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Southern Africa Country Outlook YTD March 2013

Country	Lrg	Med	Sml	Grand Total
Angola	2	4	9	15
Botswana	2	1		3
DRC	1	1		2
Malawi			1	1
Mozambique	6	4	3	13
Nambia	3	3	7	13
South Africa	15	3	14	32
Zambia	8	10	17	35
Grand Total	37	26	51	114

Southern Africa Sector Outlook

Finance & Insurance is the largest sector with 28 projects, followed by Investment Vehicles with 16 and Agriculture & forestry with 15. Professional and Technical Services and Accommodation and Tourism Services follow with 11 projects each. Health Care is smaller in the number of clients but remains important to the ATMS portfolio. The

ATMS NEWSLETTER - March 2013

The ATMS Project is sub-Saharan Africa's biggest and most ambitious human capital development effort in the private sector. It was created to play a key role in Africa's economic development and currently operates in twenty two countries. The Project provides human capital solutions that lead to skills development and wealth creation through the private sector and commercially operated state enterprises.

This edition shows an overview of the ATMS Project on management and capacity development followed by a focus on Southern Africa. Proper health care solutions are a necessity for humanity. Though there have been recent improvements on health indicators in the continent, it is feared that the sector is not developing fast enough to meet the 2015 MDG deadline. We feature ATMS/AMSCO success stories on health to show an improvement on livelihoods, enterprise sustainability and Africa's development.

Portfolio Outlook

An expanded lens on the ATMS portfolio continues to depict growth, registering a total of 434 AMSCO Managers placed in 267 companies in sub-Saharan Africa as at 31 March 2013.

General portfolio indicators show a tipped scale towards the Finance and Insurance sector, Investment Vehicles, Agriculture and Forestry, Professional and Technical Services and Accommodation and Tourism sectors respectively.

The ATMS Foundation continued to provide financial support to client companies amounting to USD 215,000 between January and March. This support was allocated in the form of Management and Training assistance to 10 enterprises.

In 2012, 70 companies in sub-Saharan Africa benefited from the same support with a total of USD 2,350 531 allocated.

Focus on Southern Africa

A region consisting of 8 countries and diverse sectors, the Southern Africa portfolio boasts almost half the ATMS/AMSCO portfolio in terms of management placements. As at 31 March 2013, the region had 197 AMSCO Managers. The client numbers were 114 in total which is more than a third of the overall portfolio. Of the 114 clients, 51 are small, 26 medium and 37 large enterprises. The increase in large corporates compared to the same period last year is a deliberate effort to keep AMSCO sustainable while continuing to develop the private sector.

ATMS Foundation Support to Southern Africa: January to December 2012

A shortage of funding sinks some development in Africa. To that effect, the ATMS Foundation con-

tinues to offer firm financial support to African SMES in order to transform the private sector. As at 31 December 2012 a total of USD 756,416 had been allocated to companies in Southern Africa for management service interventions and skills development. This represents 32% of the overall allocation to the ATMS Project portfolio in 2012.

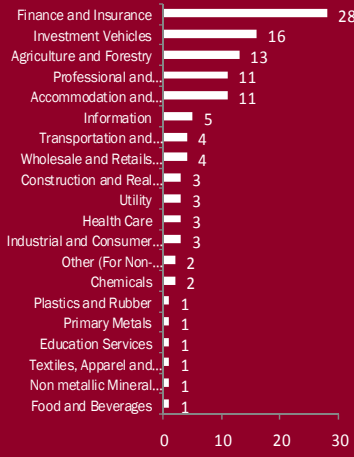
Financial Support to Southern Africa in 2012

	Sector	Number of Clients	Management Grant	Training Grant	Total US\$
1	Finance and Insurance	8	110,200	200,355	310,555
2	Agriculture and Forestry	6	128,600	101,219	229,819
3	Accommodation and Tourism services	3	30,000	41,188	71,188
4	Professional and Technical Services	1	31,200	17,333	48,533
5	Textiles, apparel and Leather	1	16,750	18,633	35,383
6	Transport and Warehousing	1	24,000	10,855	34,855
7	Construction and Real Estate	2	8,750	17,333	26,083
	TOTAL	22	349,500	406,916	756,416

Financial Commitments to Southern Africa in 2012-2013

ATMS Foundation support to the Agriculture & Forestry sector continues to be prominent in the region, particularly in Zambia. To unlock the region's potential, a watchful eye has to be main-

Projects by Sector



rest of the clients are spread across various other sectors.

The Wealth of African Health Interventions

Every administration knows that proper health care solutions are a necessity for humanity. The World Health Organisation (WHO) has always taken a strong stance on the progression and development of Africa's health sector.

Child, maternal or reproductive as well as HIV/AIDS health services have been placed on the agenda, taking up number 4, 5 and 6 on the Millennium Development Goals (MDG) mandate, respectively.

WHO has noted Africa a key focus area thanks (in great part) to the lack of infrastructure, human capital, equipment and supplies needed to carry-out essential health services.

The WHO and United Nations have long shown support for various interventions to enable much of the continent to have widespread access to comprehensive primary health care that meets the demand, and at times supply needs of each country and populace.

Later you will find many of these interventions mentioned in the articles below, including adequate human resources for the management, universal and free access to immunisation and key child survival interventions as well as skilled birth attendants and family planning guidance.

In September 2010, some data charting the progress made by certain countries in carrying-out these interventions came to light at the UN Summit in New York City. According to the UN, at the time the under-five child mortality rate had fallen by 40% or more in Ethiopia, Malawi, Mozambique and Nigeria since 1990.

Thanks to education programmes, new HIV/AIDS related deaths have

tained on the sector with personnel trained to overcome climate change, lack of infrastructure and other harsh realities of life.

AMSCO also recognises the role that the financial sector plays in eradicating poverty and extreme hunger. The ATMS Foundation has therefore invested considerably in this sector. From commercial banks and microfinance institutions to brokers and life insurance companies, this portfolio is a vibrant mix of enterprises dedicated to growing the African economy as well as financial wellbeing and security of people.

Between January and March 2013, support amounting to USD 52,000 was allocated to two companies towards training in the conservation and ICT sectors respectively. More allocations will be made in the next quarter.

Although not reflected in this year's grant allocations, the health sector is very important to the ATMS Project and well represented in the already existing Southern Africa portfolio.

Training for Enterprise Development

Training remains a vital activity for any enterprise to move from point A to point B. Important to ATMS/AMSCO is for point B to mean a globally competitive, profitable and a sustainable African business. Invaluable partnerships have therefore been forged with various institutions in the quest to meet market needs and deliver high impact programmes.

Between January and March 2013, AMSCO's Capacity Development (CD) department successfully organised and ran 3 training programmes reaching 53 members of staff from 25 companies. Of these 15 were female.

Last year, the team ran 18 training programmes. Client specific programmes saw a total of 6,100 members of staff from 346 AMSCO companies being trained. Of these, 1,962 were females. The training covered included Technical skills, Industrial skills, Banking & Finance, Insurance, soft skills, basic training and administration & HR training. The non-AMSCO companies reached through AMSCO organised training were 45, with 298 participants (including 12 females) benefitting from the training.

Focus on Southern Africa

AMSCO's Southern Africa team continues to actively cultivate demand for training in client companies. In March this year, they organised a training programme designed



Participants at the Leadership and Management Training

for various companies who share the same needs (Open Programme) in Lusaka Zambia.

The Leadership and Transformation Programme



The facilitator, Zweli Ndlovu at work

was attended by 15 participants from 8 different organisations namely: AfriConnect, Madison Finance, Agora Micro Finance, Prima

Reinsurance, Diamond General Insurance, Nomads Court, Agro Fuel Investments Limited and Real Insurance Mozambique. Those in attendance were from middle and senior management levels. There were 9 males and 6 females trained.

Key to the success of the training was that the facilitator taught his own patented leadership tool and interspersed interactive lectures and group activities throughout the training which led to a very satisfied group of participants.

More impact was realised in many enterprises. Looking back, 2012 project highlights reveal the



The training facilitator, Mike Sime listening to a question from a participant

pride with which much of the ATMS Project was undertaken.

An In-house training (client tailored programme) for Madison Life Insurance Company Limited on Leadership and Management took place in August 2012, at Lusaka, Zambia. There were 28 staff members from management, supervisory and administrative levels within the organisation that attended the training. Specifically, the training reached a total of 24 males and 4 females with great success.

Yet another successful In-house Programme on Customer Service Excellence took place from 17 – 23 September 2012. There were 104 staff members from various levels within the organisa-

declined significantly in sub-Saharan Africa. Prevention policies and wider availability of antiretroviral medication has contributed significantly to this development. In Uganda, the HIV prevalence rate dropped from 8% in 2001 to 5.4% in 2007.

Though there have been recent improvements in the development of health indicators on the continent, it is feared that the sector is not developing fast enough to meet the MDG deadline of 2015.

Through specially sourced skills and capacity support, AMSCO has helped companies in the health sector upscale on business processes and achieve many of their objectives, in line with the above mentioned strategies.

The Revival of Ongwediva

Nestled in the northern part of Namibia's Oshana Region, Ongwediva Medipark (OMP) is a 60-bed private hospital and a wholly owned Namibian driven project.

Conceptualised in 2006 by a group of reputable doctors, leading Namibian businessmen, the Ongwediva Town Council and Erongo Medical Group, the hospital also offers its



private healthcare services to the people of southern Angola.

OMP is the only private hospital in the north servicing the inhabitants of the five regions, namely; Oshana, Omusati, Ohangwena, Oshikoto and Kunene. Excellence and quality services are top of the agenda for the company.

Many of the very few medical professionals in Namibia are sceptical about working in remote areas of the country. This makes the area where OMP is situated a very difficult place to recruit for – further exacerbating the existing skills shortage.

In September 2010, at the time of AMSCO's intervention at OMP, the objective was to help turn-around the then loss-making entity. To assist and rescue OMP from a declining financial mode to a profitable and sustainable one, AMSCO began its intervention with the secondment

tion attending the training. The third group attended at Moba Hotel in Kitwe. There were 36 females and 68 males trained.

An In-house Programme was organised for Afri-Connet. The Finance for Non-Finance Managers programme took place from the 8 – 9 October 2012, at Topfloor, Lusaka, Zambia. A total of 17 staff members made up of senior and middle management from both front and back office operations attended the training. These were 12 males and 5 females.

Capacity Development is a continuous transformational process through which employees and organisations secure relevant skills to enable them to achieve both short and long term goals. This implies that continuous skills development is an essential investment for any growing enterprise. Many more training interventions are planned for the region to the end of 2013.

ATMS Project Interventions on Health

Optimising Kenya's Maternal Health Care

An estimated one million or more children die in Africa during delivery. The main cause of death is often attributed to poor maternal health care character-

responsible for supply chain optimisations in order to ensure cost effectiveness, especially in pharmacy and lab services.

The company makes use of a mobile clinic to create awareness and improve accessibility for antenatal and postnatal care. The mobile clinic is equipped with a handheld ultrasound scan-



ised by inadequacy, overcrowding and lack of resources.

The death of a mother can have dire implications on the economic situation of any household and is a major cause of school dropout, propelling poverty from one generation to the next. It was with this in mind that Jacaranda Healthcare Ltd was incorporated in April 2011

ner and a mobile phone-based MIS platform that allows for collection and transmission of information into a central database for ease of reference.

The mobile facility is linked to a physical clinic that handles referrals of more complicated cases and delivery procedure. Both the mobile and the physical clinics are staffed with well trained and experienced medical staff.

Prenatal clinics provide regular screening on the progress of the mother and foetus, information on nutrition and delivery preparedness (largely through the mobile clinics). The mobile clinic also provides postnatal care including immunisation, nutrition and family planning. The physical clinic provides delivery services, and consultations for more complicated cases.



by Nick Person, a former Acumen Fund employee turned social entrepreneur. Jacaranda Healthcare assists expecting mothers with everything they need during the prenatal, delivery and post natal stages.

The hospital believes that by combining systems, business and clinical innovations, it is possible to provide quality maternal health care that is affordable, scalable, and accessible.

To help the company upscale all business processes whilst providing the best and most affordable maternal health care service, AMSCO began its intervention with the company in August 2012 with the secondment of a competent Operations Manager.

In his capacity as Operations Manager, Matthe Rehrig has been tasked with overseeing all plans relating to service design, quality standard control and improvements. He is also re-

By the end of the intervention, AMSCO hopes to have helped provide affordable health care to at least 100, 000 women in and around Nairobi. AMSCO also hopes to help Jacaranda grow to 25 maternity clinics in the regions in order to



provide improved access to reproductive health services and ensure that childbirth happens with skilled service providers and high-quality care.

AMSCO is confident that through its interven-

of a General Manager.

Today there are a total of 11 AMSCO Managers at the hospital. OMP is currently experiencing healthy growth. A survey of the existing medical specialists at OMP shows that there is no duplication of skill sets at the hospital.

The hospital has taken on a unique Public-Private Partnership deal with Oshakati Intermediary Hospital, of the Ministry of Health and Social Services. Through the agreement Ongwediva Medipark personnel have agreed to train and mentor



student doctors from the state hospital, also allowing these trainees to carry out some of their practical assignments at Ongwediva.

In 2011 Ongwediva invested in the services of a paediatrician, seconded to the hospital by AMSCO. This was the northern region's first ever paediatrician. His presence has since helped reduce the infant mortality rate due to treatable diseases, fulfilling part of the MDGs.

More and more southern Angolans have been crossing over to the North of Namibia to conduct business as well as use the opportunity to attend to their medical needs at OMP. The hospital is now classified as a first class private hospital facility with experienced medical professionals. As a result of the success found during this project, the Namibian government is exploring ways in which AMSCO could possibly further help strengthen skills in the country's health sector.

tion, Jacaranda Healthcare can contribute significantly towards the achievement of MDGs 4, 5 and 6. By 2015 not only should all of the company's clinics be self-sustainable, they should also be able to show reductions in child

mortality, improvements in maternal health and progress in the fight against HIV/AIDS, malaria and other diseases.



WELCOME TO
C&J
WALK IN CLINIC

Setting the Agenda on Ghana's Welfare

Established in Accra, Ghana in 1933, C & J Medicare Hospital (CJMH) Limited started as a small private medical facility, providing a limited number of services with a focus on outpatient services.

In 2000, with a vision to provide excellent and professional healthcare services and position themselves as leaders in Ghana's private health sector, CJMH started several strategic initiatives.



The hospital began providing a full bouquet of general and specialist services.

A decision was made to upgrade facilities, including the purchase of modern radiology equipment and land. This led to the construction of the CJMH & DC (C & J Medicare Hospital and Diagnostic Centre), also known as the Lashibi Diagnostic Centre.

With the advent of these developments, the hospital hopes to train local staff on the new equipment for the laboratory and the radiology departments. Much of the training will focus on Magnetic Resonance Imaging (MRI), CT Scan, Ultrasonography, Echocardiography and other diagnostic machinery.

The hospital is expected to become a referral point for most private healthcare facilities in Lashibi and its surrounding areas, including Sa-

kumono, Tema, Spintex, Ashaiman and Accra. The new Hospital and Diagnostic Centre will have a National Health Insurance Wing, a Women Educational and Counseling Unit and an HIV/AIDS Unit with a Voluntary Counseling Testing (VCT) Centre.

In line with AMSCO's vision of assisting African companies to become globally competitive, profitable and sustainable, Nilok Singh was seconded on the role of Laboratory Manager on August 13, 2012. Mr Singh is in charge of establishing standard operating procedures, quality control and supervising laboratory staff among other tasks.

He is also expected to work towards the improvement of quality assurance, staff skills and safety measures which will lead to a reduction in operating cost as well as an improvement in customer satisfaction. At the

end of his 32 month contract with the company, the AMSCO Manager will have transferred his skills to an identified staff of C&J Medicare Hospital.

Great credit should be given to IFC, AfDB and Norfund, who are supporting the hospital through contributions made to the project funder, Aureos Capital, through the Africa Health Fund.

Providing the very best in
CURATIVE CARE
par None



To further help the company attain its goals, AMSCO is currently in the process of recruiting two more managers for the roles of General Manager and Radiologist respectively. This will go a long way in assisting CJMH achieve its objectives of providing adequate healthcare in Ghana while

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meeting the expectations of all stakeholders on a sustainable basis.

In addition to the interim management support, AMSCO has been instrumental in ensuring that the hospital attains financial assistance through the ATMS Foundation. C&J was awarded financial support of USD 44,000 – USD 24,000 for management services and USD 20,000 for training services.

CJMH currently offers a wide range of services including general and specialist clinics, radiology services (mainly x-ray), ultrasonography, laboratory services, in-patients, minor surgeries and emergency response service. The Hospital also has a

well-stocked pharmacy, open to the general public.

The hospital currently has an average daily attendance of about 350 patients. In addition to that, CJMH Limited runs five in-plant clinics (clinics with services limited to specific groups of people) for four clients. Together, the hospital and the in-plant clinics have an average of 2,700 patients every month.

AMSCO is confident that its partnership with C&J Medicare hospital will be a stepping stone to ensure availability and quality of healthcare facilities for all Ghanaians.

Our Stakeholders

ATMS And AMSCO wish to thank all the stakeholders for their continued support.



Our Footprint

