



## Editor's Message

Greetings Colleagues,

As we wrap up the first quarter of the year, it is my honour to present the first Connect newsletter of the year. Putting this edition together has been an incredibly insightful experience. It has allowed me to learn more about our organisation, our resources, our daily activities and most importantly, the people who make it all happen, all of us.



Courtney Alberts

As we move into the second quarter, it is a valuable time to reflect on what we have achieved and how far we have come. It is also the perfect opportunity to set new goals and intentions for the months ahead and to consider what we want the next chapter of our journey to look like.

In this edition we highlight the AfSBT 2026 edition held right here in Nam, get the low down on what went down at the Oshakati team building and get to know some of our colleagues a little better. Be sure to enter our staff competition and win awesome prizes by guessing which baby is which colleague.

Each contribution in this newsletter highlights the dedication, teamwork and passion that continue to drive our organisation forward. Every effort, no matter how big or small, plays a role in shaping who we are and what we are building together.

Let us carry this energy into the months ahead, continue supporting one another, striving for excellence, and taking pride in the work we do.

You do not have to change the world to make a difference. Sometimes, simply showing up, doing your best, and being kind is more than enough. Let's make it a great year!

Courtney Alberts

## The Science Behind Blood Group Testing

Cutting edge technology plays a vital role in ensuring the safety and reliability of every unit of donated blood. In



Keagan Titus with a blood grouping analyser

the laboratory, three advanced blood grouping analysers from Immucor/Werfen are used to determine donor blood groups with precision and efficiency.

These analysers perform a range of important tests, including forward and reverse blood grouping, antibody titres and antibody screening. In simple terms, they carefully examine donated blood to identify its type and detect any potential antibodies, helping to ensure compatibility for patients in need.

What makes this machinery truly state-of-the-art is its high level of automation. The systems require little to no manual intervention, allowing for consistent, accurate results while improving efficiency in the lab.

Operating this sophisticated equipment requires specialised expertise. Staff must hold a certification in Immunohaematology and receive on site training from the manufacturers' Field Service Engineers to ensure proper use and maintenance.

Behind the scenes, the work carried out in the laboratory is highly technical and demands in depth knowledge. As the final link in the process before blood reaches patients, the team plays a critical role in patient care. Their precision and dedication help ensure that every transfusion is as safe as possible.



As Keagan puts it: "This technology is truly remarkable, placing BTS among only a handful of African countries using such advanced systems."

# Zenorita's Story: A Journey of Growth and Commitment



In July 2017, Zenorita joined BTS as a temporary cleaner and was permanently appointed in December that same year. Her first days were busy and filled with new challenges, but what she remembers most is how friendly and welcoming everyone was.

That support made all the difference. For five years, she served faithfully as a cleaner. When she first applied for a receptionist position, she was unsuccessful. Instead of giving up, she continued working hard and applied again when the opportunity came.

In March 2023 she was appointed as a Receptionist. That same year, she was promoted to Data Capturer in December and in July 2024, she stepped into her current role as HR Admin Assistant.

Being promoted twice in one year made her realise how much she had grown. She had once doubted herself but her willingness to learn, combined with faith and perseverance, showed her that she was capable of more than she had imagined. Zenorita says her journey has taught her humility, patience and the value of hard work. She is proud that she did not give up, even after facing disappointments.

Her advice to others is simple: Do not despise small beginnings. Work hard, stay humble, be willing to learn and trust the process. She sums up her journey in one sentence: It is a testimony of faith, perseverance and trusting God's timing.

## Long service awards

Annie Nzwala	10
Basilia Lita	10
Philomina Eises	35
Rauha Kambonde	10
Claudine Petersen	10
Keagan Titus	5
Abiatar Nangolo	25
Claudia Halweendo	10
Patrick Munikasu	10
Lyvonnia Boane	10
Margaret Mubita	10
Nzila Likando	10
James Kwenani	10
Victor Mulunga	10
Bernadette Rooi	20
Borris Silume	10
Izelda Van Wyk	30
Jeremia Johannes	10
Klaudia Shipanga	10
Steffi Shiyamba	10
Mervin Hepundjua	10
Timothy Thompson	10
Linda Fata	10



**Bernadette Rooi-20 years**



**Borris Silume- 10 years**



**Abiatar Nangolo-25 years**



**Annie Nzwala-10 years**



**Keagan Titus- 5 years**



**Victor Mulunga- 10 years**



**Izelda Van Wyk-30 years**



**Lyvonnia Boane- 10 years**

# Oshakati Team-building

The Oshakati team-building day kicked off bright and early at 7:30 AM at Ekuku Park, Oshakati with staff arriving full of energy and anticipation.

After an intense warm up session, it was clear that the day would be both challenging and exciting. Two spirited teams took to the field, Team Blue, the Ninjas, led by Job Mvula and Team Red, the Titans led by Vasco Kadhikwa.

The competition was lively, with standout moments including the Ninjas taking the lead in the egg relay and fitness circuit, while the Titans fought back with strong performances in the potato bag relay and balloon caterpillar race.

The minefield challenge elicited plenty of laughter as blindfolded participants relied on clear communication and trust to navigate obstacles. A well-deserved brunch and a delicious braai, prepared by both team leaders, kept everyone refreshed and energised. After a series of exciting final challenges, the Titans were crowned overall winners.

However, the real success of the day was the teamwork, communication and unity shown by all. The event was filled with laughter, great energy and memorable moments - reinforcing the value of working together and building strong connections.



## Guess Who? Baby Competition

Guess the name of the colleague behind each baby picture and stand a chance to win a fabulous hamper. Send your entry to: [pro@bts.com.na](mailto:pro@bts.com.na). Entries close 29 May 2026. Winners will be announced before 5 June 2026.



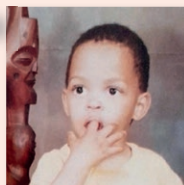
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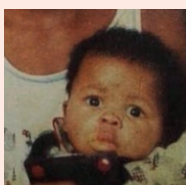
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# The 12th International AfSBT Congress 2026

The 12th International Congress of the Africa Society for Blood Transfusion (AfSBT) 2026, held from 23 to 26 March 2026, was an inspiring and enriching experience for all who attended.

Bringing together professionals, experts, suppliers, researchers and stakeholders from around the world, the congress served as a dynamic hub of learning, networking and collaboration within the blood transfusion community.

Over the course of four days, attendees were immersed in a wide range of engaging presentations and discussions covering various aspects of blood transfusion services. Topics ranged from blood donation and donor engagement to research, manufacturing, supply systems, innovation and partnerships, offering valuable insights into the many components that work together to support safe and sustainable blood services.

A key highlight of the congress was the opportunity to engage with the many exhibitions on display, where different companies and organisations showcased their products, services and contributions to the broader blood transfusion network.

These exhibitions created an interactive platform to better understand how different stakeholders within the sector contribute to a shared purpose.

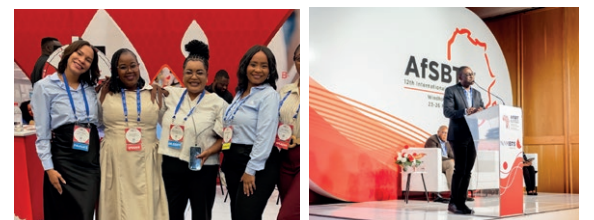
Beyond the formal sessions, the congress also created meaningful opportunities for networking and connection. Delegates had the chance to meet and interact with individuals from different countries and cultural backgrounds, exchange knowledge and learn from one another's experiences.

These moments reinforced the importance of collaboration in strengthening blood transfusion services across Africa and beyond. The week was further enriched by the simple but memorable moments shared throughout the event, including good food, great company and the opportunity to build new professional relationships in a welcoming and vibrant environment.

The congress concluded on a high note with a beautiful gala dinner, where attendees celebrated their individual cultures while embracing a spirit of unity and togetherness.

It was a fitting end to a remarkable week that highlighted not only the technical and scientific importance of the industry but also the strong sense of community that drives it forward.

The 12th International AfSBT Congress 2026 was truly a memorable experience, one filled with learning, exploration, collaboration and celebration.



# Getting to know

Charmaine Charleth Cloete  
DRPR - Customer Care Agent

**Sum yourself up in 3 words:** Funny, smart and empathetic.

**What are you most passionate about outside of work?**

Cooking! I love experimenting with new recipes and flavours.

**What hidden talent or skill do you have?**

I am a great dancer. I've got moves! 🎶

**What motivates you on challenging days at work?**

On tough days, I am motivated by the impact of our work, like knowing that what we are doing is literally saving lives!

**If your job had a theme song, what would it be?**

'Viva La Vida' by Coldplay.

**A piece of advice you live by:**

Release the idea that things could have been any other way.

**Who is your work bestie or favourite colleague? (P.S. your secret is safe with us):**

Steffi Shiyamba, duh!



# Getting to know

Shana Louw  
HR Division, HR Manager

**Sum yourself up in 3 words:** Dedicated, Principled, Direct

**What are you most passionate about outside of work?**

Spending quality time with my family, supporting my kids' activities, and finding balance between work and life.



**What hidden talent or skill do you have?**

I'm good at organising chaos, sorting things out, and turning stressful situations into structured plans.

**What motivates you on challenging days at work?**

I stay motivated by reminding myself that my work has a real impact and that I'm trusted to get things right.

**If your job had a theme song, what would it be?**

"I Can't Make Everybody Happy" — it was written and performed by Mike Moran and released in the early 2000s.

**A piece of advice you live by:** Do the right thing consistently, even when it's unpopular.

**Who is your work bestie or favourite colleague? (P.S. Your secret is safe with us)**

I work closely with many great colleague but the HR team is my favourite.

## Upcoming events:

12 May – International Nurses Day

11 June – Recognition Award Ceremony (Windhoek)

14 June – World Blood Donor Day

25 June – Donor and Recognition Award Ceremony (Coast)

# You're an O?

You are always some**O**ne's type.



NAMBTS  
donate life