

# VENETE KLEIN

## Curriculum Vitae

### PERSONAL DETAILS

**Full Names** : Venete Jarlene Klein  
**Known As** : Venete  
**Nationality** : South African  
**ID Number** : 580914 0109 08 2  
**Address** : 11 Numeral Street, Mooikloof Estates, Pretoria  
**Gender** : Female  
**Contact Details** : © 082 412 5759  
(w) 012 993 5856  
(w) 012 993 5863  
(f) 086 636 2072 /  
(f) 012 998 1462  
venete@kleininc.co.za  
**Languages** : English (Fluent)  
Afrikaans (Fluent)  
Xhosa (Basic)  
Zulu (Basic)

### EDUCATION

1976 OAKLANDS HIGH SCHOOL, LANDSOWNE, CAPE TOWN  
**Matriculation**

1984 INSTITUTE OF SOUTH AFRICAN BANKERS  
**Bankers Exams**

Discontinued UNIVERSITY OF THE WESTERN CAPE  
**B Com Honours (Management)**

INSEAD, France  
**The Challenge of Leadership**

THE MIT ENDICOTT HOUSE, DEDHAM, MASSACHUSETTS, USA  
**Corporate Strategy**

IMD, Lausanne, Switzerland  
**Mastering Top Management Dilemmas**

INSEAD, SINGAPORE  
**Avira Programme**

Harvard, Boston USA  
**Senior Executive Programme**

THE NEW SCHOOL / UNIVERSITY OF COLUMBIA, NEW YORK  
**Executive Development Programme**

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NELSON MANDELA PROFESSIONAL DEVELOPMENT - NEW YORK

### International Banking

INTERNATIONAL DEVELOPMENT, DUBLIN)

### Strategic Banking and Development Beyond the year 2000

University of Chicago, London, UK

### GRCB Leadership Development Program "Executing the GRCB Strategy"

## SHARING IN GROWTH AND DEVELOPMENT OF THE EDUCATIONAL SYSTEM

- **Visiting Professor at the University of Free State to MBA students**
- Lectured at University of Louisiana (US) to MBA students
- Lectured at Cornell University in US
- Lectured at **Stellenbosch University** to MBA students
- Lectured at **University of Western Cape** to MBA students
- Lectured at EFMA (European Financial Markets)

## EMPLOYMENT SYNOPSIS

01/2011 – current

### **Kleininc Management Consultants**

- **Chief Executive Officer**

Key success: Various small business Turned Arounds  
Strategic influence on various boards  
Public Speaking Engagements  
Mentorship of Senior Executives

11/2011 – 02/2012

### **ECOBANK**

- **Executive Director Retail Bank: Ecobank Nigeria**

Portfolio: Group Head Business Bank Ecobank Africa  
(11/2011 – 02/2012)

#### **Major Project**

Ecobank – Oceanic Integration

- *Appointed to run the integration of Oceanic into Ecobank*
- *Successful integration of Oceanic into Ecobank with 3000 staff*
- *In the Integration Project I had to drive all the different disciplines in the 2 Banks to ensure that we had IT, Marketing, Distribution etc. all aligned.*
- *Managing these multi-disciplinary teams through a full Project office,*

06/2003 – 12/2010

### **ABSA**

- **Executive Director, Corporate Affairs & Sustainability**  
(01/2010 – 12/2010)

#### **Major Project**

- *Travelled with Presidential Delegation to 3 of the BRICS countries representing Business South Africa*
- *Implemented a Sustainability Strategy for the Group – in conjunction with all the relevant Exco members*
- *Staff 100*

#### **Reason for leaving**

- *I had agreed my exit date when I moved into this portfolio*

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- **Executive Director, Retail Bank** – Including Retail Bank, Meeg Bank, AllPay Consolidated Investment Holdings  
(06/2005 – 01/2010)

- **Major Successes**

- 25 000 staff
- Meeting 10m customer target for 2008 – growing to 20% - this was a 1<sup>st</sup> for ABSA
- Asset growth objective reached
- Moved Absa into 1st place in terms of market share for liabilities (individuals)  
YOY June 08 to June 09 industry grew 11.5%, Absa's growth 20%
- Meeg Bank  
Politically geared acquisition and integration of Meeg bank
- Distribution  
Perfecting measurements of branches
- ATM's  
Star productivity  
ATM languages (8)  
International languages (4)
- Launch of prepaid debit card
- Launch of cash send
- Customer service measurement reviewed and CSM and NPS implemented  
with world class bench marks
- Best of the Best Programme
- Leading Edge Programme
- TIK Programme
- Bright Future's Programme
- Leadership Enablement Programme
- Staff Indebtedness Programme
- Absa Junior Board

- **Reason for leaving**

- ❖ Due to a restructure of Exco, I agreed to move into the role in Corporate Affairs & Sustainability and also discussed my exit date from the group

- **Managing Executive: Business Banking Services**

Portfolio: AgriBusiness, Franchising, Consumables, Black Business , Franchising, Medium Business and Public Sector  
(02/2005 – 06/2005)

- **Key Responsibilities**

- Managed 200 staff
- Portfolio R1,8b
- Assets R5b
- Liabilities R30b
- Medium Business Asset Growth – was the biggest achievement
- 2000 staff members

- **Reason for leaving**

- ❖ I was promoted to Group Exco

- **General Manager Business Banking Services**

Portfolio: AgriBusiness, Franchising, Consumables, Black Business , Franchising and Medium Business  
(12/2003 – 01/2005)

- **Key Objective/Responsibility**

- Medium Business & Agriculture Market share growth
- 2000 staff members

- **Reason for leaving**

- ❖ I was promoted

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- **General Manager: Agriculture**  
(06/2003 – 11/2003)  
*Increased Market share*  
**Reason for leaving**
  - ❖ My portfolio was expanded

08/1999 – 06/2003

### LAND BANK

- **Chief Operating Officer**  
(01/2002 – 05/2003)  
*The Stabilisation of Landbank Operations with 1500 staff*  
**Reason for leaving**
  - ❖ I was Headhunted to a take up a role in a big bank and to function at a more Strategic level
- **General Manager: Branch Network**  
(08/1999 – 01/2002)
  - *Stabilising the Branch Network Cleaning up the Fraud & Corruption which was rife at the time 800 staff members)***Reason for leaving**
  - ❖ I was promoted

07/1995 – 08/1999

### PEOPLES BANK

- **Regional Manager**
  - *Building the best performing team & Region in the group*
  - *Staff 350***Reason for leaving**
  - ❖ I was headhunted – to take up a role in Public Sector

09/1994 – 06/1995

### COMMUNITY BANK

- **Area Manager**
  - *Built a distribution network which was the best in the country*
  - *Appointed the required staff*
  - *Established the systems required for the operations*
  - *Staff 40***Reason for leaving**
  - ❖ I was headhunted – to take up a role in a Regional leadership role

## DIRECTORSHIPS & MEMBERSHIPS

Experienced in various Board positions in the Financial Services Sector.

### Current

- Councilor of University of the Western Cape – (01-03-2014)
  - *Member of Council of the University of the Western Cape*

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- Deputy Chair-Person: IoDSA – Institute of Directors  
*Member of Remuneration Committee*  
*Member of Nominations Committee*  
*Member of Social & Ethics Committee*  
*Lead Independent Director*
- Non-executive Director: CBDA – Co Operatives Bank Development Agency  
*Audit Committee representative at Treasury*  
*Member of **Treasury** Audit Committee*
- Non-executive Director: Old Mutual Wealth Proprietary Limited  
*Member of Audit Committee*
- Non-executive Director: PG Group  
*Member of Audit Committee*  
*Member of Social & Ethics Committee*
- Non-executive Director: SABS – South African Bureau of Standards  
*Member of Remuneration Committee*  
*Member of Audit and Finance Committee*
- Non-executive Director: Acsis  
*Member of Audit Committee*
- Trustee: Community Impact Trust  
*None*

### Discontinued

- Non-executive Director: Proudly South African (03/2013)  
*Member of Remuneration Committee*
- Non-executive Director: Postbank South Africa (08/2012 – 02/2013)  
*Chairperson of Postbank Committee – this was a bridge committee between Postbank Board and Post Office Board*
- Vice President: BUSA (Business Unity SA) (06/2010 – 07/2010)  
*Did not serve on Sub Committees*
- Executive Director: Ecobank Nigeria (2011 - 2012)  
*Chairman – Integration Committee*
- Chairman: AllPay Consolidated Investment Holdings (2006 - 2011)  
*None*
- Non-executive Director: Rural Housing Loan Fund (2010 - 2011)  
*Member of the Remuneration Committee*
- Trustee: Absa Foundation Trust (2010 - 2011)  
*None*
- Non-executive Director: Absa Trust (2006 - 2009)  
*None*
- Non-executive Director: Absa Brokers (2006 - 2009)  
*None*

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- Non-executive Director: NBI (National Business Initiative) (2008 - 2010)  
*None*
- Non-executive Director: Banking Association of SA (2008 - 2010)  
*None*
- Non-executive Director: Ombudsman for Banking Services (2005 - 2010)  
*None*
- Chairman: Gotswelela (2008 - 2010)  
*None*
- Past President: Afrikaanse Handels Instituut (2008 – 2009)  
*None*

### Experienced in various standing committees and Industry Boards.

- Member: Proudly South African Business Forum
- Member: Defence Provincial Liaison Council, Gauteng
- Member: Standing Committee for the Revision of the Banks Act, 1990 (appointed by the Minister of Finance): South African Reserve Bank.
- Member: National Anti-Corruption Forum
- Member: Nedlac
- Member: IWF (International Women's Forum)
- Member of Aardklop Nasionale Kunstefees (discontinued)
- Standing Committee member: Revision of the Short-term Insurance Act (two terms / discontinued)
- Member of Standing Committee: Financial Policy and Services Board (discontinued)

### ACHIEVEMENTS

- As Vice President – BUSA – Travelled with Presidential Delegate BRICS countries (2010)
- Presented to United Nations - New York: Issues of Financial Inclusion in South Africa (2010)
- Represented South Africa at the 1st German – South African Business Forum (2009)
- Business Woman of the Year (2009)
- First female president of the AHI (in its 66 year history) (2008/2009)
- BBQ Sustainable Achiever Award (2007)
- Nominated: Top Woman in Business and Government (2007)
- Nominated: Shoprite / Checkers Business Woman of the Year (2007)
- Nominated: Shoprite / Checkers Business Woman of the Year (2006)
- Adjudicator in the Sanlam Financial Media Awards (May 2006)
- Barclays International Retail & Commercial Bank (IRCB) Chairman's - Leadership Award (Madrid 2005)
- ABSIP award (Association of Black Investment & Securities Professionals) (2004)
- Agricultural Business Personality of the Year (2004)
- First Woman Deputy Chair of Agricultural Business Chamber (2004)
- Nominated: Shoprite / Checkers Business Woman of the Year (2002)
- SA Representative: African American Gateway for Business Women, Chicago (September 2000)
- SA Representative: Women in Agriculture, Kenya (May 2000)
- Selected to attend Professional Development Program in USA (July 1997 – December 1997)
- Nominated a Black Manager of the Year by the BMF (1996)
- Argus Business Personality of the Week (September 1996)
- Top Managerial Performer, Nedcor People's Bank (1996)
- Top Region, Peoples Bank, Western Cape (1995/6/7)

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### SPEAKING ENGAGEMENTS

- International Innovation Summit *Cape Town(2014)*
- Durban Christian Church – *Financial Stewardship (2014)*
- University of Free State – *Women’s Event (08/2013)*
- Vodacom - *Vodacom Advanced Executive Programme - (06/2013) - Keynote speaker*
- Golden Key International Honour Society – *University of Pretoria (Tuks) (10/2012) - Keynote address*
- South African Supplier Diversity Council (SASDC) - *Sandton (06/2012)- Keynote address*
- Proudly South African – *Women of Destiny Conference – (08/2012) – Keynote address*
- GHCC – *Woman’s Day Address – (08/ 2012) – Keynote address*
- AoG - *Mitchell’s Plain – Woman’s Day Event – (08/2012) – Keynote address*
- Verve Woman’s Conference *Rustenburg – (08/2012) – Keynote address*
- Department of Science and Technology – *Women and Financial Management – (08/2012) – Keynote address*
- Department of Science and Technology – *Women’s Forum Launch – (05/2012) – Keynote address*
- HCC – *Process of Growth Conference – (05/ 2012) – Keynote address*
- United Nations – *New York: Issues of Financial Inclusion in South Africa*
- Corporate Council for Africa – *Washington DC*
- International Women’s Forum – *Montreal (US)*
- Department of Science & Technology – *Women’s Day Celebration – Keynote speaker*
- Department of Infrastructure & Development – *Keynote speaker*
- HCC – *News Girls Conference – Keynote Speaker*
- DCC – *Women’s Day Celebration – Keynote Speaker*
- Remax Estate Agents Conference – *Keynote Speaker*
- University of Free State – *Addressed MBA student*

### PERSONAL ATTRIBUTES

- Executive
- Maturity
- Company
- Commitment
- Impact and
- Influence
- Builds Organisational capability
- Grows Senior Leaders
- Cross Boundary Collaboration
- Creates Business Value
- Deep Commercial Insight
- Customer Commitment, Foresight and Measurement
- Industry Trail Blazer
- Industry Innovator

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