



NEWSLETTER



NATIONAL EMPLOYMENT
COUNCIL TOURISM INDUSTRY



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KEY NOTE ADDRESS



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would like to start by thanking our Stakeholders, Executive Committee Members, Full Council Members, and NEC Tourism staff for making this institution what it is. The NEC for the Tourism Industry was established in 2012 with a mission to play a role in industrial harmony.

Over the years, the organization has evolved and leading an Institution like NEC Tourism comes with great responsibility. Therefore, it has been our mandate to provide excellence in service delivery and to ensure that the NEC for the Tourism Industry becomes the leading National Employment Council in stakeholder service delivery, as our vision states. For us, taking responsibility means continually working to develop the NEC's capabilities, one of the ways we have done this is through the introduction of our newsletter.

This is our first ever Newsletter and we are excited about its inception and we will be having one every quarter to share the latest updates, developments and the NEC's achievements in the Tourism Industry, as the NEC intends to enhance its media presence.

NEC Tourism, like any other institution was greatly affected by the COVID-19 pandemic and one of the impacts on the NEC was the closure of our Bulawayo offices, but we are thrilled about the reopening of our Bulawayo offices in July 2022. Through this development the Industry is assured of unparalleled service from our Officers to ensure a harmonious working environment through inspections, Industry Training and Industrial Relations Scouting. In this newsletter we intend to reflect on the past months.

In summarising the past months, we can safely say that they have been a strong couple of months which have positively impacted the Tourism Industry. We can proudly say we have experienced significant growth.

Altogether, it's clear to us that the growth experienced is the result of constant direction set by the Board and the execution of our clear Vision, Mission and Core Values. This has allowed us to remain one step ahead in order to meet our clients' needs on time. Conclusively, special mention goes to NEC Tourism's brilliant staff and the NEC Board for the superb work done since 2012 to date. Your drive is phenomenal and your commitment to fulfilling our obligations is beyond question. The ambition for NEC going forward is to have a positive impact on the Tourism Industry and to reach milestones in our long-term journey of growth.



WHO WE ARE?

The National Employment Council for Tourism Zimbabwe is a bipartite labour board established in 2012 and registered with the Registrar of Labour. Our main mandate is to promote democracy, peace and harmony between the employer and the employee in the Tourism industry in accordance with the provision of the Labour Act (Chapter 28:01)



OUR VISION STATEMENT

To be the leading National Employment Council in stakeholder service delivery

OUR MISSION STATEMENT

We exist to champion industry advocacy, promote fair labour standards and industrial harmony through sound and sustainable Collective Bargaining.

OUR CORE VALUES

- Professionalism
- Accountability
- Integrity
- Transparency
- Innovation



KEY SERVICES

Collective Bargaining

Assisting Employees through their respective Trade Unions and Employers through their Employers' Associations in the Tourism Industry to negotiate better employment terms and conditions in aspects of salaries, benefits, employment code, etc.

Regulation Enforcement

Ensuring compliance with NEC Tourism Collective Bargaining Agreements, Labour Act, Employment Code of Conduct, Zimbabwe Constitution, and other ancillary labour regulations so that unfair labour practises are eliminated.

Labour Inspections

Carrying out assessments, investigations, researches and compliance visits to all Employers & Employees in the Tourism Industry in the aspects of Labour jurisprudence, industry education and statistics

Dispute Resolution

To ensure minimisation and resolution of labour dispute in our industry through inspections, hearings, conciliations, determinations, draft rulings and arbitrations

Worker Education

Training and facilitation of Workers Committee elections, capacity building and employee engagements through workshops, meetings and forums in employee rights and duties.

Advocacy

Engaging with various Zimbabwean socio-economic and political stakeholders for the betterment of the Tourism Industry as a whole and ensuring its sustenance through strategic partnerships and engagements.

OUR EXECUTIVE COMMITTEE MEMBERS



Mr P Mhaka
Deputy Chairperson



Mr P Mpofo
Deputy Chairperson



Mrs B Murasiranwa
Board Member



Mr G Stima
Board Member



Mr C Chakanya
Board Member



Mr F Chitsinde
Board Member



Mr N Nhema
General Secretary



OUR STAFF



Mr N Nhema
General Secretary

Mr Nomore Nhema, the General Secretary of the National Employment Council for the Tourism Industry is a goal and results oriented leader whose vision continues to push the NEC forward. He joined the organisation in 2013 as a Designated Agent, rose through the ranks and was appointed to his current position in 2019.

Under his leadership, the NEC has undeniably grown. He spearheaded the rebranding of the organisation and immensely contributed to the formulation of the NEC Strategic Plan which spells out the organisation's Vision, Mission and Core Values.

Coupled with his vast experience in the Industry, he is a holder of a Masters Degree in Business Administration, Bachelor of Social Science, Diploma in Talent Management and a COP qualification. He is the current Chairman of the Tourism Industry Pension Fund and an Entrepreneur with interests in Agro-Business.



Mrs R Muzvidziwa
PA to the General Secretary

Mrs. Rumbidzai Muzvidziwa is a self-motivated, results-driven professional with extensive and diversified experience in Office Administration, Employee Relations & Human Resource Management. She is a holder of a Bachelor of Science (Honours) in Psychology, a Diploma in Personnel Management and an Executive Secretarial Diploma. Flexible and versatile, Rumbidzai thrives on rapidly changing situations & deadline-driven environments and is always open to new challenges



Mr Murenje
Designated Agent

Mr K. Murenje joined the NEC in 2016 as a Designated Agent. He has in-depth knowledge of labour statutes and regulations in Zimbabwe. He is a holder of BSc Hon in Politics and Administration as well as Post Graduate Diploma in Law (Conciliation & Arbitration). Mr K Murenje has been a labour officer from 2003 to 2015.

OUR STAFF



Mr G Moyo
Designated Agent (Bulawayo office)

Mr Gamaliel Moyo is a result oriented and highly experienced Designated Agent who joined the organisation in 2020 after having worked in the same job position for over 7 years with NEC Medical. Mr. Moyo holds a Bsc in Political Science with the University of Zimbabwe, he also attained his Post Graduate Diploma in Law: Conciliation & Arbitration with the same University. He further attained Executive Certificate in Project Management, Monitoring and Evaluation with the Catholic University of Zimbabwe and is currently studying his Masters Programme in Peace, Leadership and Conflict Resolution with the Zimbabwe Open University. With his educational background and years of experience in Dispute Resolution, Industrial Relations, Labour Inspections and training, he has been further equipped by NEC Tourism to be an efficient, effective and excellent social science practitioner who will play his role in the attainment of the organizational Vision, Mission and Objectives



Mr T Murasiranwa
Compliance Inspector

Mr Timothy Murasiranwa worked for Safari Par Excellence as the Transport and Logistic Manager in Victoria Falls between 2006 to 2010. With his main focus in the tourism sector and ensuring the interest of visiting delegates were catered for. Mr T. Murasiranwa had an opportunity to be part of the team spearheading the registration of NEC Tourism in 2012. He held the position of Compliance Inspector from 2012 to 2022. In his line of work he has been working diligently and efficiently with the industry creating a household name for himself among the many tourism companies. In 2022 he was elevated to Senior Compliance Inspector the position he still holds to date.



Mr F Javangwe
Finance Officer

Mr Farai Javangwe is a self-driven, diligent, respectful and eloquent man who is eager to learn in IT and accounting fields. He is the holder of a Bachelor of Accountancy Honours Degree. He is currently working towards Chartered Accountant qualification. An enthusiastic young man eager to grow in the field of accounting and contribute to team success through hard work, attention to detail and excellent organizational skills. He's motivated to grow and excel in the accounting industry and ultimately scale up his career ladder up to the pinnacle of accounting

OUR STAFF



Ms T Zimondi
Principal Officer

Ms Tariro Zimondi is the Principal Officer for the Tourism Industry Pension Fund and is responsible for the day-to-day administration of the Fund. She is an accomplished and seasoned administrative professional with an extensive background in a variety of office administration duties. She is adaptable and driven with strong work ethics and ability to thrive in team based as well as individual motivated settings. Tariro served the Tobacco Industry for 4 years before joining the Tourism Industry in 2016. She is dedicated and committed to excellent service delivery and protecting the interests of clients.



Mr K Samunawu
Accountant

Mr Keith Samunawu holds an MBA and a Bcomm Honours degree in Accounting from MSU, a Certificate of Proficiency in Pension Scheme Trusteeship from Zimbabwe Association of Pension Funds and is a CIS Finalist. He is an accounting professional with 10+ years of progressive experience in the application of financial, administrative, managerial and accounting practices in the ICT sector, Motor Industry and Pension Industry. A past Board member for the Motor Industry Pension Fund.



Miss Y Jiro
Receptionist (Harare Office)

Miss Yevai Jiro is a committed, determined and resilient individual who recently completed her undergraduate studies and is passionate about hospitality and communications. She is an amiable and welcoming receptionist whose primary duty is to provide the best possible customer care to all NEC clients and social partners.

OUR STAFF



Miss H Patsika
Receptionist (Bulawayo office)

Miss Helen Pastika is an adaptable, enthusiastic friendly and versatile receptionist/administrator with experience of 2 years in a wide variety of industries and a history of success in providing premier customer service. Effectively manages general office administration and adept at digital record-keeping and scheduling. Keeping everyone up-to-date with day to day activities.



Miss T Ngiza
Messenger/Cook

Miss Tanyaradzwa Ngiza is a self-starter and very attentive to detail. Attained a bachelor of applied arts at the University of Zimbabwe. Went on to acquire a post graduate in Kiswahili at the University of Daersalam, Tanzania. She is a young woman who is open to opportunities that come along the way. Being a Chef and a Messenger at NEC at the same time is one of the many opportunities she seized in 2022 having worked in the retail industry for quite some time. Managing time effectively is one of the many things you can count on her.



Mr K Kachivemba
Security

Mr Stanley Kachivemba is a very hard working man who has multiple years of experience in the security sector having worked for different companies. He joined the NEC as a casual from 2015 to 2018 and was promoted to permanent internal security in 2019.

OUR STAFF



Mr P Jimu
Security

Mr Pension Jimu is employed as a security personnel at NEC Tourism. He has multiple years of experience having trained in different security organizations. He holds a spectra security certificate and aviation security certificate. He has worked in this industry for more than fourteen years. He is a Christian who enjoys playing a vital role in team work in the organization.



Mr S Dakura
General Hand

Mr Stanley Dakura is cheerful and diligent caretaker who is highly experienced in this field, he has a real talent for gardening. He does a fantastic job with the general upkeep of the NEC yard and also offers general support to NEC Tourism employees and visitors. The NEC outlook is always up to standard because of his skills, he is very reliable.

BULAWAYO OFFICE



THE REOPENING OF OUR **BULAWAYO OFFICES**



NEC TOURISM Bulawayo offices have reopened and we are located at 102 Fort Street, between 8th and 9th. Zimdef House, Office 405, 4th floor East Wing. Our contact details are:

Phone :0292882475 | Email: infoby@nectourismzw.org

NEC SOCIAL PARTNERS

EMPLOYERS ASSOCIATIONS



THEEAZ - Tourism, Hospitality and Environment Association Employers Association of Zimbabwe

EATSO - Employers Association for Tours and Safari Operators

BOAZ - Boating Association of Zimbabwe

TRADE UNIONS



TCWUZ - Tourism and Conservation Workers Union of Zimbabwe

NUSOHLWCWZ - National Union of Safari Operators, Heritage, Leisure and Wildlife Conversation Workers of Zimbabwe

NUTWLAW - National Union of Tourism, Wildlife, Leisure and Allied Works.

NMMTTGPWWUZ - National Museums and Monuments, Travel Tourism, Game Park and Wildlife Workers Union of Zimbabwe

PAWMWUZ - Parks and Wildlife Management Workers Union of Zimbabwe

ZTAWU - Zimbabwe Tourism and Allied Workers Union



NEC TOURISM PENSION FUND (TIPF)



The Tourism Industry Pension Fund is a self-administered defined contribution Fund set up in 2014 and registered with IPEC in terms of the Pension and Provident Fund Act (Chapter 24:09). Its core mandate is to ensure that employees in the Tourism Industry have a secure and sustainable income upon retirement, when they leave employment and their beneficiaries / dependants when they die. The Fund is also committed to providing high standards of service delivery to all its members.

TIPF is administered by a Board of Trustees which comprise of employee and employer representatives. The day to day administration of the Fund is the responsibility of the Principal Officer who is appointed by the Board.

In a bid to improve on service delivery and to be the leading pension Fund we have appointed First Mutual as our new Administrators. We indeed value and appreciate all the support from our beloved members for the enablement of our core mandate of ensuring that our members secure a bright future upon retirement.

Trainings facilitated by NEC Tourism



NEC Tourism Designated Agent conducting the Zimparks Mid Zambezi region training at Chin-hoyi caves motel. The main focus was on training managerial and worker's committees on their functions as well as disciplinary hearings trainings.

Disciplinary hearings and Grievance Handling Procedures is just one component of multifaceted function of Industrial Relations in Human Resource Management. It is more pronounced as this is the only component that happens frequently in day to day operations of the organisation. But in its broadest sense, Industrial relations refers to the relationships that exist between and among employees and management, between employee groups and management groups, between worker's committee and employees they represent, inter and intra union relationships, between junior managers and senior managers, between employees and National Employment Councils and the list is endless. To achieve organizational goals, good relations among the identified groups is important, discipline is paramount, team work is needed, openness and removal of organizational stove-pipes is important. 35 Workers committee members (Regional committee members), managerial employees, Section Heads and Officers in Charge of work stations were a part of the training.

The training acquainted employees and management on the role of committees (non-managerial and managerial), helped them appreciate Disciplinary Procedures from investigation to appeals, to know the nature of disputes (dispute of Interest and dispute of Right) and their disposal thereof. The training also imparted knowledge on the establishment and role of NECs. Furthermore, the trainees got an appreciation of what a workers and managerial committee is, how to conduct works council meetings (Regional and National), Tenure of Office, Election into Office and Removal of Office as well as working with unions and membership thereof. On the aspect of the Disciplinary Hearing Procedure, trainees got to have an understanding of the classification of misconducts, investigation of misconducts, formulation charge(s) and time frames, the role of the Chairperson, the role of Committee Members, the role of the defendant, witnessing and cross examination, aggravating and mitigating, closing submissions as well as determination and penalty.

NEC will be facilitating Works Council Trainings across the industry throughout the year. For those in need of training kindly get a hold of us.

TRAININGS



Trainings attended by NEC Tourism Staff

NEC Tourism Staff training on Financial Literacy by the Centre for Organization Leadership and Development (COLD).

Facilitated by Tsitsi Senga-Makuve (Managing Director, Tsile Foods), Vimbai Gorogodo (Manager, International Banking, BancABC) and Brandon Chinoperekweyi (Inspector, AML/CFT/CPF/RBZ)

Fundamentals of the seminar:

1. Financial literacy will equip you with knowledge and skills that will help you have an understanding of your actions and help you make informed decisions with your financial resources.
2. Set financial goals that are SMART- Specific, Measurable, Attainable, Realistic and Time-bound.
3. Engage in deliberate efforts to learn about money and live within your means, budget and manage your finances and they will grow and give you flexibility. Proper record keeping will transform your life.
4. Have multiple sources of income.



NEC Tourism Staff Training on understanding the basic principles of customer care service, personal effectiveness and communication skills by Fortune Consultants Private Limited.

•Key notes from the Training•

1. As a customer service representative, customer service is important because it enhances job satisfaction.
2. The customer requires speedy service, effort, options, confidentiality, simplicity and reliability.
3. Every institution must have a customer service philosophy and every employee must understand and live by that standard.



CONGRATULATORY MESSAGE



MRS B MURASIRANWA

On behalf of the board, management and staff of The National Employment Council for the Tourism industry we would like to offer our warmest congratulations to our Executive Committee Member **Mrs B Murasiranwa** on her appointment onto the Board of Governors for the **Zimbabwean Foreign Services Institute**.

We wish her much success in her new duties. We have no doubt that she will excel in this role and make everyone proud. Excellence has distinguished you and marked you out. We beseech the Lord to continue to uplift you beyond your expectations. Once again, congratulations!

CONGRATULATIONS MAKOROKOTO AMHLOPE!!!

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CBA ALERT

The latest Collective Bargaining Agreement for June to September 2022 is now out together with the Circular.

NEC TOURISM SCOOPS AWARDS



NEC AWARDS



The National Employment Council for the Tourism and Hospitality Industry bagged the Benchmark National Employment Council of the year 2022 award, together with the Labour Administration Champion for the year 2022 award at the Annual Human Resources Awards.

The award is a resemblance of the Organizations resilience and ambition, as it is constantly on a mission to fulfill its core mandate which is excellence in service delivery.

NEC Tourism and Hospitality is thrilled and yet humbled to be an amazing champion having been recognized for its achievements and contributions to the Industry. This has set the Organization apart from the rest and has given all the players in the Tourism Industry immense confidence that they are in safe hands.

With this incredible award, significant progress has been recorded within the NEC, but bearing in mind that this accomplishment is only just one step in the journey before the Institution. The NEC will work tirelessly and push its abilities to the limit to ensure that it will continually exude brilliance and serve the Industry as it is obligated to do.

We owe our Stakeholders and Partners an invaluable amount of gratitude for all the support they have conveyed to NEC Tourism and Hospitality because we could not have done this alone.

We are committed to service accessibility and Championing Industry Advocacy.



CONTACT DETAILS

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