Where Business meets ideas

NAMIBIA BUSINESS REVIEW

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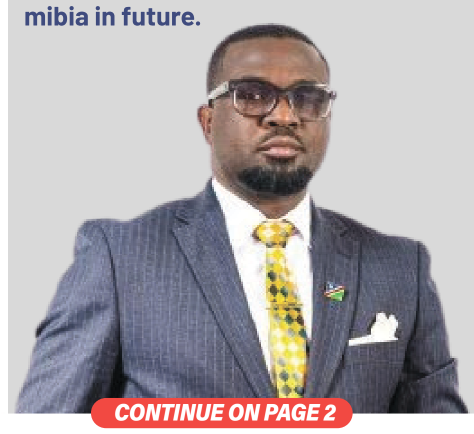
HARD GRIND: Elizabeth, a 30-year-old vendor, who sells second hand clothing says at Okuryangava Stop and Shop business is tough. She says despite the latest economic figures showing some growth , she has to toil hard to make ends meet. Sometimes she says life is about playing cat and mouse with the police because of illegal vending.

PHOTO: IMELDA AMBONDO

IPC backs nuclear energy for Namibia

• TIRI MASAWI

The Independent Patriots for Change (IPC) has thrown its weight behind the construction of a nuclear energy plant in Namibia in future.



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Booming economy, empty pockets

...GDP grows by N$6 billion yet daily life remains tough for many Namibians

• Imelda Ambondo

The Namibia Statistics Agency last week reported that the country's economy grew by N$6 billion in the second quarter of 2025 to reach N$64.8 billion, painting a picture of progress.

But on the streets of Windhoek, the story is very different.

For thousands of informal workers, security guards, street vendors, and small traders, survival remains a daily struggle. Long hours, low pay, unsafe conditions, and uncertainty are their reality.

While the economy grows, many of its workers feel left behind.

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Booming economy, empty pockets

FROM PAGE 1

GROWTH ON PAPER

According to the NSA, real economic growth in the second quarter of 2025 was 1.6%, compared to 3.3% in the same period last year. Growth was driven by tertiary industries, with wholesale and retail trade expanding by 5.2%, education by 5.6%, financial services by 5.0%, and public administration by 3.7%. Government final consumption rose by 4.2%, supported by an increase in public servants, while exports jumped 18.5% and imports declined by 1.6%.

These headline figures sound promising, but they tell only part of the story.

MONEY FLOWING ON PAPER BUT NOT INTO POCKETS

At Okuryangava stop-and-shop, before dawn, the city awakens in a different economy. Street vendors, security guards, and small traders keep the city moving without making headlines.

Among them is Philip, a 27-year-old security guard, guarding the Automated Teller Machine, whose life revolves around the rhythm of night and day.

"My salary depends on how many days I work. If I work more days, I can get around N$3 700 to N$4 000. But it's still not enough. I can manage food, rent, and water, but life is just survival. I am not really progressing."

His shift begins at 17:00 and ends at 05:00.

"Working at a place where there is money is not easy. You deal with different kinds of people, some come drunk, some disrespect you, some even want to fight."

The job, Phillip says, demands patience and self-control.

"Some people insult you when you try to enforce the rules. You call the police, but they take long to come. You report to the manager, and they also take time. By the time they arrive, the problem is already done."

Despite the difficult conditions, Philip continues to show up every night, knowing that his salary, modest as it may be, is his lifeline.

Phillip questions the Namibia Statistics Agency that says the economy grew N$6 billion. He says this does not reflect what's on the ground.

"You can see how people are selling by the tar road. Cars over speed, and drivers who are drunk can easily cause accidents. It's dangerous. The government should build a proper space for these vendors, where they can sell safely without being at risk."

Just a few meters from where Philip stands guard, Reyna Dafa, who will turn 50 in November, is arranging her colorful display of spices and fruits under a sun-faded umbrella. Her stall, one of many lining the busy road, where she has a table with spices, herbs, fruits and vegetables. Reyna's day starts at 06:00 and leaves around 19:00 every day, sometimes even later, depending on how business is going.

> **"My salary depends on how many days I work. If I work more days, I can get around N$3 700 to N$4 000"**

But long hours don't always mean good sales.

"There are days when customers don't come. Like Sundays are very slow days. Even today, it's not busy."

When asked about how the economy is treating her, Reyna said "It's bad," she admits that before the coronavirus pandemic things were better.

"After Corona, many people lost jobs, and they started selling. Now the place is overcrowded. There are too many sellers, and not enough buyers," she said.

Reyna says here monthly income can reach N$5 000 depending on the season and customer flow. But the cost of living keeps climbing, leaving little room for savings.

Her biggest wish is for the municipality to provide proper infrastructure for vendors.

"If they can put up shades, it will help us a lot. The sun is too hot, and the wind destroys our umbrellas. We need something permanent. The municipality should also help organise this area, so it doesn't look so chaotic. And if we had security, it would be even better. Sometimes we can't leave our things here because we are afraid they will get stolen."

Elizabeth, a 30-year-old vendor, who sells second hand clothing says business is tough.

"We are illegal here. We don't have a permanent space. Any time the police can come and chase us away. You just have to pick up your things and go. If the government can build a proper market for us then it would change everything.

Her earnings fluctuate.

"The economy is not easy. Things are expensive, and customers also don't have money. But at least I can buy food and survive."

The Institute for Public Policy Research research associate Robin Sherbourne answered the question why the economic performance has been poor since 2016.

"Because economic policy-making design and implementation has been poor with economic

considerations relegated to political and ideological ones. Two major developments on the horizon - oil and gas as well as green hydrogen – with potential to shift the economic dial," he said. NBR

FROM PAGE 1

IPC backs nuclear energy for Namibia

The opposition party said nuclear energy is a potential solution to Namibia's recurrent power challenges.

IPC Parliamentarian and Official Opposition Leader in Parliament, Imms Nashinge, who attended the Atomic Energy gathering last week in Russia told Namibia Business Review that the country is better off pursuing nuclear energy. He said this is a better solution to the power challenges as compared to green hydrogen which he says is still in its experimental stage.

"We stand to benefit more if we use our already existing uranium resources to create a nuclear plant. Our experience from this trip showed that there are investors who are keen to come to Namibia and develop such facilities. Our policy is very clear on energy. Namibia can easily develop a nuclear power plant. This will solve the power challenges we face once and for all," Nashinge said.

PRESIDENTIAL BACKING

President Netumbo Nandi-Ndaitwah made her administration's plans to make nuclear energy one of the priorities in solving Namibia's energy needs when she visited the Rössing Uranium Mine earlier in the year.

Nandi-Ndaitwah at that time said the establishment of a nuclear power plant in Namibia, which is rich in uranium resources should be used to drive national development and energy security.

"There is no dream too big to achieve. Collectively, let's start moving towards a nuclear power plant in Namibia and identify potential partnerships to make this a reality," Nandi-Ndaitwah earlier said.

In March this year, The Namibian reported that Nandi-Ndaitwah was doubting the green hydrogen industry as the main catalyst to revive Namibia's struggling economy.

Instead, she appears to lean toward the oil and gas sector, viewing it as a more reliable path to economic recovery.

Nashinge agrees that the green hydrogen industry is still far off to be the main driver of Namibia's economy. ,

"We cannot be pushing for green hydrogen which is still in its experimental stages when we have the uranium which can feed tried and tested industries."

The opposition lawmaker said if Namibia joins the world to exploit nuclear for good reasons, the country will be able to transform itself from a perennial power importer to a net exporter within a shorter period.

"We must understand that without adequate power there will not be any significant industrialisation. So what other better ways are there than to exploit resources like uranium which we already have," he said.

Nashinge said this will not only create jobs for the people but will also deal with the challenges of power that the country is facing.

"We should also understand that nuclear power is not only good for power but has a good medicinal aspect to it. It will work well for our health industry if we do have the plants here and part of these can be used to manufacture medicines for our people," he said.

According to the World Nuclear Association, Namibia was the third largest world producer of uranium in 2024 with 12%, only trailing Kazakhstan (39%) and Canada (24%).

Nashinge said Namibia is well positioned as the world's largest uranium producer, with potential to supply between 10 to 11% of global mined uranium.

"We have the fuel that powers clean energy worldwide. Yet, our nation still imports over half of its electricity and can't attract industrialisation. A floating nuclear reactor is the key to turning this paradox into progress.This isn't just about energy, it's about economic transformation," Nashinge said

CHANGING FORTUNES

The push for nuclear energy in Namibia also comes at a time when German energy company, RWE withdrew from a non-binding agreement to purchase green ammonia from the US$10 billion Hyphen green hydrogen project in Namibia The withdrawal, confirmed by RWE, is seen as a setback for Namibia's ambitions to become a major hydrogen hub. RWE cited market conditions as a primary reason for the withdrawal. The company said the green hydrogen market is developing slower than expected in Europe.The Hyphen project in Namibia is facing criticism from indigenous rights groups, specifically the Nama Traditional Leaders Association (NTLA). The groups voiced concerns over the project's location on ancestral Nama lands within a national park. However RWE stated that its decision was unrelated to these complaints, but the NTLA welcomed the withdrawal.

UNCERTAIN TIMES

The Namibia Green Hydrogen Programme (NGH2P) this week also confirmed its Founding Head of Programme and Green Hydrogen Commissioner James Mnyupe, will leave the institution on 1 November this year. The Programme Communications department in a statement released on Thursday said Mnyupe has been at the forefront of positioning Namibia as a continental leader in the green hydrogen economy.

"Through his vision and dedication, and under the guidance of the Green Hydrogen Council as well as the support of the Government of the Republic of Namibia, the nation has taken remarkable strides in transforming a bold national idea into a tangible reality," the statement said.

According to the statement, Mnyupe achieved significant milestones in the past five years including mobilising over €120 million in investment into Namibia's green hydrogen sector, positioning Namibia as a benchmark in Africa, being among the first nations to establish a green hydrogen industry and facilitating flagship projects such as Hylron-Oshivela, Cleanergy Solutions Namibia, Daures Green Hydrogen Village, HDF Energy, and Zhero, with several already producing green steel and ammonia.

They said Mnyupe also spearheaded skills development initiatives, particularly through the Youth for Green Hydrogen Scholarship Programme, which has enabled more than 180 Namibians to pursue specialised training in renewable energy and hydrogen-related fields at both vocational and postgraduate levels.

"Mr Mnyupe's tenure has been defined by a deep commitment to advancing Namibia's long-term prosperity, particularly for its youth. His stewardship established the country as a global reference point for innovative approaches to green industrialisation. Through his efforts, Namibia now stands firmly on the world map as a leader in clean energy," the statement said. NBR

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> President Netumbo Nandi-Ndaitwah

"Don't sell a Panado worth N$10 for N$60"

< Esperance Luvindao

....Nandi-Ndaitwah warns greedy middlemen

• STAFF WRITER

President Netumbo Nandi-Ndaitwah has slammed middlemen for ripping off the government through inflated medicine prices, warning that their days of milking the system are over.

Speaking on Saturday at the Swapo rally held at Walvis Bay, Nandi-Ndaitwah said her administration will not tolerate overpricing.

"Since we came into office, we have cut out the middlemen in the procurement of medical and clinical supplies.

We are now buying directly from suppliers and that move has already saved us N$221 million," she said.

The President said the savings will be pumped back into the health sector to improve services for ordinary Namibians.

She didn't mince her words about profiteering.

"You can't sell a Panado that costs N$10 for N$60. That's daylight robbery of the nation."

Her warning comes as the Ministry of Health pushes a major shake-up in the way Namibia buys its medicine, cutting out local intermediaries and buying straight from international manufacturers.

Last month Minister of Health and Social Services Esperance Luvindao said the reform will slash costs and end chronic shortages in hospitals.

But local pharmaceutical companies are furious. They accuse the ministry of freezing tenders, shutting out Namibian firms, and putting thousands of jobs at risk. Some warn hospitals could start running out of vital medicines as early as this month.

"Some warn hospitals could start running out of vital medicines as early as this month"

"This new administration is killing local businesses. Ask the ministry how many purchase orders were given out in the last four months.

It's Zero" one supplier told *Namibia Business Review.*

The ministry has dismissed the outcry, saying tenders are still being processed by the Central Procurement Board and that supply continues under legal exemptions. Last month health ministry Executive Director Penda Ithindi has rejected accusations of a tender freeze, dismissing them as "utter fabrication" driven by businesses desperate to protect their old monopolies.

Behind the scenes, insiders say the reforms are part of a clean-up meant to stop price inflation and corruption. The Anti-Corruption Commission is also probing a suspected web of graft involving tenders, suppliers, and senior officials. Still, not everyone in the ruling party is cheering.

Swapo Youth League central committee member Taddeus Shithigona said reforms should not destroy black-owned local businesses.

"Cutting middlemen is necessary but not at the expense of empowerment and inclusion," he said last month.

The Namibia Local Business Association has also warned that cutting out middlemen could cost jobs.

Investigative journalist John Grobler was less sympathetic.

"The tenderpreneur mafia will be upset as their overpriced contracts get cancelled. Dr Luvindao should watch her back. Someone might get desperate enough to do something stupid." **NBR**

"Under my watch, we will not allow non-performance to continue unabated without consequences"

Govt moves to save NIDA

• IMELDA AMBONDO

Deputy Prime Minister and Minister of Industries, Mines and Energy, Natangue Ithete says the government has stepped in to address the underperformance and financial instability of the Namibia Industrial Development Agency (NIDA).

This is amid growing concerns over dormant projects, increasing debt, and non-accountability.

Addressing Parliament on Thursday, Ithete admitted that NIDA's performance has not met expectations and that "many of the agro-processing and industrial initiatives have halted."

He confirmed that several decisive interventions have already been taken to rectify the situation.

He said NIDA's Board of Directors is legally responsible for ensuring all capital projects align with national development priorities and undergo comprehensive feasibility studies and cost-benefit analyses.

These studies assess market demand, financial sustainability, socio-economic impact, and potential returns.

Despite these structures, Ithete acknowledged past shortcomings and admitted that: "things have not gone the way both the government and the public expected."


> Natangue Ithete

He assured the parliament that the government, as the main shareholder, had initiated corrective short-term measures to ensure alignment with NIDA's mandate. Ithete revealed that a new governance framework is being developed under the Office of the Prime Minister.

This framework will include mechanisms to hold state-owned enterprises like NIDA accountable for non-performance. "Corrective actions already taken include a management overhaul at NIDA, capital acquisition efforts to clear historical debts, and the identification of joint venture partners to kickstart stalled projects. Under my watch, we will not allow non-performance to continue unabated without consequences," he said firmly.

On the issue of performance evaluation, the Ithete said NIDA had lacked effective oversight.

"Straight talking, many of the agro-processing and industrial initiatives have halted," he said.

He committed to working closely with NIDA's interim management and its board to improve performance monitoring and project outcomes.

Addressing concerns about NIDA's reported operational loss of N$102 million and rising liabilities, Ithete noted that no seed capital was provided when NIDA was established.

He said this lack of initial funding and operational inefficiencies as contributing factors to the agency's current financial distress.

Responding to concerns about 30 dormant industrial and business units, Ithete clarified that not all NIDA projects are inactive. However, the revitalisation of non-operational ones will be prioritised once the business plan is capitalised and executed.

The process will include identifying commercially viable projects for continuation and removing unfeasible ones from the portfolio. "The capitalisation of NIDA will take place in phases," the Minister explained, noting that much of the funding will come from NIDA's own assets.

Venaani also raised concerns about the failed Nkurenkuru garment factory, Ondangwa tannery, and Manyeha Crocodile Leather Centre.

"What we are not going to allow to continue is for the Government to keep pumping funds into these projects, and yet they are not producing anything," he said. **NBR**

Botswana President expected this week

• Imelda Ambondo

Botswana President Duma Boko is expected in Namibia this week for a meeting with his Namibian counterpart Netumbu Nandi Ndaitwah.

His arrival was preceded by a meeting of Senior government officials from Namibia and Botswana who met on Monday for the Second Session of the Namibia-Botswana Bi-National Commission (BNS).

The meeting aims to strengthen cooperation and review progress across key sectors of bilateral engagement between the two countries.

Ndiitah Nghipondoka-Robiati, Executive Director in Namibia's Ministry of International Relations and Trade, and Co-Chair of the meeting, welcomed the Botswana delegation, led by Ambassador Thuso Godson Ramodimoosi, Permanent Secretary of Botswana's Ministry of International Relations.

"Namibia and Botswana enjoy excellent relations built on enduring historical, socio-economic, cultural, and familial connections. Our deliberations this week will further deepen our cooperation under the BNC framework, with the explicit intent of improving the lives of our peoples."Nghipondoka-Robiati said.

She explained that the Senior Officials' Meeting will produce Draft Agreed Minutes and a Draft Joint Communique, to be initialled by both Co-Chairs before being presented to Ministers for consideration on 9 October 2025.

Four key committees, Political, Diplomatic, and Legal Economic Social and Defense and security, will conduct technical discussions and report back to the plenary. "I urge all committees to come prepared with reports of their outcomes in electronic form to facilitate the final documentation," she noted.

Nghipondoka-Robiati highlighted Namibia's national priorities, which include agriculture , youth empowerment, quality education, and training, the creative industry, quality healthcare and social welfare, land housing, and sanitation. She also underscored the importance of intra-African trade under the African Continental Free Trade (AfCFTA) and enhanced infrastructure and regional connectivity within SADC.

"The onus is on us, as Senior Officials, to ensure that our deliberations yield tangible results that bring meaningful change to our citizens," she said.

Ramodimoosi expressed appreciation for Namibia's warm hospitality and excellent arrangements for the meeting. "We are deeply grateful to the Government and People of the Republic of Namibia for hosting this Second Session of the BNC. We already feel at home being in the land of the brave," he said.

"Our cooperation must contribute meaningfully to regional integration, peace, and security"


> President Duma Boko

"These exchanges underscore the deep-rooted bonds of friendship, solidarity, and fruitful cooperation that have long characterised our relations. Our shared history, values, and aspirations bind us as neighbours determined to build a future of peace, prosperity, and sustainable development."" Ramodimoosi said.

He called on officials to address challenges hindering the smooth implementation of BNC decisions and to finalise outstanding Memoranda of Understanding (MoUs) and agreements. "Let's not delegate work to our principals," he emphasized. "It is important that our compatriots see and feel the benefits of the BNC. It should never be a talk show between governments."

Ramodimoosi also urged that the Commission's deliberations align with broader regional and global priorities, referencing outcomes from the 45th SADC Summit in Madagascar and the 80th UN General Assembly in NewYork. "Our cooperation must contribute meaningfully to regional integration, peace, and security," he said.

Both Co-Chairs expressed confidence that the week-long meeting would produce a comprehensive report and recommendations for consideration by Ministers and, ultimately, by the Heads of State.

"With our combined efforts," Nghipondoka-Robiati concluded, "we will deliver meaningful and quality outcomes that reinforce the partnership between our two great nations." **NBR**

BE RESPONSIBLE

AVOID FLYING DRONES:

- ✘ In high security areas including near airfields, airports, national parks and game reserves without a **remotely piloted aircraft system's** letter of approval.
- ✘ Near sensitive government facilities such as military and police areas.
- ✘ Over private property without owner permission, crowds, and populated areas like towns and cities.

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NCAA
NAMIBIA CIVIL AVIATION AUTHORITY

> Hon. Gaudentia Krohne

Small businesses to get a fighting chance

• Imelda Ambondo

Namibia is pushing for the creation of an innovative market that will prevent anti-competitive practices and ensure a level playing field for businesses.

This was revealed by Deputy Minister of Industries, Mines and Energy, Gaudentia Krohne at the 10th Annual Competition and Economic Regulation (ACER) Week held in Windhoek last week. Krohne said there is a need to deal with regulatory barriers that negatively affect competition and economic efficiency.

She said there is an urgent need to support Small and Medium-sized Enterprises by creating an enabling environment, public welfare and consumer interests while promoting competition.

"Regular interaction among stakeholders at national, regional, and international levels is crucial for knowledge exchange, identifying best practices, and fostering partnerships," she said.

Krohne said bringing together stakeholders from developed and developing countries, including competition authorities, sector regulators, businesses, and interested parties, is key to advancing competition law and policy worldwide.

"These types of collaborations enhance evidence-based approaches and active engagement by competition authorities to promote competitive markets and address global challenges effectively," she said.

The event was co-hosted by the Namibian Competition Commission (NaCC) and the Centre for Competition, Regulation and Economic Development (CCRED) from the University of Johannesburg. It brought together leading regional and international experts to discuss the future of competition law and economic regulation across southern Africa.

The Deputy Minister said discussions on digital platform regulations and emerging technologies like renewable energy are key to strengthening the Competition Commission's mandate.

"This ties in with one of the main priority areas as my Ministry is in the process of introducing policy frameworks that will strengthen regulations and address legal loopholes in the government's strides towards transformative actions aimed at achieving its vision of an industrial nation," she said.

Krohne said by implementing policies that align with national development goals, the government aims to foster the growth of industries and the upliftment of the social conditions of our people.

"One such policy is the recently launched National Development Plan 6, whose objectives are to promote sustainable economic growth and address the challenges of poverty, unemployment and inequalities," she said.

She added that the government remains steadfast in its commitment to creating an environment where local businesses can thrive.

"The government is cognisant of the assertion that developing a well-functioning and efficient market economy, which is conducive to investment, trade and development, can only be achieved through fair, just and orderly conduct of an enhanced competitive market in Namibia," she said.

"Well-designed and effectively implemented competition laws can foster innovation, enhance efficiency, and promote fair market practices, ultimately

contributing to economic, social, and environmental progress. By prioritizing key sectors, addressing anticompetitive practices, and ensuring fair competition, competition law can serve as a powerful tool to create equitable opportunities and improve the welfare of all, particularly the most vulnerable," she said.

Krohne said government agencies such as the Competition Commission, are a vital machinery established to ensure the creation of conducive environments in the various business sectors.

Krohne has hailed the Namibian Competition Commission saying that over its existence of fifteen years, it covered a wide scope of merger applications, investigated anti-competitive conduct and have undertaken research studies in pursuance of its mandate.

"The agency has been impactful in promoting competition in the Namibian economy with the aim of safeguarding the welfare of consumers countrywide, which is the ultimate goal of competition regulation. This, it has done so, without fear or favour and through transparency of its processes and extensive stakeholder engagements," she said. **NBR**

Rhino Resources discover high quality gas reserves in Namibia

• TIRI MASAWI

Rhino Resources Namibia have confirmed discovery of liquid-yield gas condensate in the ongoing exploratory drilling on Block 2914A, offshore Orange Basin, Namibia.

The company describes their discovery as "high quality gas reserves."

The Petroleum Exploration License (PEL85) covered is operated as a joint venture by Rhino with a working interest of 42.5%, Azule Energy 42.5%, National Petroleum Corporation of Namibia (NAMCOR with 10%, and Korres Investments with 5%)

Commenting on the update, Chief Executive Officer Travis Smithard said the company is delighted with the results.

"Rhino, on behalf of the PEL85 JV, are delighted to announce the discovery of a high liquid-yield gas condensate in an ex-

"The company is delighted with the results"

< Travis Smithard

cellent quality reservoir at the Volans-1X well," he said.

He added that, " This is our third consecutive hydrocarbon discovery on the Block and further enhances our understanding of the sub-surface. This well result opens up an exciting new play fairway within the licence, identifying different reservoir and fluid type in this well from the recent discoveries made at Sagittarius-1X and Capricornus-1X. Rhino, in collaboration with our partners Azule Energy, NAMCOR and Korres will now evaluate the results of the ongoing testing and integrate them into blockwide prospectivity studies."

In a statement released on Thursday Rhino Resources said the well found 26 metres of net pay in rich-gas condensate bearing reservoirs, with the reservoir showing excellent quality petrophysical properties and no observed water contact.

"Hot shot laboratory analysis on two samples (at the top and base of the reservoir interval) showed a high condensate to gas ratio (CGR) of 140 and a liquid density of around 40° API gravity. Hydrocarbon samples and sidewall cores were collected through intensive wireline logging operations. Laboratory studies will continue to be conducted on the rest of the fluid samples, side wall cores and cuttings collected during the campaign," the statement said. **NBR**

ANALYSIS & OPINION

"Should the economy just be about huge figures while many have torn pockets

EDITORIAL

It's just numbers, damn it!

Namibians woke up to quite some good news last week.

The Namibia Statistics Agency reported that the country's economy grew by N$6 billion in the second quarter of 2025 to reach N$64.8 billion, painting a picture of progress.

According to the NSA, real economic growth in the second quarter of 2025 was 1.6%, compared to 3.3% in the same period last year.

Growth was driven by tertiary industries, with wholesale and retail trade expanding by 5.2%, education by 5.6%, financial services by 5.0%, and public administration by 3.7%.

Government final consumption rose by 4.2%, supported by an increase in public servants, while exports jumped 18.5% and imports declined by 1.6%.

This headline figures sound promising, but they tell only part of the story.

They are so convincing that if you show them to any investor who wants to set up shop in Namibia, they will not think twice.

In fact they will be naive to even be thinking.

Alas, not so for the average Namibian.

The average Namibian in the street can least relate to this purported growth.

In fact, any average Namibian who has had the reality of thinking of where and when the next plate of soup and fat cake will come from, does not feel this growth in the pocket.

It is a daily routing for many to wake and face the realities of unemployment, zero income and an even ballooning cost of living. You do not have to be in Namibia to know that even the capital Windhoek is a city of two faces.

It is the bright city lights for those in the northern suburbs where the sun never hit the forehead and a continued misery for those in the southern part of the city where a sea of poverty is a reality.

Should the economy just be about huge figures while many have torn pockets.

Namibia needs a hard though transformational plan that translates these good economic figures into a few coins in the pockets of many.

It just cannot be a game of numbers, damn it!

Key strategies for SMEs lasting financial stability

• Eddie King.

As the backbone of Namibia's economy, Small and Medium Enterprises (SMEs) fuel job creation and innovation and bring vital diversity to our markets. Effective financial management within these businesses is beneficial and essential for sustaining our economic health and resilience. Mastering the fundamentals of cash flow management, ensuring timely invoicing, and

implementing strategic expense reduction are critical components for maintaining robust financial health.

Cash flow management

Understanding and managing cash flow is pivotal for the sustainability of any business. Cash flow represents the money coming in and out of your business. It dictates your capacity to operate and grow. To optimise cash flow, prepare detailed cash flow forecasts including anticipated inflows and outflows. This approach will help you identify potential shortfalls and allow you to adjust in advance. Additionally, maintain a reserve fund to cover unexpected expenses, which can protect your business from financial disruptions.

Timely invoicing

Efficient invoicing practices ensure that your business maintains a steady cash inflow, which is necessary for covering operational expenses. Establish clear payment terms with your clients from the outset and issue invoices promptly after delivering goods or services. Consider automating your invoicing process with software that sends reminders and tracks invoice statuses.

This method reduces the time spent on manual follow-ups and helps speed up the payment process, improving overall cash flow.

Expense reduction strategies

Keeping costs under control is essential for profitability. Regularly review and analyse your business expenses to identify areas where you can cut costs without compromising the quality of your offerings. Negotiate with suppliers for better rates and consider alternative suppliers or bulk purchases for discounts. Also, streamline operations to enhance efficiency; for instance, adopting technology solutions that automate tasks can reduce labour costs and improve productivity.

Implementing technology solutions

Utilising technology can drastically improve your financial management. Tools that integrate accounting, invoicing, and inventory management can provide real-time insights into your financial health, helping you make informed decisions quickly. Investing in good financial-management software can also reduce errors, save time, and ensure compliance with regulatory requirements.

Educating your team

Ensure that your team understands the financial goals and the importance of practices like timely invoicing and expense management.

Training staff to recognise the impact of their actions on the company's finances can lead to more cost-effective behaviour across the board.

When SMEs apply prudent strategies and financial discipline, they boost their own stability and significantly contribute to Namibia's economic growth, strengthening our national prosperity.

**Eddie King is the Bank Windhoek Chief Credit Officer,*

Service is a soul, not a script

• Ester Kafidi

Customer service is often measured by speed, efficiency, and satisfaction scores. But beneath the numbers and KPIs lies something far more human: the quiet power of being seen, heard, and understood. In a world increasingly automated, where chatbots handle questions and algorithms anticipate needs, the real heart of service isn't just about solving problems. It's about connection.

It's easy to think of customer service as a department, a function, or a role. But more than that, it's a mindset: one that should live in every part of an organisation. It's the receptionist who welcomes someone with genuine warmth, the technician who takes time to explain things clearly, the marketer who chooses words that reassure instead of confuse.

It's how people are made to feel, especially when things go wrong. Because being helpful when everything's running smoothly is easy. Real service shows up in the messier moments: when a policy doesn't quite cover what someone expected, when a delay leads to frustration, or when a customer feels like just another number in the system.

The best service isn't always about having all the answers. Sometimes, it's about asking better questions. It's about listening without rushing to respond, replying without defensiveness, and showing empathy without expecting anything in return.

Behind every query is a person with a story: a mother trying to secure her child's future, a pensioner navigating unfamiliar digital systems, a young professional trying to untangle confusing financial terms. These aren't just customers: they're people placing trust in a service, often at moments that really matter.

What makes service truly memorable isn't perfection, it's presence. It's staying human in systems that often feel cold or impersonal. It's having the courage to say, "That's a great question. Let me find out for you." It's about owning mistakes with honesty, following through on promises, and recognising that every single interaction is a chance to build or break trust.

As International Customer Service Week is celebrated, it's worth going beyond the slogans and the cupcakes. It's a chance to reflect on the culture being built, not just for customers, but for each other. Internal service is the soil where external excellence grows. When teams feel supported, they pass that feeling on. When employees are respected, they extend that same respect outward. Service isn't just a transaction: it's a ripple effect.

So, here's to the quiet heroes of customer service: the ones who stay late to fix an issue, who write follow-up emails no one asked for, who choose kindness when it's least convenient. This isn't just about supporting the brand. This is the brand. And in a world hungry for authenticity, humanity is the greatest asset of all. **Ester Kafidi, Client Services Operations Manager, Old Mutual Namibia*

BUSINESS WEEK IN BRIEF

COMPILED BY IMELDA AMBOMBO

Namibia Green Hydrogen Programme bids farewell to Mnyupe

The Namibia Green Hydrogen Programme (NGH2P) has confirmed its Founding Head of Programme and Green Hydrogen Commissioner James Mnyupe, will leave the institution on 1 November this year.

The Programme Communications department in a statement released on Thursday said Mnyupe has been at the forefront of positioning Namibia as a continental leader in the green hydrogen economy.

"Through his vision and dedication, and under the guidance of the Green Hydrogen Council as well as the support of the Government of the Republic of Namibia, the nation has taken remarkable strides in transforming a bold national idea into a tangible reality," the statement said.

According to the statement Mnyupe achieved significant milestones in the past five years including mobilising over €120 million in investment into Namibia's green hydrogen sector, positioning Namibia as a benchmark in Africa, being among the first nations to establish a

green hydrogen industry and facilitating flagship projects such as Hylron-Oshivela, Cleanergy Solutions Namibia, Daures Green Hydrogen Village, HDF Energy, and Zhero, with several already producing green steel and ammonia.

They said Mnyupe also spearheaded skills development initiatives, particularly through the Youth for Green Hydrogen Scholarship Programme, which has enabled more than 180 Namibians to pursue specialised training in renewable energy and hydrogen-related fields at both vocational and postgraduate levels.

> Mnyupe has been at the forefront of positioning Namibia as a continental leader in the green hydrogen economy"

NamPost ready to roll out social grant payment scheme

Namibia Post Limited (NamPost) says they are ready to roll-out of the Social Cash Grant Payment program, which starts with Grant Payments and Registration in October 2025.

A statement released by NamPost's Corporate Communications Officer, Josef Teofelus on Tuesday said the Mobile Payment Program will commence on Monday, 13 October and will be communicated through radio stations, community notice boards, and NamPost social media platforms.

" NamPost will commence its payment operations with a pilot payout program which will be conducted on Thursday, 09 October 2025, at Okahandja and Omitara Post Offices, while a mobile payout will take place at Groot Aub and Otjimbingwe on the same day," Teofelus said.

He said the pilot payment program will test final operational readiness ahead of the countrywide cash payment program, According to Tepofelus the in-branch payment program will follow a structured schedule to ensure efficiency and convenience:

"NamPost also wishes to inform beneficiaries that re-registration will be conducted together with payments program and will commence during October 2025 payment, instead of December 2025 as

DBN appoints Ndove as Chief Executive Officer

The Development Bank of Namibia has appointed Titus Ndove as the Chief Executive Officer.

The appointment is effective from 1 November. The position fell vacant after the departure of John Steytler a few months back.

Chief: Marketing and Corporate Affairs Officer, Jerome Mutumba in a statement released on Wednesday said the appointment was done in accordance with Section 13 of the Development Bank of Namibia Act, 2002 , by the Board of Directors, in consultation with the Minister of Finance.

Ndove has over twenty years of experience in financial sector leadership, public sector management, and economic policy.

He has a track record of advancing institutional excellence and national development, the bank said.

He holds a Master of Science in Financial Economics from the University of London, a Bachelor of Economics from the University of Namibia, and executive training from the London Business School, Harvard Kennedy School, and the International Monetary Fund.

He is also a Macroeconomic and Financial Management Institute of Eastern and Southern Africa (MEFMI) Graduate Fellow, specialising in debt markets, with exposure to global best practices through collaboration with the World Bank, IMF, and African Development Bank.

Prior to joining DBN, he served as Executive Director and Accounting Officer at both the Ministry of Works and Transport and the Ministry of Finance.