



MESSAGE FROM THE BOARD BY

**VIVIENNE E. KATJIJONGUA, VICE-CHAIRPERSON
CRAN BOARD OF DIRECTORS**

AT THE

**COMMUNICATIONS REGULATORY AUTHORITY OF
NAMIBIA'S (CRAN) ANNUAL CHIEF EXECUTIVE OFFICER
STAFF BREAKFAST**

Date: 11 February 2022

Venue: Hilton Hotel

Time: 08h00

- Mrs. Emilia Nghikembua, Chief Executive Officer CRAN,
- CRAN Executive Management and team,
- Invited guests,
- Directors of Ceremonies,

Good morning and compliments for the New Year. It is a privilege for me today to deliver a message from the Board of Directors to all staff of CRAN. Thank you to the CEO for inviting the Board of Directors to join the team for the annual CEO's Staff Breakfast.

As we begin the New Year, well rested and prepared to take on our corporate roles and responsibilities, I want us all to be driven by our purpose which is to support the Namibian government in providing for its citizens ICT needs and expectations and at the same time ensuring that we regulate this industry in a manner that creates socio-economic development through the formation of telecommunications, broadcasting, and postal services that are accessible, affordable and of exceptional quality.

As a public enterprise, we are committed to the attainment of national development plans and international and regional agendas. This represents the cornerstone of CRAN's contribution to the development of Namibia's ICT and Postal sectors, and has a spill over impact for communities, businesses and individuals to build a better future.

The Authority's ultimate objective is to allow for the development and expansion of the ICT sector to offer all Namibians to have a greater choice of services, products and providers, expanding further into underserved and un-served areas, and increasing employment, earnings, access to information and thus benefiting our citizens. Thus, our task is great.

CRAN's historical and future success is grounded in our collective commitment to our core values, namely, Accountability, Passion, Teamwork, Respect and Innovation. I am very grateful to all employees for their dedication and patience, for delivering on our mandate and for making CRAN a household organisation. Without our dedicated employees and their supportive families, we would not be the organisation that we are today. Your commitment to CRAN's vision, mission and values has allowed us to create an innovative regulatory culture and best Team Wi-Fi dedicated to delivering performance oriented results.

Ladies and Gentlemen, Directors of Ceremonies,

A new year signifies for many of us, new challenges, opportunities, and the possibility of numerous achievements to come. We as an organisation should embark this new year with commitment, persistence and dedication in order to achieve operational excellence and execute our mandate. We encourage staff to be

more innovative in ensuring smooth business processes within the organisation so that we can achieve operational excellence in everything we do. Each and every one of you plays a role in the achievement of our strategic goals, mission and vision. We should own up to these roles and be a part of the bigger picture. Take pride in what you do and reap the benefits through our individual and collective achievements.

The Coronavirus (COVID-19) pandemic is truly a challenge for us in the workplace, let alone in our personal lives. There may still be more challenges ahead, but I know that this team has built resilience in the midst of the uncertainty and turmoil caused by the pandemic. The Board of Directors wants to extend its gratitude to all staff who, irrespective of these challenge, still rose to the occasion to ensure CRAN remains an effective and impactful regulator.

Ladies and Gentlemen, Directors of Ceremonies,

There has been considerable work carried out to improve the organisational support towards employees in the past years in terms of our values, moral and pandemic support. These various interventions such as team buildings, and psychosocial support and the provision of masks, sanitizers and working from home, were all to ensure everyone's safety and wellness in the midst of a pandemic. All of these were aimed to help us, help you to cope better and be mentally stronger to deal with the personal difficulties caused by the

pandemic. The Board of Directors hopes and trusts that these interventions have encouraged and motivated you to comfort you when times were tough, and answers were few.

As we embrace 2022, there are a number of goals and strategic initiatives that lies ahead for the organisation to achieve. We as the Board of Directors will not be able to achieve these goals and implement change without your assistance, dedication and support.

Therefore, let us keep in mind our organisational values that underpin our pursuit to excellence and service delivery. Our values are the core of “*what we do*”, and “*who we are*” and will certainly assist us to achieve our strategic goals and objectives, and are the guiding principles for our internal conduct that determines how we deal with one another and our external stakeholders.

Ladies and Gentlemen, Directors of Ceremonies,

In conclusion, we will continue to monitor and where necessary align our policies and strategies to be response, impactful to result in you being able to deliver as we operate in a landscape that continuously evolves because of technological advancements, the COVID-19 pandemic and socio-economic factors.

On behalf of the Board of Directors, we are grateful to all of you for your resolute collaboration and dedication to CRAN. You all set an

extraordinary example of commitment, professionalism and solidarity. Your focus and commitment towards our stakeholders in the toughest of circumstances has been amazing. Your diligence, self-motivation, as well as determination to go an extra mile have been key to CRAN's success and achievements last year.

We look forward working with you in the year that lies ahead and we encourage you to stay positive and to stay safe.

I applaud and thank you!