a similar people's car (German translation: volkswagen) was really getting going in West Germany at the same time, produced by the same German people in a different part of the country. Looking back in history we have to ask ourselves the question: why is the one today a forgotten relic, a practical joke, and the other a flourishing multi-national?

The answer is simple: In the case of the Trabi, production and marketing decisions were made on a centralised basis by well-meaning bureaucrats, on the assumption that if huge numbers were produced of the same product it would be cheaper for everyone, while Volkswagen was subject to the full forces of open market competition.

So what does this have to do with our school textbooks?

South Africa has established a sound school textbook industry over many years. A great variety of material has been produced since 1994 that can compare in quality with the best in the world. (Of course, there is also dreadful stuff.) Since no one in this country trusted any teacher to be able to decide what textbook to choose for his or her own use in class, textbooks were subject to departmental selection procedures. Often these procedures were silly and even bizarre, but because each of nine provinces could select its own range of books and there was no limit to the range. Good books also made it and on the whole easily outsold bad books. Prices were kept reasonable through ruthless competition.

Enter the bureaucrats. Having heard that book prices were subject to economies of scale, in other words, if you print more, they become cheaper, the department of basic education (yes, the same one that cannot run schools or manage teachers or discipline unions) decided that for the new school curriculum being introduced to replace outcomesbased education (not long ago seen by the same department as the salvation of the country), they should centralise selection and distribution in the national department, and limit the choice to three books from which all schools have to choose. They were and remain completely oblivious to the logistical and other challenges involved.

Massive resistance from publishers forced them to increase the quota to eight, but it is still a handful compared to the range and variety currently available. How does this

## The effect on the local publishing industry will be devastating. Only a handful of large publishers (mostly owned by multinationals with deep pockets) will survive.

decision compare with that of the East German bureaucrats who settled on the Trabant and hardly changed its looks or performance for 30 years (until it all collapsed and was taken over by Volkswagen)? I would say very little.

The effect on the local publishing industry will be devastating. Only a handful of large publishers (mostly owned by multinationals with deep pockets) will survive. All the survivors will cut back staff to the bone once the new titles for the curriculum have been published, for although the total number of books sold will be the same, the number of titles will be severely reduced, and fewer titles mean fewer publishing staff, salespeople, warehouse people, admin staff, etc. The numerous freelancers (editors, typesetters, illustrators, proofreaders and others) dependent on the book industry will also be reduced to a tiny pool, since school publishing produces the bulk of books in this country.

It took half a century to build up a viable skills base for publishing in this country. Once such a pool of skills is lost to an industry, it is impossible to resurrect it. Just in case you thought the ANC is the only one to argue this way, take note that in Western Cape the education department already allows only one book to a subject on the assumption that it is more important that each child gets a cheap

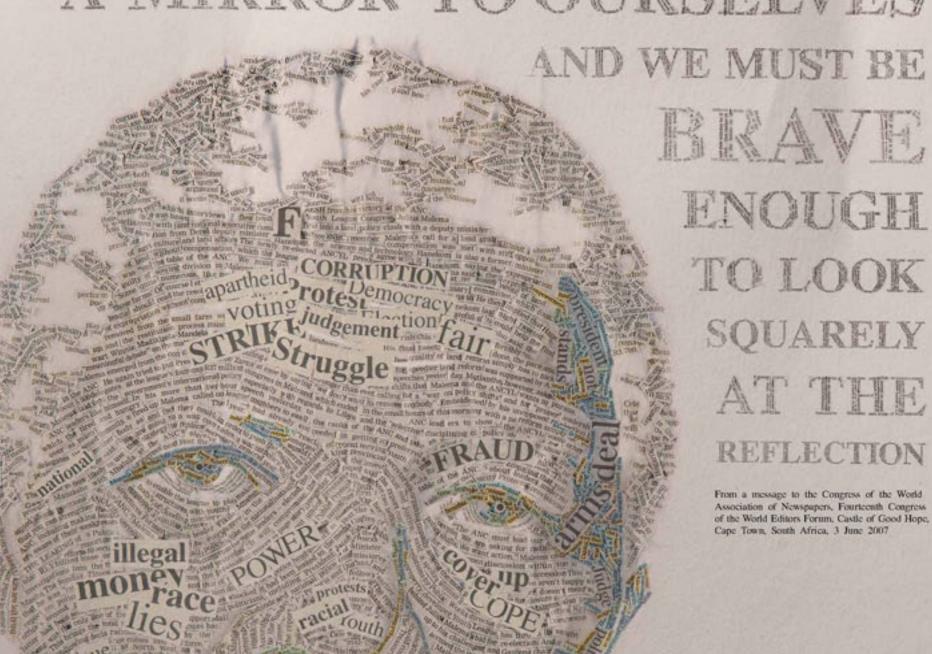
book than that some publishers retain their jobs. "Our duty is to look after education, not publishing," is the attitude.

Experience in other Third World countries in this respect is chilling. There are cases of countries where the World Bank provided huge amounts of money, picking one title based on a tender process, and then left behind a devastated industry when their attention wandered elsewhere four years later and the funds dried up. The situation has been even worse where governments actually tried to publish books themselves. Governments cannot do this successfully any more than they can manufacture cars competitively. They do not even begin to understand the complexities of the industry.

If it were cars, everyone would be up in arms. Even (perhaps especially) the ANC Youth League and the Communist Party would not like to be seen driving just one kind of car (let's say a Chinese Great Walls Motors bakkie), but since few people care about textbooks or can even tell the difference between them, there will be no public outcry in this case.

So welcome to the new world of Trabi textbooks. Despite reasonably good textbook material, our education system is already almost the worst in the world; soon it will be indisputably the worst.

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## SPOKESMAN: GADDAFI FORCES PREPARED TO FIGHT

Muammar Gaddafi's spokesman Moussa Ibrahim told Reuters on Wednesday that Brother Leader is still in Libya and is still in command of a powerful army with thousands of volunteers ready to crush the rebellion. He swore that Gaddafi's forces were prepared to fight for years if necessary to "liberate every single Libyan city". Despite Ibrahim's attestations, Gaddafi's whereabouts are still unknown. His son Saif and Ibrahim are thought to be in the town Bani Walid, which is still under the control of Gaddafi's forces.

## AL-SHABAAB DENIES INVOLVEMENT IN KENYAN RESORT ATTACK

Somali Islamist radical group al-Shabaab denied on Wednesday that it had kidnapped British tourist Judith Tebbutt from the Kiwayu Safari Village luxury resort in Kenya. Reuters reported that a senior official from the group said that they suspected that militia fighters



Where IS the Brother Leader? (Reuters)

funded by Somali pirates kidnapped Tebbutt and killed her husband during Sunday's attack at the resort. The group also said they would be releasing a statement at a later date. Meanwhile, the British government says it is doing everything it can to secure Tebbutt's release.

## ENATIS TO ROLLOUT TO SADC REGION

There are plans underway to deploy the eNatis traffic management system to other SADC countries, according to an ITWeb report. The systems developer, Tasima, says that rolling out the system across the region will reduce crossborder vehicle theft. Lesotho and Namibia are likely to be the first to introduce the system, followed by Mozambique and Botswana. The system is not yet fully implemented in South Africa and has been dogged by system failures and concerns over the security of its data. Tasima last month denied reports that the system had been hacked via its website, allowing the hacker to create fraudulent vehicle licence discs.

## ALGERIA APPROVES FREE-PRESS MEDIA REFORMS

Algerian President Abdelaziz Bouteflika announced that Cabinet had approved plans to allow private radio and TV stations to exist in the country for the first time since 1962. AFRICA BRIEFS



### **Kenya (Reuters)**

He also announced that he had approved plans to scrap jail time for journalists found guilty of libel, and would establish a new commission to regulate the press.

Bouteflika first announced these media reforms in April, shortly after the start of government-toppling protests in neighbouring Tunisia and Libya, and said on Wednesday that they would be enacted into law once approved by the country's Parliament.

## SIERRA LEONE OPPOSITION PARTY LEADER RECEIVING TREATING IN GHANA AFTER ATTACK

Julius Bio, an opposition party candidate for Sierra Leone president, is in Ghana for medical treatment after he was attacked at a political rally by members of the ruling party. Bio, a former junta leader, apologised earlier this month for atrocities committed by the National Provisional Ruling Council during the country's decade-long civil war. The attack has sparked fears that the country would face civil unrest in the lead up to next year's polls.

## GUINEAN OPPOSITION LEADER IN A BID TO STOP PARLIAMENTARY ELECTIONS

Leader of Guinea's main opposition party, Cellou Diallo, has vowed to do everything he can to stop parliamentary elections planned for later this year from taking place. Diallo said the elections would be rigged in favour of President Alpha Conde's party, and said he would not wait for the

results to be announced before mounting a legal challenge or asking his supporters to take to the streets. Diallo narrowly lost presidential elections in November 2010 to Conde, and has been critical of Conde's short presidency.

## KENYAN GOVERNMENT REFUSES TO TAKE BLAME FOR SLUM FIRE

Kenya's government has refused to accept responsibility for the deaths of 87 people in a fire resulting from a leaking fuel line in a Nairobi slum. Pipeline owner Kenya Petroleum Company had previously warned that such an accident was possible, and had urged the government to relocate the residents of the slum. Kenya's local government minister told the

AFRICA BRIEFS



Nigeria's Goodluck Jonathan (Reuters)

BBC that the government had tried to persuade the residents to move instead of using force to make them move. A local TV station, NTV, had compiled a report in 2008, highlighting the danger of the pipeline to the community.

## KENYA'S CONSTITUTION COMMISSION HEAD CRITICISES PLANS TO DELAY ELECTION

Charles Nyachae, the head of the country's Commission on the Implementation of the Constitution, has criticised government's plans to delay elections by four months to December 2012. The plan to delay the elections was

proposed by Cabinet and is widely expected to be approved by Parliament. Nyachae said delaying the election date, which requires a constitutional amendment, advances "narrow and selfish political interests" and called the proposed changes "an act of impunity", according to Reuters. He said it would also delay the implementation of the country's new Constitution.

## JONATHAN TO INTERVENE FOR NIGER DELTA'S DEVELOPMENT

Nigerian President Goodluck Jonathan said in a statement on Wednesday that he would act decisively to resolve the corruption and fraud found at the government agency tasked with developing the Niger Delta. Jonathan had in July commissioned a report in to the Niger Delta Development Commission. The report, which was presented to Jonathan on Tuesday, found that the agency was crisis ridden and in need of immediate intervention if it is ever to meet its development objectives.

## WOOLIES TO EXPAND TO REST OF AFRICA WITH PARTNERSHIP MODEL

Woolworths will be dropping its franchise model in favour of a partnership model as it expands to the rest of the African continent. The company's executive for international business, John Frasier, said that the partnership model will allow Woolworths greater involvement on the retail side of operations to ensure that the quality of experience is in line with that of stores in South Africa. The company will add two more stores to its existing three in Tanzania, and will also be growing its presence in Uganda. The company is also targeting Nigeria and Angola within the next 12 months.

AFRICA AFRICAN WOMEN



## A NEW DAWN FOR LIBYA'S WOMEN?

Imagine you're a teacher, or a hairdresser, in a society where women are granted little role in public life. Then suddenly a rebel uprising takes place and you're a fighter, an arms runner, a Nato spy – and you don't want to go back to your old life. This is the situation currently facing many Libyan women. By REBECCA DAVIS.

Photo: REUTERS

Deposed Libyan leader Muammar Gaddafi saw himself as a protector of human rights. In attempting to curb Islamic extremism he did introduce some pro-women legislation and women were also given opportunities to enter most professions. In practice, however, those who rose to the top under Gaddafi's regime tended to be either his political cronies or, as in the case of his female body-

guards, his personal sexual playthings.

But from the beginning of the rebel uprising, women played a significant part. Rebel officers taught women how to use guns, and some did. Others smuggled weapons for the rebels, helped Nato find airstrike targets, tended to the wounded and contacted journalists. Having tasted freedom, they are reluctant to return to their old domestic lives. The New York Times spoke to women with new aspirations: to trace missing detainees, to run for political office, to work for women's rights.

It remains to be seen, however, whether the national transitional council will offer them the status they now know they deserve. Disturbingly, there is just one woman in the leadership so far, and no women's toilet in their HQ. But a positive sign was this week's first speech of the interim leader, Mustafa Jalil, in which he spoke of a desire for women to play a substantial role in the new dispensation. That will have given hope to Libyan women that they may yet hold onto their newfound autonomy.

### **READ MORE:**

 Libya's War-Tested Women Hope to Keep New Power, in The New York Times AFRICA

## SUDAN'S AUDACIOUS EAST AFRICAN COMMUNITY APPLICATION

The East African Community, arguably Africa's most effective regional body, has always been bullish about welcoming Sudan into the fold, with the presidents of Kenya, Rwanda and Uganda all saying they were looking forward to receiving its application for membership.

Only one problem: they were talking about the South, never dreaming that it would be Khartoum which asked to join first. But as South Sudan fiddles around with the location of its capital and the make-up of its cabinet, Sudan proper stole a diplomatic march on it by asking to be included in the EAC, which would grant it access to the bloc's free trade area and visa-free travel between member states.

The request is an unwelcome distraction for EAC members, who met last week in Arusha, Tanzania. And they're divided on how to handle it. Tanzania and Uganda are all for categorically rejecting Sudan's application, citing Sudan's abysmal record on human rights and its geographic distance from the rest of the bloc. Kenya and Burundi reportedly weren't keen on Sudanese membership either, but are also mindful of the EAC's need for expansion. Rwanda is the only member showing any enthusiasm, pointing out that while Sudan might bring political problems, it will also bring plenty of oil money.

In true diplomatic fashion, the discussion has been slated for further consideration. This might just give South Sudan enough time to submit its own application. The EAC is South Sudan's natural diplomatic home, given its already extensive ties with Kenya and Uganda, Juba will be hoping it is the one place where it can be free from Khartoum's pernicious influence.

Showing no respect for the south's supposed sphere of influence, north Sudan has applied to join East Africa's regional economic community, a bold diplomatic gambit which the august institution doesn't quite know how to handle. By SIMON ALLISON.

## **READ MORE:**

 EAC balancing act over broader Sudan in Tanzania's The Citizen AFRICA



## STABILITY, SNAKES AND SALACIOUS GOSSIP: A ZAMBIAN ELECTION PREVIEW

Election fever has hit Zambia as incumbent President Rupiah Banda battles it out with Michael "King Cobra" Sata for Zambia's top job. Here's what to expect in next week's election, as well as an unnecessary, but diverting digression on the "soft bums" of ruling party spokeswoman Dora Siliya. By SIMON ALLISON.

The Zambian village of Mfuwe sprawls for kilometres along both sides of the potholed road to Chipata. It's deep in the east of the country, closer to Lilongwe than Lusaka, and it's prime Rupiah Banda territory; he comes from a village not far from here. The president of Zambia's face is everywhere: on blue flags above every shop and bar, on the blue chitenge wraps worn by most women, and, in unflatteringly large magnification, on the side of the election truck which plies its way up and down the

only road, carrying ruling party faithful (and occasional hitchhikers) to and from seemingly endless campaigning stops.

Mfuwe's not always like this, but it's election season, and next Tuesday's vote is too close to call. Various polls say various things: A survey of Zambian youth put Banda ahead by a nose, while another released on Wednesday gave Banda's opponent Michael

Photo: President Banda's election poster.

I never trust a creature that slithers on its stomach. Would you trust a snake? I warn all Zambians: if you play with the cobra, expect to be bitten. - President Rupiah Banda, referring to his opponent Michael "King Kobra" Sata.

Sata 55% of the vote. Sata, nicknamed King Cobra (because he's slippery and always ready to strike), is a consummate politician. Rising through the ranks under Kenneth Kaunda, he joined Frederick Chiluba's Movement for Multiparty Democracy just as Chiluba won the presidency. But after the MMD passed him over as presidential candidate in favour of Levy Mwanawasa, Sata left in a huff and started his own party, the Patriotic Front, to contest the 2001 elections. He lost out to Mwanawasa in those elections, and the next ones, and – after Mwanawasa's death in office – the ones after that, this time to Rupiah Banda.

His party takes a simple, populist approach. As Africa Confidential explained: "Food and fuel prices are Sata's main targets, as is the increasing Asian commercial presence. Such was the virulence of his 2006 campaign that Chinese ambassador Li Baodong threatened to cut ties if Sata won. The furore gave Sata a boost, as did campaign contributions from China's diplomatic rival Taiwan, but he was unable to convert it into a victory."

Banda, on the other hand, has no qualms about welcoming the Chinese into Zambia. Trade exchanges between the two countries rose to \$2.8 billion last year, which was nearly double that of 2009. A Chinese company has

begun work on a \$2 billion hydroelectric plant, while Zambians can now open Renminbi-based accounts at the local Bank of China branch. Even some of Banda's campaign merchandise is made in China, such as the MMD-branded lollipops which are being distributed to potential voters. "There is no doubt that if President Rupiah Banda is victorious at the polls on 20 September, China's footprint in Zambia will only continue to grow," wrote Louise Redvers in the Mail & Guardian.

Banda and Sata don't get on, and their rhetoric is increasingly personal rather than political. Said Banda: "Sata likes to call himself 'the cobra'. I never trust a creature that slithers on its stomach. Would you trust a snake? I warn all Zambians: if you play with the cobra, expect to be bitten. But that is democracy for you. Everybody has a right to stand, even Michael Sata."

Sata, on the other hand, went the legal route, claiming that Banda's candidacy was unconstitutional because he didn't' satisfy residency requirements given that he was born in Zimbabwe and his mother in Malawi. A court dismissed these allegations.

But the most interesting political figure of the upcoming elections, at least according to the opposition-friendly newspaper The Post, is neither of these political heavyweights, but AFRICA



Photo: Rupiah Banda's election truck.

rather the controversial former broadcaster Dora Siliya, MMD spokeswoman. The Post takes a sanctimonious tone as it reports on Siliya's salacious campaigning, which is apparently filled with sexual revelations and innuendo. In one story, she's reported to have told a group of villagers that she divorced her husband because he was lazy in bed, refusing to go to sleep at night without his boxers on. In another, she's said to have railed against homosexuality by urging men at a campaign rally to admire her soft buttocks: "You men here, are you not admiring me?" The Post quotes her as asking. "Are you admiring each other's beards? You women can you get pregnant from a fellow woman? Isn't that the end of the world? You men can you enjoy touching each other's hard bums instead of a woman's?" The men are said to have

replied in unison: "We admire a lot, especially your buttocks!"

But regardless of the state of Dora Siliya's buttocks, this is an important election for Zambia, a country which has maintained a slight, but steady upward trajectory over the past couple of decades. It's benefitting from a long period of political stability, as well as the chronic instability of its southern neighbour, Zimbabwe, which has seen tourists and investment flowing into Zambia instead. A peaceful, fair election is widely expected, and will be another important milestone in Zambia's democratic development.

### **READ MORE:**

- 1. Election observers out in force in Zambia on TimesLIVE
- 2. The rise and rise of China in Zambia in the Mail & Guardian



## HERMAN CHINERY-HESSE, AFRICA'S 'FATHER OF TECHNOLOGY'

Innovator, disruptor, and West African software pioneer, Herman Chinery-Hesse wants to make Ghana the "Singapore of Africa". Given he's already created one of Ghana's most successful software companies and is spawning innovations that solve barriers to trade between Africa and the rest of the world, he has a good chance. By MANDY DE WAAL.

Herman Chinery-Hesse is an anomaly for western media who can't see beyond that stereotype that exists for those who don't know this continent, and reduce it to clichés pulled from a pool of nouns that include dictator, corruption, conflict, hunger and Mugabe.

The western media call Chinery-Hesse the "Bill Gates of Africa", a moniker which gives offshore audiences who see the continent as one amorphous "country". A successful Ghanaian technologist whose software company, the SOFTtribe, spawned systems that empower much of West Africa, it is Chinery-Hesse's

disruptive inventions that are making the world sit up and take note.

A generous man, Chinery-Hesse doesn't mind the nickname that the likes of the BBC and Inc. Magazine have given him. "I am flattered, but I haven't achieved what Bill Gates has achieved and I certainly don't run around wearing this on a T-shirt," he says. "It is positive and it motivates younger people, but I certainly don't have the kind of wealth that Bill Gates has," Chinery-Hesse adds before breaking into a deep belly laugh.

Photo: Herman Chinery-Hesse

Chinery-Hesse's dream is to turn Ghana into the next Singapore, an ambition that can only be appreciated once you know who he is, where he's come from and the contribution he's making to Ghana and the continent.

"I am an African innovator. I am a man who's trying to change the continent, make things better and I'm trying to help myself a little bit while I do that." Chinery-Hesse's dream is to turn Ghana into the next Singapore, an ambition that can only be appreciated once you know who he is, where he's come from and the contribution he's making to Ghana and the continent.

Born in Dublin where his parents were studying at Trinity College, Chinery-Hesse went to Mfantsipim School, a prestigious place of learning also attended by Kofi Annan. "My parents ended up having international jobs so we lived in Zambia, Sierra Leone, Geneva, Uganda, and Tanzania. I went to high school in Texas, and then to Texas State University, the same alma mater as Lyndon Johnson."

After varsity Chinery-Hesse moved to the UK where he buried himself in manufacturing technology before working as a manufacturing engineer. "I had the idea of being in manufacturing when I returned to Ghana, but I didn't have money to set up a factory and

couldn't get a loan so I had to think about what it was I was going to do. The minute I saw my PC I realised my computer was a factory that required no capital, only brainpower, and that I could use it to accumulate capital."

He laughs and says if his parents had been millionaires perhaps he would have ended up owning a car factory rather than a software empire.

SOFTtribe was started close on 20 years ago in Chinery-Hesse's bedroom, which was sparsely furnished, but did have a chair, a bed and an Amstrad XT with a 20MB hard drive. Chinery-Hesse didn't get to use the chair because he took in a former classmate as a partner and who was so large he needed the chair. So the SOFTtribe founder sat and coded on his bed.

"I created programmes which we sold and we grew very fast. We had to hire more people and soon my bedroom was full. When my father returned to Ghana and saw people overflowing from the bedroom, he evicted us to the outbuildings where we had an old Kelvinator air conditioner from the sixties that we used for five years. Believe it or not it never broke."

SOFTtribe's initial software programs were coded for the travel industry, and evolved into point-of-sale and payroll systems that drove growth. However, in 2006 the company hit a wall. SOFTtribe had largely saturated the market and needed to gear its business to compete with established global software companies for larger more lucrative government contracts. After partnering with Microsoft SOFTtribe could compete more aggressively with the likes of IBM and pursue a market that until then had been dominated by international players.

Today SOFTtribe's clients include Unilever, Guinness Breweries Ghana Limited,

## SOFTtribe's reach includes Kenya, Nigeria, Senegal, Togo, Burkina Faso, Gambia, Guinea, Liberia and Côte d'Ivoire.

Pricewaterhouse-Ghana, the British High Commission, Ghana's Millennium Development Authority, Ghana National Petroleum Company, Zenith Bank, Cargill and a host of other government, multinational and private sector blue-chip clients. SOFTtribe's reach includes Kenya, Nigeria, Senegal, Togo, Burkina Faso, Gambia, Guinea, Liberia and Côte d'Ivoire.

In 2007 Chinery-Hesse spoke at TED in Tanzania at a time when the Internet and SMSes flooded his mind with possibilities. Off the back of this talk he was able to raise funds from investors and create a company called Black Star Line "It is the eBay of Africa, but also an African PayPal in that it harnesses the power of the Internet and SMSes to enable global trade with this continent."

The consumer-facing front end of this business is ShopAfrica53.com which is in beta and has yet to be officially launched, but it's in the back end where the magic lives. Technologies that enable the trade site include The MX Payment Platform which was created to eradicate barriers to trade in Africa.

"If someone from Sweden orders product from someone in Ghana, the interface to them is through the Internet. But the Ghanaian trader receives all the information via SMS. However, there was no payment system to handle trade done in this manner so we created the 'African Liberty Credit' which is a mobile and Internet payment system, so trade can be initiated online, but the payment can be executed both online and through mobile," says Chinery-Hesse.

An inventor in the best sense of the word, Chinery-Hesse is all about creating solutions to problems, but his genius lives in disruptive technology. "Yesterday we launched a new version of our payroll product which works off the cloud," he says. "We partnered with a bank and an accounting firm, and anyone can use this payroll product, called Akatua, for free as long as they are with the bank which is our partner for this project." A cloud-based offering, Akatua had its genesis in a payroll system designed by SOFTtribe which today is the software most widely used in Ghana to pay salaries timeously, sort out taxes, manage deductions and resolve the myriad other management hassles related with remunerating staff.

"We've also created what is called a Keba-Ekong! card, similar to the 'Oyster card' used in the UK, Oyster cards are an electronic ticketing system widely used in London and other parts of the UK for public transport. The Keba-Ekong! card is a re-useable plastic card that allows customers to purchase tickets for multiple purposes, such as concert tickets, journeys or even for buying goods from gift shops. Our pre-paid card is a general-purpose one so if you buy a movie ticket in Ghana you keep the card, which has a unique number on it and you can go to any gas station to reload the card."

Chinery-Hesse's newest invention is an antiarmed robbery technology solution that works on similar principles. "We are launching this in a month's time and I can't say too much about it now, but it is an anti-armed attack solution that combines scratch cards, SMS and social media."

Innovation seems to be embedded in Chinery-Hesse's DNA and it characterises everything he does. During the early days at SOFTtribe he realised the weak, rote-learning school system hindered the intellectual pool he needed to draw from to grow his business. "In the early days I trained everyone because I realised our education system had become weaker. When we grew substantially, I recruited across the continent and a few of my English friends flew in to help. We took a very different view to training because I believe that to be innovative you need to be a wellrounded person, which was not being done by the education system. We debated philosophy, watched documentaries, listened to the BBC and broadened people's thinking so that they could innovate properly," he says.

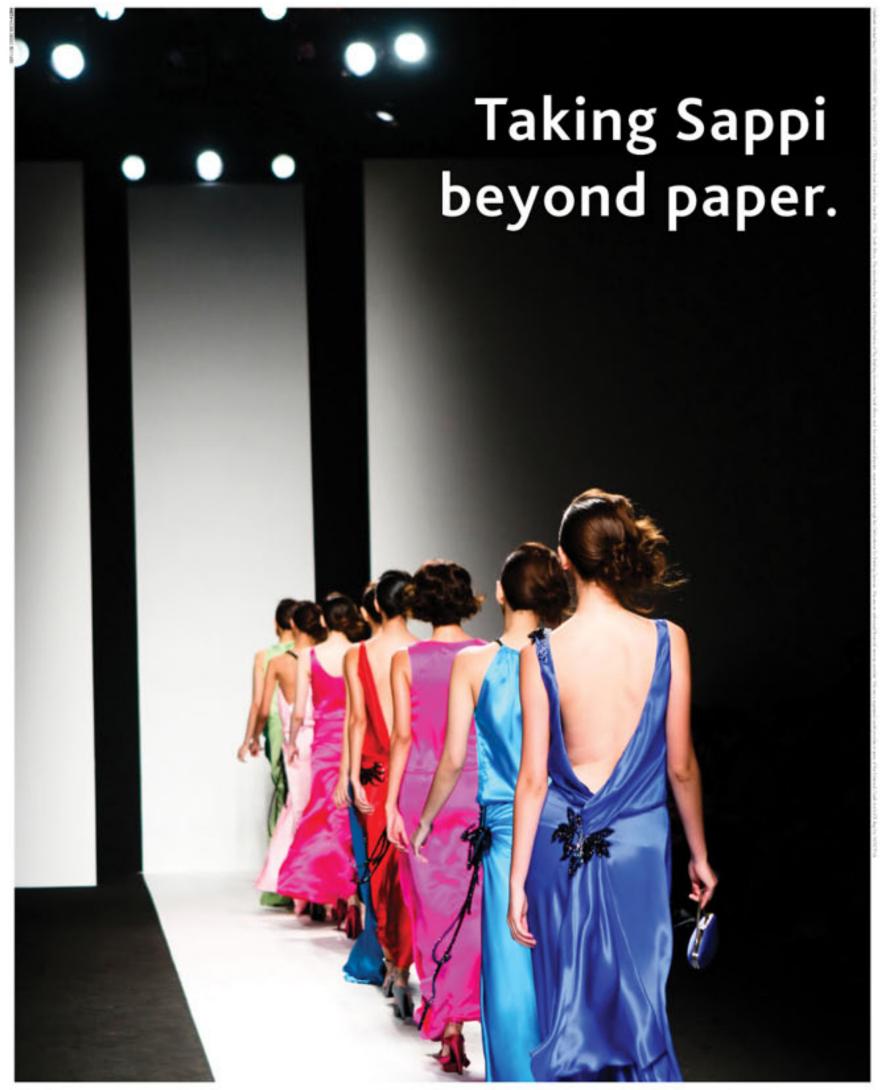
"Thinking is about understanding or accommodating a view that is different from yours and appreciating how other people see things and do things. This was part of the training together with communication, technological skills and everything I had learnt that was necessary for the company's growth."

... Chinery-Hesse believes technology offers massive opportunities for repositioning and bringing wealth to this continent.

Passionately positive about Africa, and a pragmatic atheist in a country known for its religiosity, Chinery-Hesse believes technology offers massive opportunities for repositioning and bringing wealth to this continent. "We are very innovative. But then I am African and I am biased. I believe we are more innovative than many other nations. I have a Nigerian friend who can dance at a funeral, got a first-class in maths at Oxford, acted in the Nigerian movie industry and was a politician later in his life. We have it, but we need to find the ability, education and encouragement to push in the right direction. Our colonial education systems gave us a legacy of rote learning, now we need to liberate innovative thinking to reinvent Africa. M

## **READ MORE:**

- 1. African Dream: Ghana's Herman Chinery-Hesse on BBC
- 2. 7 African Tech Leaders Blazing Trails in The Atlanta Post
- 3. Meet the Bill Gates of Ghana in Inc. Magazine
- 4. The other demographic dividend Emerging markets are teeming with young entrepreneurs in The Economist
- 5. Watch Herman Chinery-Hesse talking about the growth of Ghana's tech industry on YouTube
- 6. Watch Herman Chinery-Hesse speaking about Africans developing Africa on YouTube



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## WORLD







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Rick Perry (Reuters)

## **FRANCE**

French banks have become the latest victims of credit downgrades, with Credit Agricole and Societe Generale being bumped down by ratings agency Moody's, which cited concerns about contagion from Greece's spiralling financial problems. Would it be cultural stereotyping to suggest the French responded with insouciance? But they did, with a government spokesman saying that "French banks are very solid" and "There is every reason to have confidence in our banking system".

### **USA**

Oh no, you didn't, Rick Perry. The former Texas governor took off the gloves at a dinner in Massachusetts, calling his rival Mitt Romney one of the worst insults a current-day Republican can face: "a liberal". Well, technically he said that Romney "sounds like a liberal", which is roughly the same thing. He was referring to Perry's position on social

security, which Perry has referred to as a "Ponzi scheme". When a man responsible for 234 executions is being accused of being a liberal, there is truly something rotten in the state of the GOP.

## **USA**

Here's a shock stat: the number of Americans living in poverty has risen to nearly one in six people, according to the US Census Bureau's latest figures. They define "poverty" here as subsisting off an annual income of \$22,314 or less for a family of four and \$11,139 for a single person. Unsurprisingly, the worst hit populations were black and Hispanic people, but young

Americans were also badly affected, with 22% of those under 18 falling under the poverty line.

## **ARGENTINA**

At least seven people have been killed and over 160 injured by a collision between a bus and a train in Buenos Aires. In a moment of extreme recklessness, the bus driver appears to have attempted to beat a train across the line, driving around a partiallylowered barrier despite the flashing lights warning of an oncoming train. The driver will not face the music, however, as he numbered among the deceased, which were also said to include children.

WORLD BRIEFS



BP's 2010 spill (Reuters)

## **NIGER**

Gaddafi's son Saadi is seeking asylum in Niger, together with three top generals. They are reportedly trying to pave the way for other Gaddafi loyalists to follow, although supporters say Gaddafi himself is unlikely to end up in Niamey, the Nigerien capital. Nigeriens interviewed by the BBC expressed mixed emotions about this turn of events. "Islam says one cannot deliver a Muslim brother to their enemies," one said, but added that they feared that weapons might enter the country

together with the Gaddafiloyal runaways.

## **SYRIA**

Arab League leaders meeting in Cairo on Tuesday called for an immediate end to violence in Syria, and for President Assad to end the governmental crackdown on dissent. Syria on Wednesday responded by essentially flipping the Arab League the finger, opening fire on north-western villages and calling the Arab League statement a "hostile and unconstructive act". Not quite

as hostile and unconstructive as firing teargas at mourners gathering in Damascus to mourn a slain protestor, which was another government stunt late on Tuesday.

## **LIBYA**

The US hopes to reopen its embassy in Libya within "weeks". That's the verdict of the State Department after an assessment team visited the Tripoli building to survey the damage to it. The embassy was said to be "trashed" but the team is nonetheless hoping

WORLD

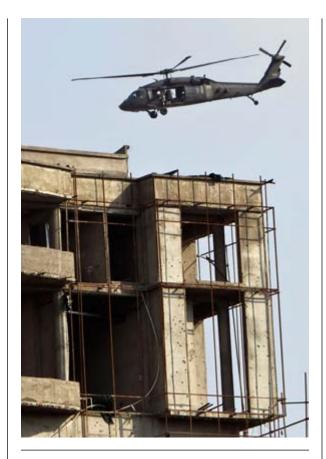
to get back up and running shortly. It is also being swept for explosives because one of the fears is that it may be booby-trapped.

## **USA**

A key US government report into the BP oil spill has been released. And it's not all bad news for BP - in fact, the company might be reasonably pleased with it. This is because the report may strengthen BP's legal cases against the company which performed the rig cement job (Halliburton), the rig owner (Transocean) and the parts manufacturer (Cameron). The report essentially split the blame between BP's poor management decisions and the shoddy work of its subcontractors. This might be a chance for BP to recoup some of the \$40.7 billion they have already spent on the spill.

## **USA**

Obama must be getting hoarse. On Wednesday he was set to give his third speech in three days as part of his roadshow to sell his jobs plan to America. This time it was in North Carolina. While his previous speech focused on funding for education, this one was set to cover the help his plan would give to small businesses. The little guys would benefit via



Kabul attack (Reuters)

tax cuts and tax credits to encourage job creation, which would be paid for by raising taxes on big corporations and the wealthy – in other words, Republican voters.

### **CHINA**

China needs the rest of the world to pull their socks up. That's the message from the World Economic Forum meeting in Dalian, China at the moment. Chinese Premier Wen Jiabao warned that "countries must first put their own houses in order" rather than relying on China to bail out the global economy. Wen said that the best way China could contribute to the world economic recovery would be by ensuring growth at home. National Development

Commission Vice Chairman Zhang Ziaoqiang did say, however, that China would be willing to buy bonds from nations involved in the sovereign debt crisis.

## **AFGHANISTAN**

The siege of Kabul's diplomatic area ended on Wednesday with the shooting of the last of a group of Taliban insurgents who had held off Western security forces for almost 20 hours. The final death tally ran to 11 civilians, more than half of whom were children, and five policemen. General John Allen, commander of Nato in Afghanistan, said the raid was a military failure. Nonetheless, the fact that it was the longest militant attack on Kabul for a decade will have been pretty good PR for the Taliban.

## **TURKEY**

Things are getting warmer between Turkey and the US. Turkey has agreed to host a Nato missile defence shield in the southeast of the country, which will be used to detect and counter missile threats from neighbouring Iran. Iran is not happy, warning Turkey that this will escalate tensions in the region. Turkey and Iran have had close ties up to now, but one reason for this rebuff is said to be Turkey's growing criticism of Iran's ally, Syria.

WORLD EURO CRISIS



# BRIC MAY WANT TO HELP BAIL EUROPE, BUT SANS SA

Brazil's finance minister has been making noises about the BRIC nations bailing out Europe by buying their bonds, which puts South Africa in a bit of a bind - we're not rich enough to take on that kind of risk. Wasn't the size of our economy always the reason South Africa would join the bloc anyway? By SIPHO HLONGWANE.

Photo: European Commission President Jose Manuel Barroso addresses the European Parliament during a debate on the economic crisis and the Euro in Strasbourg, September 14, 2011. )REUTERS) South Africa is undecided on buying euro bonds and is not in the same position as its partners in the BRICS bloc of emerging market powers who can afford to use their foreign exchange reserves, said South Africa' finance minister Pravin Gordhan on Wednesday. "We don't have any position

on that yet until we understand what's going on and what's in our best interest at this point in time," he said to journalists.

He was responding to the news that Brazilian finance minister Guido Mantega said BRICS (Brazil, Russia, India, China, South Africa) finance ministers were in talks to increase each country's European bond holdings to help ease their financial woes.

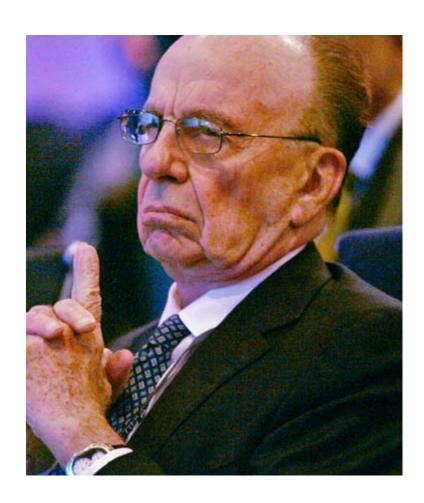
Gordhan contradicted this saying any decision to buy European bonds would be taken by each country on an individual basis. He also pointed out that China has \$3.2 trillion in reserve and SA only has \$55 billion in reserves, making us a minnow in the sea of international bond markets.

In what could be a sign of shifting global power, Italy this week began courting China to either buy up its bonds or invest in its companies in an attempt to stave off a Greek-style financial crisis.

### **READ MORE:**

- 1. No S.Africa position on buying Eurobonds in Reuters Africa
- 2. SA won't save Europe in iAfrica
- 3. Emerging nations to discuss aid to Europe in AFP

WORLD AUSTRALIA



## AUSTRALIA LAUNCHES ITS VERY OWN MEDIA INQUIRY

The Australian government launched an independent inquiry into the media on Wednesday amid growing criticism of the Murdoch press after the phone-hacking scandal in Britain. By GREG NICOLSON.

Photo: REUTERS

Members of the government and its ally, the Greens, have been calling for an inquiry since the closure of News of the World. Rather presumptuously, Prime Minister Julia Gillard had claimed: "Australians look at News Limited [the Australian arm of the Murdoch empire] and they've probably got some hard questions they want answered". There were no suggestions of phone-hacking and the government was concerned over Murdoch's control of 70% of the press and its relentless, sometimes unjust, criticism of the Labour-dominated Cabinet.

But those calling for reform were disappointed yesterday as the communications minister, Stephen Conroy, was careful not to create enemies. "Let me be clear: the government is not interested in attacking any one media organisation, or in seeking to reduce the necessary scrutiny of the political process," he said.

The inquiry will ask how to improve media standards as content shifts online. Recognising the challenges that print media's decline poses to quality and sustainability, the inquiry will seek recommendations to ensure that the media will serve public interest. It will not cover media ownership or bias.

The exclusion of the most contentious issues in Australian media is seen by commentators as a sign that although the minority government has been obliged to work with the Greens (who demanded inquiry into media ownership and the "hate media"), it will do so on its own terms – terms that won't offend the already hostile, Murdoch-dominated media.

In lieu of the key issues, the inquiry is likely to focus on what the government perceives as the press's unaccountable system of self-regulation. Sound familiar?

## **READ MORE:**

- Labor targets 'toothless' Australian Press Council but ownership off-limits in The Age
- 2. Broad terms for media inquiry but what about ownership? in The Conversation
- 3. Conroy flags super-regulator for media in The Australian





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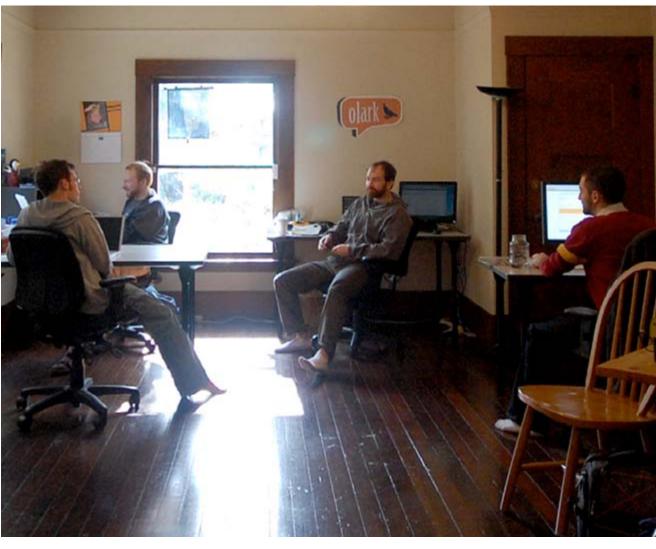
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## **BUSINESS**







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BRIEFS

#### **SOUTH AFRICA**

The JSE All Share Index ended up 1.4% to close 30,459 and recover some of the week's losses. Luxury goods retailer Richemont climbed 5.9% after receiving the all clear to resume sales of cochlear implants in the US. Anglo American Platinum gained 4.4% as mining and resource counters enjoyed a good day's trading. Sasfin Holdings fell 4.7% to its lowest level in two years as reported earnings fell 23%.

RMB strategists believe the rand is overvalued to the tune of 15% but expect to see it remaining at these levels until the end of the year. Further weakness is however expected in 2012 when the US Federal Reserve is expected to start raising interest rates.

Gold futures fell for the second time in three days as concerns over European debt woes eased with Chinese support for ailing debt markets leading the optimism. Futures for December delivery fell 0.3% to \$1,825 per ounce. Gold tends to act as a safe haven from bond and equity markets.



China's Hu Jintao and Wen Jiabao (Reuters)

#### **CHINA**

Chinese Premier Wen Jiabao told developed nations to open their economies and cut debts levels before looking to China to bail out the world economy. China is facing more calls of support to aid ailing European nations currently experiencing a debt crisis.

#### UK

The FTSE 100 closed up 1.6% to finish at 5,257. Clothing retailer Next Plc gained 8% after reporting increased earnings, while BP Plc climbed 4.5% after a report investigating the Gulf of Mexico oil spill indicated that blame would be spread

between BP and external contractors.

Citigroup economists warned against a Greek exit of the euro and claimed it would result in a "crisis for the world". ECB bond buying, provision of liquidity to banks and a weakening euro were all named as key elements to restoring eurozone financial confidence.

#### US

Retail sales in the US have stagnated on the back of a slowing economy and growing unemployment. The August retail sales figures remain unchanged after a 0.3% gain in July. Analysts were expecting a 0.2% gain for the month.

BUSINESS
BRIEFS



#### Avis (Reuters)

The Producer Price Index was unchanged in August, after a 0.2% increase in July. The PPI measure excludes volatile food and energy items from the measurement basket.

Bank of America's plan to sell off assets in a bid to raise capital will positively affect regional lenders that don't fall into the too-big-to-fail category. US Bancorp and Toronto-Dominion bank have been making inroads and buying up unwanted BOA assets that will see their growth outstrip larger rivals.

In regulatory filings issued by the company, Google admitted to having raised its offer for Motorola by 33% to \$12.5 billion during negotiations. Initially offering \$30 per share, Google upped the offer to \$40 as it chased Motorola's large patent holdings.

Yahoo! investor Third Point LLC said it will be seeking regulatory approval to increase its 5.2% stake in the company as it seeks to effect more leadership changes. Carol Bartz, the former CEO, was ousted in a rather public affair that also saw her role as board member terminated.

Avis, the car hire company, has abandoned plans to acquire smaller rival Dollar Thrifty, blaming poor market conditions. The planned \$1.5 billion bid of the fourth largest car-hire company in the US was subject to regulatory approval and was competing against a bid from rival Hertz for Dollar Thrifty.

#### **EUROPE**

Banks in the region are experiencing high levels of withdrawals as savers and money market funds seek out safe havens for their cash. The financial debt crisis has spooked investors who, in turn, are pulling out deposits. Greek deposits fell 19% in the past 12 months, with Irish deposits falling 40% in the past 18 months.

Moody's, the rating agency, downgraded France's three biggest banks by one notch to Aa2 from Aa1. BNP Paribas, Societe Generale and Credit Agricole have seen their ratings and share prices plummet on risks of exposure to Greek debt.

The IPO of the Spanish lottery is forging ahead despite current market conditions that have scared off other aspiring public companies. The listing is set to be Spain's largest ever, at seven billion euros. As soon as the regulator approves the IPO prospectus, the planned November listing will progress as scheduled.

BUSINESS VODACOM

## VODACOM RETREATS ON THROTTLING DATA BINGERS

Well, that didn't take long. Scant hours after a senior executive at Vodacom defended the company's announcement to throttle the heaviest users of the BlackBerry Internet Service (BIS), the very top man was called to answer to the furore this caused. Vodacom has now made a tactical retreat on the matter. Don't touch us on our BlackBerry. By SIPHO HLONGWANE.

BlackBerry is the most popular brand of smartphone in South Africa. Perhaps Vodacom should have given that priority consideration when it announced it would slow down the connection speed for its highest users.

Vodacom's CEO Pieter Uys on Tuesday said the statement sent out by the company on Monday was incorrect. "We have not implemented any such system as yet, and we are still engaging with RIM [Research In Motion, makers of BlackBerry] about possible solutions," Uys said. "We are absolutely not throttling anyone's BlackBerry services."

Most of the furore was caused by the misperception that Vodacom would be capping BIS usage at 100MB a month. "I'm very concerned that the steps we were planning to put in place were interpreted as punishing normal users," Uys said. "This is not at all our intention and no changes have been implemented to slow down any customer's BlackBerry service. I promise that we are not going to be limiting anyone to 100MB, we are just going to work with RIM to implement measures to stop the incorrect use of the BIS."

Some of Vodacom's strongest critics were legal professionals who said that limiting BIS from what it was advertised as would contravene the spirit of the Consumer Protection Act. Vodacom also continued receiving stick for dodgy network service, which they say is caused by excessive BIS users. You just can't win, can you?

#### **READ MORE:**

- Vodacom backtracks on BlackBerry throttling in ITWeb
- 2. Vodacom denies curbs on BlackBerry use in I-Net Bridge

BUSINESS GOOGLE



### GOOGLE LAUNCHES FLIGHT SEARCH ENGINE

Huzzah! An evil bastion of unnecessary complication is finally going to fall! Google is going to make the entirely unpleasant business of booking flights as easy as Googling your own name. The only downside is that, as usual, it will probably be a while before the service rolls out to South Africa. By SIPHO HLONGWANE.

**Photo: REUTERS** 

Google has added an airline schedule feature to its repertoire. You can either go to google.com/flights to see the new service, or it pops up in the search results if you Google something like "flights from New York to San Francisco".

Google recently bought the idea from ITA Software for \$700 million. ITA Software was a company that specialised in search information related to flights.

PC World said, "For now,

Google only displays flight results for a limited number of US cities and only for round-trip economy-class flights, but it plans to broaden the engine's scope later."

The design of the page is simple and clean, and Google says the search results will change as flight information – or the requirements of each user – change.

This will come as a terrible blow to websites that already offer this sort of service, but are all either terribly ugly or poorly designed and difficult to work with. "We're confident in our ability to compete, and we believe our flight search technology is superior," Robert Birge chief marketing officer for Kayak, a flight search service, said. "We recognise Google is a formidable competitor, but they haven't been successful in every vertical (market) they've entered."

It will be a while before you can type "flights from Bobbejaanfontein to Johannesburg" and get service from Google Flights, but it's fantastic news nonetheless. Hopefully everyone in the industry will catch a wake up and start making booking flights easier.

#### **READ MORE:**

- Google Flights
- Google flight-search service takes off in CNet News
- Google's flight search takes off in PC World

BUSINESS SILICON VALLEY



# SILICON VALLEY'S OLARK AND THE QUEST TO MAKE THE WEB MORE HUMAN

When they're not climbing Redwoods, the founders of US live chat company, Olark, are showing small businesses around the world how to use an IM widget to outperform the Amazons of this world in the support stakes. Here's Olark's advice for going global and getting a competitive edge through fanatical customer service. By MANDY DE WAAL.

Ben Congleton, the CEO of live chat company Olark, loves climbing Redwoods. "Climbing a Redwood is a great metaphor for doing a start-up. As you go higher in the tree you realise there are other obstacles that are as complicated as getting to the first branch. And when you make it to the tip top, you look around and see there are other trees to climb, but the view is amazing, even if you shake around in the wind," says Congleton, speaking to iMaverick from Palo Alto in California.

Olark's founders (Congleton, Roland Osborne, Matt Pizzimenti, Zach Steindler

and Aaron Wilson) may not be at the top of the world yet, but they've come a long way since opening shop in June 2009. Olark helps businesses around the world from China to Argentina, Kazakhstan and in Africa communicate with customers.

"One of our biggest challenges is scaling our support as we approach other markets. So far we have stuck primarily to English speaking countries, since we can provide high quality support in English. Our team also knows some

Photo: Olark founders.

SILICON VALLEY

# The beauty of Olark's live chat widget is that smaller businesses that can't afford a SAP solution or to invest in a call centre, can quickly and easily connect with customers in the language of their choice.

French, Spanish and Portuguese, and where we fail, Google translate has certainly been useful," says Congleton.

The beauty of Olark's live chat widget is that smaller businesses that can't afford a SAP solution or to invest in a call centre, can quickly and easily connect with customers in the language of their choice. "Even though we have never translated Olark to Chinese, we have hundreds of Chinese customers whose visitors to their websites interact with Olark purely in Mandarin."

The compelling advantage smaller businesses have is that they are personal. When you walk into your corner store, book shop or coffee bar, the owner knows you and there's that comforting familiarity to the experience of being at your "home-away-from-home". It's difficult to replicate that friendliness online when you open an ecommerce site. Then there's the sad fact that during online sales transactions, buyers often fall off because there's no one around to ask if they have a question, and it's too much trouble to pick up a phone.

"In a study of 250 stores and over 10,000 orders, we found that visitors who chatted with an operator before buying, spent on average 40% more and were three times as likely to buy again from the same store (as the typical buyer)," says Congleton. Given that Olark is helping smaller

traders go head-to-head with the big guns like Amazon, what is Congleton's advice on growing a global business and making customer service a competitive differentiator?

"The people you start a company with, your co-founders and your early employees, determine the culture of your organisation. You hear this all the time, but it's the truth. Your culture can give you strategic advantages," he says.

Early on, the founders of Olark decided that every member of the company should interact with customers on a rotating basis. "This turned out to be very important. First, we wanted to make sure that every member of our team was intimately familiar with our customers. Second, because engineers do support at Olark, there is no filter between the customer and the development of our product. Finally, because we only hire engineers who enjoy talking to our customers, it has helped keep our development intimately connected to our customer's needs."

When it comes to growth, Congleton says: "Getting critical mass is a combination of building a product that your customers love, and keeping your customers happy. We've been working on Olark full time for about two years and it's amazing to see a company grow from one customer to thousands."

BUSINESS SILICON VALLEY

### 'Small brick and mortar stores exist because they have loyal customers.'

While start-ups can struggle to compete with big business in terms of advertising budgets, logistics or resources, customer service is the one area where the playing field is levelled. It's also the playing field big businesses can get wrong because they're often far removed from consumers, particularly when it comes to the online experience.

"Customers are people, they are not leads and they do not like floating panels that block their user experience. They do not like stock-photos of women in call centres wearing headsets. They don't like pop-up windows that get lost as they navigate multiple websites, or constant invitations to chat," says Congleton. "These strategies may generate sales in the short run, but degrade your customers' experience."

"Small brick and mortar stores exist because they have loyal customers. Store owners greet visitors to their physical store, build relationships with them, and use these relationships to refine their product, and encourage repeat business. When competing online, you need to use every tool you can to increase customer loyalty and build relationships with your customers."

Congleton says the norms around customer service are changing because social media has made it that much easier for people to share experiences online. "Complaints and praise become amplified in the social web. The good news is that this makes good customer service even more valuable, but the bad news is that bad customer service is now more dangerous than ever."

He says consumers are becoming habituated to instant text communication and norms around speedy service are making this harder than ever, but this is great news for emerging businesses. "This is one area where small companies actually have an advantage. Because small companies are agile and generally have fewer customers and employees, they are better positioned to make the cultural shift required to flourish in a customer happiness driven economy."

"Zappos has proved that creating a customer 'wow' through service can be an amazing marketing strategy, and that customers will pay a premium to know that they will be taken care of. Larger companies are slowly realising that good customer service can be part of their marketing budget, and it will be very interesting to see how these larger organisations react to the need to scale the personal touch."

No surprise that Olark uses its own live chat system to connect. This could explain why the company now has 2,000 paying customers in over 70 countries around the world. Not too shabby for a self-funded, eight-person shop that's two years old.

#### **READ MORE:**

- 1. New Startup Olark Lets eCommerce Sites Follow Customers Around The Store at Business Insider
- 2. With Olark, You Can Follow Customers Around Your Online Store To Make Sure They Buy at TechCrunch
- 3. The Dismal State Of Web-Based Customer Service at FastCompany

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#### **NORTH KOREA**

Looking for something a little different for your next holiday? Why not consider a North Korean cruise ship? North Korea has just launched the first holiday vessel of its kind, offering a 21-hour cruise from the port city of Rajin to the north-east of the country. It's hoped that the initiative will boost foreign tourism. However, be prepared to slum it. There isn't often any water, the rooms - though clean - are apparently somewhat dormitory-like and passengers are required to hand over their cellphones every time they go on shore.

#### UK

Another day, another soundbite from Amy Winehouse's father, Mitch. This time round, he popped up on UK channel ITV's breakfast show to tell the nation how he had to have fistfights with drug dealers to dissuade them from peddling their wares to his troubled daughter. In fairness, he was also there to mark the release of a posthumous duet between his daughter and crooner Tony Bennett, and also to launch a charitable foundation in her name.



North Korea (Reuters)

#### UK

Good news for lovers of the Andrew Lloyd Webber musical Phantom of the Opera though only if you live in America, Europe, the UK, Japan or Australia. To mark the 25th anniversary of the show, producers are broadcasting a live performance from London's Royal Albert Hall to move to theatres in the abovementioned parts of the world. Two hundred original and current "Phantom" cast members will make appearances on the night (2 October).

#### UK

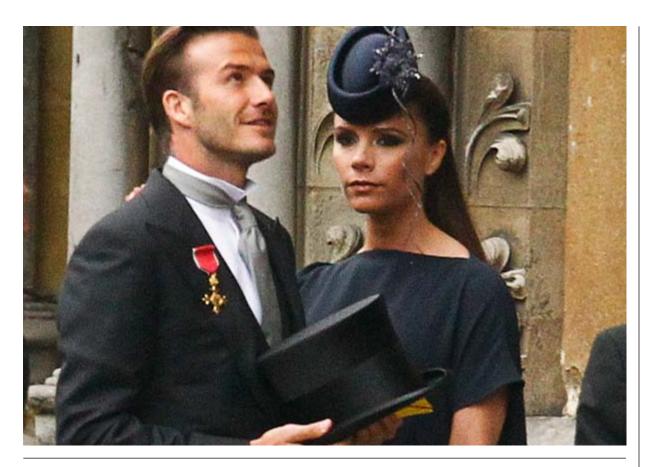
Drug-resistant TB is now officially a pandemic in Europe, with London as its epicentre. It is thought

that the reason London is so badly affected is due to the living conditions among immigrants to the capital who endure poor housing, inadequate ventilation and overcrowding. On Wednesday, the World Health Organisation announced a new plan of action to tackle the disease, which involves improving diagnostics and ensuring treatment is extended and improved in order to save 120,000 lives.

#### UK

The "Father of Pop Art" has died aged 89. Richard Hamilton designed the iconic cover of the Beatles' White Album, for which he claimed he was paid only the equivalent of £200. He was a regular feature on the

LIFE, ETC BRIEFS



**David and Victoria Beckham (Reuters)** 

"Swinging London" scene of the 6os, hobnobbing with the likes of Mick Jagger and Bryan Ferry of Roxy Music. Hamilton is credited with coining the phrase "pop art", hence he can claim paternity of the concept.

#### UK

A British inquiry into media ethics and practices will grant special status to, among others, Harry Potter author JK Rowling, Madeleine McCann's parents and the actor Hugh Grant, it was announced on Wednesday. What this means is that they will be able to give evidence and cross-examine witnesses in the inquiry. They are among 46 core participants, all of whom have either been victims of

phone hacking or suffered harassment by the British press. Fingers crossed that the hearings will be broadcast: this will be riveting viewing.

#### **CANADA**

A biopic of Myanmar freedomfighter Aung San Suu Kyi has premiered in Toronto. "The Lady" stars Michelle Yeoh, who we are more accustomed to see kicking baddies' asses in action flicks rather than taking the Aung San Suu Kyi route of peaceful resistance. The film focuses on Suu Kyi's marriage to Oxford-based academic Michael Aris, who died in 1999. You can expect the film to be a weepie, but don't expect much else: early reviews have been distinctly mixed.

#### **CHINA**

What an ever-surprising place China is. Seeking to address soaring divorce rates in the country, postal services in Beijing have launched a new initiative whereby couples can send love letters to each other - with a seven year delay. In other words, you'll write the letter in the first giddy flush of love and your partner will receive it seven years later when you're starting to hate them. Then they'll read it, you'll remember what you used to see in them, and goodbye divorce, hello second honeymoon. That's the idea, anyway. Unless, of course, you're already divorced.

#### **USA**

It seems that sulky former
Spice Girl Victoria Beckham
can actually design clothes
after all. She unveiled her
latest collection at New
York Fashion Week to, if not
rave reviews, then a warm
response. Journalists reported
that this latest range appears
to take inspiration from
husband David's predliections
(sport, that is, not
womanising), by incorporating
baseball-style caps and tennisinspired dresses.

LIFE, ETC BRIEFS

### INJECTING FEAR AND HARM

Injections are making headlines on both sides of the globe at the moment. While Michele Bachmann is speaking up a storm about HPV vaccinations in the US, a school in Port Elizabeth has come under fire for giving girls as young as 10 a contraceptive injection without their parents' informed consent. By REBECCA DAVIS.

#### **READ MORE:**

- School puts pupils, 10, on birth control injections, in The Herald Online
- 2. Michele Bachmann, the HPV vaccine and the Republican landscape, in The Guardian

Let's start in the US: Republican presidential wannabe Michele Bachmann has ripped into rival Rick Perry about his policy decision to attempt to reduce incidences of HPV, the human papilloma virus, in Texas. In 2007 Perry signed an executive order making HPV vaccinations compulsory for young girls. The state legislature overturned his decision, partly because HPV is sexually transmitted and social conservatives are always wary about public health measures which seem to be giving a tacit nod to underage sex.

In her Tuesday interview with the Today TV show, Bachmann claimed she had been approached by a woman who had informed her that having the HPV vaccine had caused her daughter to "suffer from mental retardation afterwards". This statement has been slammed by public health bodies, with the American Academy of Pediatrics issuing a statement saying she was dead wrong, and that the HPV inoculation is "a life-saving vaccine that can protect girls from cervical cancer".

Meanwhile, back home, schoolgirls aged between 10 and 13 were given contraceptive injections without their parents' consent at the Emzomncane Primary School in PE last week. Children said staff from the Dora Nginza Hospital told them the injections were "in case they got raped". Parents are outraged and medical professionals have slammed the practice as both unethical and potentially harmful. Wonder what Bachmann would have to say about that.

LIFE, ETC JANE AUSTEN



# JANE AUSTEN GETS THE TROLLOP(E) TREATMENT

Ever felt there was something missing from Jane Austen's novels? Publisher HarperCollins seems to think Joanna Trollope could add some contemporary resonance. And, no doubt, a healthy dollop of sex. By THERESA MALLINSON.

Photo: Wikipedia

HarperCollins has recently commissioned British novelist Joanna Trollope to write a modern reworking of Jane Austen's Sense and Sensibility. And this is just for starters: Emma, Mansfield Park, Northanger Abbey, Persuasion and Pride and Prejudice will all receive the same treatment, reworked by other authors of "global literary significance".

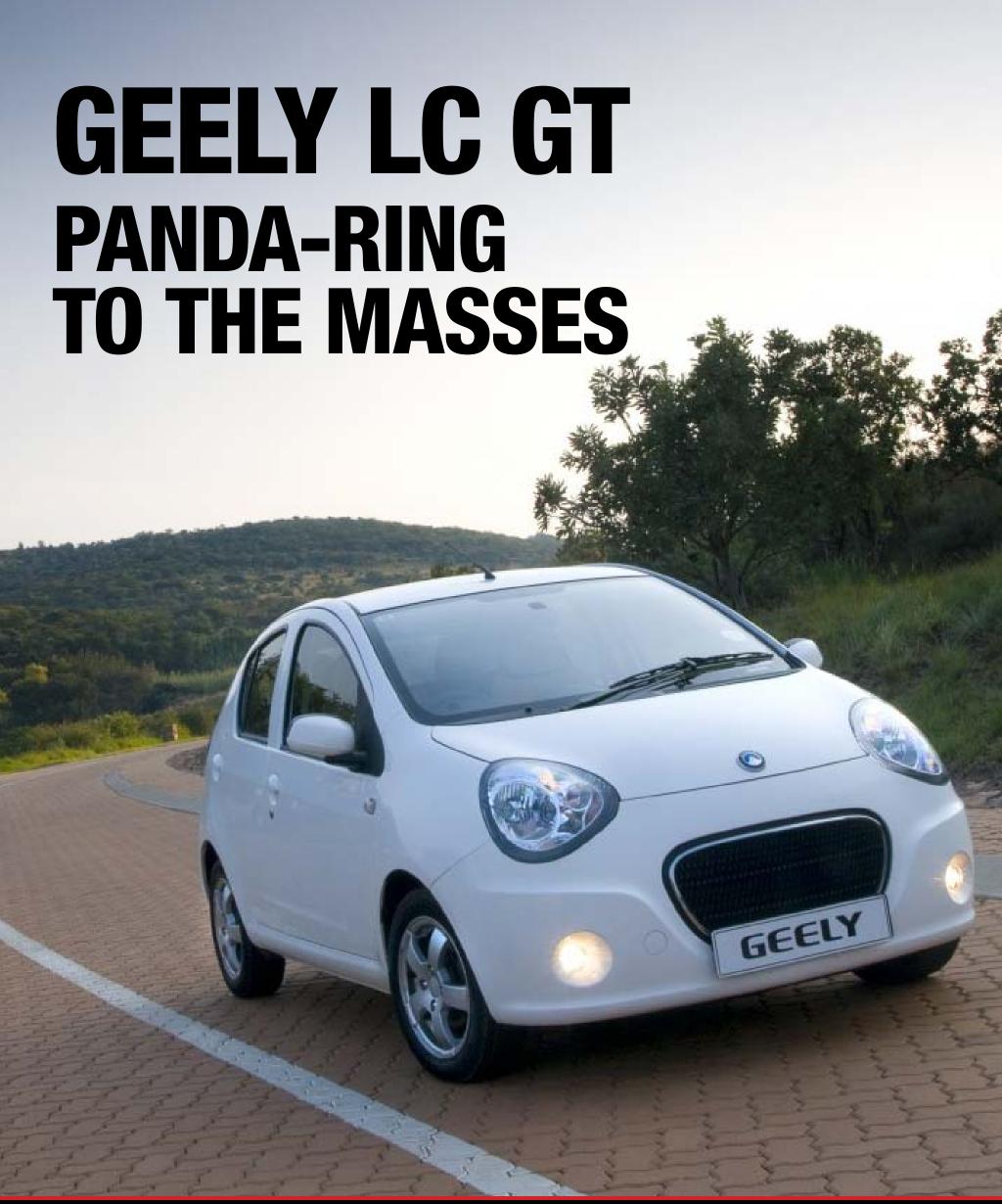
"I couldn't help thinking about all the contemporary resonances, [and I realised that] taking the bare bones of the story,

and seeing where a contemporary novelist would get to would be fascinating – like refracting the novels through a prism," HarperFiction publishing director Louise Joyner was quoted as saying by the Guardian.

The real fascination, of course, is the bottom line, with Austen derivatives having gained increasing popularity over the last decade or so. Never mind the plethora of straight film and TV adaptations; there have also been several films loosely based on her novels, from the Hollywood teen-flick Clueless (inspired by Emma) to a Bollywood-style re-imagining of Austen's most well-known work called, predictably, Bride and Prejudice.

And HarperCollins is hardly the first publisher to come up with the idea of literary reworkings of Austen's oeuvre. Helen Fielding's Bridget Jones paid homage to Pride and Prejudice (not to mention Colin Firth's Mr Darcy) way back in 1996, although poor Bridget never quite matched up to Elizabeth Bennet; more recently Pride and Prejudice and Zombies, as well as Sense and Sensibility and Sea Monsters, have added to the burgeoning genre.

This writer's favourite Austen riff so far has to be Arielle Eckstut's Pride and Promiscuity: the Lost Sex Scenes of Jane Austen, the title of which is pretty self-explanatory. It's hard to see how Trollope will top that one.



In China, the Geely LC is called the Panda – a name that suits this cute, rounded, friendly-faced little ultracompact to a tee. Pity then that Fiat already produces an ultracompact called the Panda. Which explains why the Geely is called the 'LC' in South Africa – a badge that doesn't do this little mite any justice. DEON SCHOEMAN takes it for a spin.

Whether you like it or not, Chinese cars are here to stay. They might not be the most original, and build quality often falls short of what we consider acceptable, but they're well priced and well specced.

Those are attractive traits in a South African market where buyers are strapped for cash, and safe, reliable transport is mostly unavailable. Owning a car in SA is the ultimate expression of personal independence – if you can afford it.

Enter the Geely LC – a cheap and cheerful compact hoping to persuade local buyers that there's more to Chinese cars than a sometimes sweet and often sour motoring experience.

Geely may be something of an unknown quantity in South Africa, but it's a big name in China, where Geely is the largest independent auto maker in a pretty large country. Considering that it bought Volvo from Ford last year, it clearly has ample resources too.

The Geely LC represents the brand's first real foray into the SA market. It competes against a gaggle of superminis that include the Suzuki Alto, Toyota Aygo, Peugeot 107, as well as the

However, the cabin is an acquired taste, and certainly different. The two-tone upholstery will get grubby quickly, and the plastics are hard and shiny – especially the fake carbon fibre bits.

Hyundai i10, the Kia Picanto, and the Chevy Spark. Oh yes, and the Fiat Panda.

In the context of A-segment superminis, the styling is hardly adventurous, but not copycat either. In fact, Geely will tell you that the car's looks were inspired by China's national mammal, the giant panda.

And yes, those bulbous headlights and gaping grille do emulate a panda's staring face, if you mix in a healthy dose of imagination. The tail lights, Geely says, mimic the footprint of a panda, too. Even the key fob has been designed to resemble a panda's paw.

All the more then is the pity that the little Geely has to be saddled with that nonsensical LC moniker, which I'm sure has some obscure significance: could it be an abbreviation for Love China, or Luxury and Comfort?

Still, it's attractive enough in a cute kind of way, and that large front grille sets it apart from the ultracompact crowd. The 14-inch wheels are alloy, and the body is colour-coded throughout. Panel fit and paint finish is pretty decent too.

However, the cabin is an acquired taste, and certainly different. The two-tone upholstery will get grubby quickly, and the plastics are hard and shiny – especially the fake carbon fibre bits. But remember: this is a sub-R90,000 after all! Besides, it has all the bells and whistles.

The standard kit includes everything the motoring heart desires: from air-con and remote central locking to electric windows, power steering, a CD receiver with USB and auxiliary inputs, and – can you believe it – park distance control.

So, it's small and smart – but is it safe? This top-end GT model has ABS brakes with EBD and no less than six airbags. Geely says it's the first Chinese car to have scored five stars in the CN-CAP crash testing programme, although just how that compares with the universally recognised Euro NCAP ratings isn't clear.

The cabin ergonomics are fair, although the seats could be more supportive. Rear accommodation is cramped, but so are most of the other contenders in this segment. The boot is deep and roomier than expected, but a narrow aperture makes it difficult to access.

And then there's the smell – an aroma of plastic and glue that can be quite prominent when the car's been parked in the sun for an hour or two. It can become quite unpleasant, but one can't allow an odour to bias one's opinion of a car!

While most of the Geely's rivals make do with one-litre three-cylinder engines, the LC gets a 1,30occ four-cylinder unit with twin overhead cams and 16 valves. The rated maximum power output is 63kW at 6,000rpm,



combined with 110Nm of torque – but only at a peaky 5,200rpm.

The rest of the package is fairly predictable: a five-speed gearbox transfers the engine's urge to the front wheels. The suspension links familiar MacPherson struts up front to a rear torsion beam. And the brakes consist of front discs and rear drums.

But the proof of the pudding, they say, is in the eating – or in this case, in the driving – and it's that aspect of the LC that disappoints most. It just never feels like it's being powered by a 1,300, mostly because there just isn't enough low-down torque on offer. The engine sounds wheezy, and you have to rev it like mad to make the most of the urge on offer.

Add the vague gearshift action, and driving the Geely with gusto is hard work. But then, it's

not meant to be a hot hatch, and as long as you use the full rev range and don't mind shifting gears often, progress is reasonable, both in town and on the highway.

Performance-wise, Geely claims a zero-to-100km/h sprint time in the 15 second bracket and a 155km/h top speed, but at Reef altitudes, those figures sound a little optimistic. And given that rev-hungry engine, fuel consumption is fair at best – expect around 6.2 litres/100km in mixed driving.

Handling is predictable rather than exciting, with a fair amount of lean in tight turns, and a steering action that's over-assisted and too anodyne to involve. The brakes always feel up to the task though.

The Geely LC does a lot of things right. It's well put together, nicely packaged and filled to



the brim with standard features. It also costs about R20 000 less than its rivals. And that's the top-end GT version – the most affordable LC starts at R79,999.

However, the picture isn't all rosy. The engine is unrefined, the gearshift is awful and the performance underwhelms at altitude. The Geely feels more appliance than automobile, and as such it's perhaps more honest than some of its rivals.

But little else comes close in terms of sheer bang for bucks. And as long as it's properly supported by its backers in South Africa, this could well become the first Chinese car to crack it in the supermini sector.

#### **KEY STATS GEELY 1.3 LC GT**

**Engine:** In-line four-cylinder, 1,295cc

**Gearbox:** Five-speed manual **Power:** 63kW @ 6,000rpm **Torque:** 110Nm @ 5,200rpm

**o-100 km/h:** 15 sec **Top speed:** 155km/h

Fuel consumption: 6,2 l/100km (tested)

CO<sub>2</sub> emissions: N/A Retail price: R89,999

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RWC: Scotland vs Georgia (Reuters)

#### **NEW ZEALAND**

Scotland made heavy work of their second World Cup win on Wednesday, labouring to a 15-6 win over Georgia in Invercargill in probably the worst game so far in the 2011 World Cup. Four penalties and a drop-goal from Dan Parks were enough to hand Scotland four pool points in a try-less encounter in wet conditions. After struggling to get the better of Romania in their opening fixture on Saturday, Scotland once again failed to impress against a side playing rather negative rugby.

Springbok wing Bryan Habana has been ruled out of South Africa's Rugby World Cup match against Fiji because of a knee injury. Lock Johann Muller is also in a race against time after injuring his hamstring in training, team communications manager Andy Colquhoun confirmed on Wednesday.

Ireland centres Gordon D'Arcy and Brian O'Driscoll will set a new world record for a midfield partnership when they face Australia on Saturday. The Leinster duo will play their 45th international together in midfield, breaking the record set by England's Jeremy Guscott and Will Carling.

Ireland hooker Jerry Flannery has been ruled out of the World Cup due to a calf tear. Munster's Damien Varley has been called up as a replacement. Sean Cronin takes Flannery's place amongst the replacements for Saturday's Pool C clash with Australia. Flannery suffered a tear of

his left calf during training in Auckland on Tuesday and an MRI scan has confirmed the severity of the injury, which will require four to six week's rehabilitation.

Mils Muliaina, Conrad Smith and Adam Thomson have been included in the New Zealand team to face Japan on Friday. Coach Graham Henry has rung the changes for the clash with the Cherry Blossoms, with four personnel and two positional switches in the back-line and three changes in the pack.

#### US

World number one Novak Djokovic is determined to win the French Open so that he can complete the career grand slam set. Djokovic added the US SPORT BRIEFS



Michael Schumacher (Reuters)

Open crown to his already full trophy cabinet on Sunday after seeing off defending champion Rafael Nadal 6-2 6-4 6-7 (3/7) 6-1 at Flushing Meadows. The Serb's record for 2011 now stands at 64 wins from 66 matches with ten titles, including the Australian Open, Wimbledon and US Open.

UK

#### **CRICKET**

England on Wednesday announced Graeme Swann as their captain for the two Twenty20 Internationals against the West Indies. Regular T20I skipper Stuart Broad has been ruled out by injury to the triceps muscle in his right arm, while his vice-captain, Eoin Morgan, is currently sidelined by a shoulder problem.

#### **FOOTBALL**

Blackburn Rovers fans have over 1,000 protesters ready to march on Saturday, demanding Steve Kean to be removed as team manager. Blackburn have played 33 league games since Kean took over from Sam Allardyce, totalling a mere 23 points. They are rooted to the bottom of the Premier League table and have one point from four games with a lunchtime clash at Arsenal next on the cards

#### **EUROPE**

Race stewards were not consulted during the Italian Grand Prix over Michael Schumacher's defensive manoeuvres against Lewis Hamilton, according to Martin Brundle. Schumacher has come in for criticism from some quarters for taking his defensive driving a little too far at Monza, with McLaren team principal calling it "pretty harsh" and Jenson Button saying he "moved quite a bit with Lewis" and it wasn't "all that bright".

#### **SRI-LANKA**

Ryan Harris is in doubt for the third and final Test against Sri Lanka, which gets underway in Colombo on Friday, after scans revealed a minor strain to his hamstring. The fast bowler, Australia's leading wickettaker in the series with 11 scalps in two matches, picked up the complication during the second Test in Pallekele, leaving the field toward the end of play on day five.

SPORT SA SOCCER



# MOSIMANE HAILS CAF DECISION

Bafana Bafana coach Pitso Mosimane has applauded the Confederation of African Football's decision to stage all potentially contentious Africa Cup of Nations qualifiers simultaneously next month. By FOOTBALL365.COM

Photo: REUTERS

South Africa's progression to the 2012 AFCON finals will rest on Egypt's ability to earn at least a draw against Niger in their final qualifying clash, while Bafana will need all three points against Sierra Leone.

Mosimane has welcomed CAF's decision to stage such matches at the same time to

avoid handing either side any advantage.

"You wouldn't want the other team playing the match knowing exactly what they require, so I think this decision makes sense. It is very fair. And it will help us to focus fully on our game against Sierra Leone," he told the Sunday Tribune.

The Bafana coach revealed his preferred date and time for the Leone Stars fixture would be on 8 October in the evening, but he admits either way his side will be ready for the encounter.

"Playing at night suits us better because we are able to get a big crowd and impose our game," Mosimane added.

"But if somehow we are forced to play in the afternoon, I have no problem with that. The good thing is that we will be playing at the same time as Niger.

"We won't be requesting anybody to update us with the score in the Egypt vs Niger game because that would be a waste of time as we can't control what happens there.

"My focus is to get the team to 11 points, which should be sufficient to qualify." iM

SPORT CRICKET



# AMBROSE: "BROAD WILL BE A GREAT BOWLER"

Curtly Ambrose, this week inducted to the ICC Hall of Fame, has backed Stuart Broad to become one of England's finest fast bowlers. BY CRICKET365.COM

Photo: REUTERS

The former West Indies pace ace insisted that Broad, currently nursing an arm injury, has come a long way since his days of slogging away in trying conditions in the Caribbean in 2009, when the England seamer turned over all of 131 overs for his 12 scalps at an average of 30.58 in the five-match series.

While James Anderson is seen as England's seam attack leader, with Tim Bresnan, Steven Finn and Chris Tremlett

- when not injured - lining up in support, Ambrose insisted right-armer Broad was the key component to the nation's bowling ranks.

"I never like to compare bowlers or cricketers, because it's a different era. But England has some good bowlers," said Ambrose, who played 98 Tests and 176 ODIs between 1988 and 2000.

"I particularly like Stuart Broad. I've seen him a lot. I first saw him a few years ago in the Caribbean on some very slow, low pitches – very discouraging for bowlers – and he bowled particularly well.

"I've always admired him since. He has got better and he really carries the England bowling attack. He's someone who can become a very great bowler in time."

Ambrose – for his great contribution to the game, including 405 Test wickets and 225 ODI victims across a prolific 12-year career – was lauded by the game's governing body alongside Australian trio Fred Spofforth, Belinda Clark and Alan Davison on Monday.

The West Indies now sport 16 former greats – second only to England's 26 representatives – in the ICC Hall of Fame, including Courtney Walsh, Garfield Sobers, Viv Richards, Clive Lloyd and Joel Garner.

SPORT GOLF



### MATTEO WANTS TO DO IT FOR SEVE

Matteo Manassero would like nothing more than to honour Seve Ballesteros with a win at the Vivendi Seve Trophy this week. By GOLF365.COM

Photo: REUTERS

In the six times the event has been held, Continental Europe has only come out on top on one occasion, and that was in the inaugural tournament back in 2000 when they were led by the late, great Seve Ballesteros himself – the man whose name has now become synonymous with the trophy.

"Seve was my idol and I never got to know him that well, but I met him once and that meant a

lot for me," Manassero told europeantour.com.

"But it means even more for my first chance in the event to be when we are missing him for the first time. We're going to hopefully give him a great honour."

At 18 years of age, Manessero is set to become the youngest ever player to participate in the event when he lines up for Continental Europe against Great Britain & Ireland this week, surpassing previous record holder Sergio Garcia.

For the young Italian, it's not only a great honour in itself, but the perfect stepping stone to perhaps making it into the 2012 Ryder Cup side.

"It's great to be here," he said. "It's an honour to be in an event that is named after Seve. So it's great to be part of this and I think it's a big step forward towards the Ryder Cup.

"I'm proud and happy to be the youngest to compete in this, and I didn't even expect it at the beginning of the year. It's great to be here."

Manassero also believes captain Jean Van de Velde is the right man to end the run of five successive defeats for Continental Europe. "The atmosphere is good," he said. "Jean is a really good captain with a lot of charisma, and knows his golf very well."

SPORT



### SAMOA OFF TO A BANG OF A START

Samoa got their Rugby World Cup campaign underway in emphatic fashion, after demolishing Namibia 49-12 at the Rotorua International Stadium on Wednesday. By PLANETRUGBY.COM

Samoa speedster Alesani Tuilagi bagged a hattrick to help his team along to a comprehensive six-tries-to-two Pool D win. The islanders simply had too much pace and power for the African minnows, with Wales, Fiji and the Springboks having been interested spectators of the performance.

The writing was on the wall for Namibia just 49 seconds into the match when scrum-half Kahn Fotuali'i went over for the opening try, converted by pivot Tusi Pisi. And when Samoa hit double figures with a Pisi penalty, it was 10-0 after ten minutes played.

Six minutes later, powerful wing Alesani Tuilagi used his pace to speed over for Samoa's second converted try after the islanders did the basics well with ball in hand. The Tigers star still had some work to do out wide, but made it look easy.

Pisi followed up his conversion with another penalty and Samoa were smiling 20-0 up. With half-time approaching, Tuilagi was over for his second and Samoa's third five-pointer, thanks to a quick-tap from flank Maurie Faasavalu and quick hands by the Samoan back-line. Tuilagi was once again left to work hard, but bounced off three would-be tacklers to score in the corner.

With Pisi off injured, full-back Paul Williams was unable to add the extras but Samoa were firmly in control, heading into the break at 25-0 ahead.

Samoa ran into their first roadblock of the match when Williams was sin-binned for a dangerous tackle in the 39th minute of the match, but Namibia failed to make their advantage against 14 men count in the second half.

Photo: REUTERS

SPORT

Williams returned to the fray and made up for his misdemeanour by slotting over a penalty for his team after Tuilagi was denied his hattrick moments earlier with the ref ruling a forward pass.

However, Tuilagi wouldn't be denied the next time he got his hands on the ball just two minutes from the restart, and raced in for Samoa's bonus point. Williams converted to give the men in blue a 35-0 lead against the struggling Namibians.

Another superb break-out from Faasavalu ended in Samoa's fifth try of the afternoon – this time Williams exposing some sloppy defence from Namibia for a converted touchdown (42-0).

Namibia finally woke up from their slumber and replied in style. A catch off his own chip kick ahead by winger Llewellyn Winkler set up centre Danie van Wyk, before Namibia's second try saw fly-half Theuns Kotze stretch out under the posts.

But in between, Namibia flanker Rohan Kitshoff – a late replacement for Jacques Nieuwenhuis – was yellow-carded for repeated infringement, and Namibia's short-handed scrum gave up a penalty try to Samoa.

Man of the match: Blockbusting wing Alesana Tuilagi signalled his star power with Samoa's first World Cup hat-trick, but it was exciting flank Maurie Faasavalu who really caught the eye without having to score a try. He was just everywhere!

Moment of the match: Fotuali'i's opening try with barely a minute up on the clock set the mood for the match.

Villains of the match: There haven't been many so far at this year's showpiece. But

naughty, naughty Paul Williams and Rohan Kitshoff – a yellow card each. **iM THE SCORERS** 

#### For Samoa

Tries: Fotuali'i, Tuilagi 3, Williams, penalty try

Cons: Pisi 2, Williams 3
Pens: Pisi 2, Williams

#### For Namibia

Tries: Van Wyk, Kotze

Con: Kotze

#### THE TEAMS

Samoa: 15 Paul Williams, 14 Sailosi Tagicakibau, 13 George Pisi, 12 Seilala Mapusua, 11 Alesani Tuilagi, 10 Tusi Pisi, 9 Kahn Fotuali'i, 8 George Stowers, 7 Maurie Faasavalu, 6 Taiasina Tuifua, 5 Kane Thompson, 4 Daniel Leo, 3 Anthony Perenise, 2 Mahonri Schwalger (c), 1 Sakaria Taulafo.

Replacements: 16 Ti'i Paulo, 17 Census Johnston, 18 Joe Tekori, 19 Ofisa Treviranus, 20 Junior Poluleuligaga, 21 Eliota Sapolu Fuimaono, 22 Tasesa Lavea.

Namibia: 15 Chrysander Botha, 14 Danie Dames, 13 Danie van Wyk, 12 Piet van Zyl, 11 Llewellyn Winkler, 10 Theuns Kotze, 9 Eugene Jantjies, 8 Pieter Jan van Lill, 7 Jacques Burger (c), 6 Rohan Kitshoff; 5 Henk Franken, 4 Heinz Koll, 3 Raoul Larson, 2 Hugo Horn, 1 Johnnie Redelinghuys.

Replacements: 16 Bertus O'Callaghan, 17 Jane du Toit, 18 Nico Esterhuyse, 19 Reaud van Neel, 20 Ryan de la Harpe, 21 Darryl de la Harpe, 22 TC Losper.

**Referee:** Romain Poite (France)



