

PEOPLE'S PRESS



THE DIRECTOR'S CHAIR



Above: Aubrey Veeran, Operations Director Sebenza

AUBREY VEERAN, OPERATIONS DIRECTOR SEBENZA

We are excited to introduce Sebenza's Operations Director, Aubrey Veeran. A veteran of the shipping industry, Aubrey joined Sebenza in 1996 as Coastal Director, with the task of establishing a new branch in Durban.

In August 2015 Aubrey was promoted to his current position as Operations Director. His day-to-day role includes managing the Durban branch and providing support to both Cape Town and Johannesburg.

We asked Aubrey to tell us a bit more about himself.

What do you enjoy most about this industry and your job?

Being in a service industry one needs to be on top of one's game. With a good team behind me I can ensure that our clients' needs are met. I am very passionate about my job and presume this is what has enabled me to enjoy this industry. It's an industry that can make or break your day.

What are the strengths of Sebenza that make you proud?

Sebenza was one of the first Black Empowerment Companies to be established. It was quite a challenge to "sell" Sebenza. Being a new kid on the block and not very well known, it was tough but perseverance paid off and we managed to acquire an excellent client base.

Tell us a bit about your background.

I began as a filing clerk some 40 years ago and worked my way up to the position I currently hold. The experience and knowledge I gained was derived from the exposure I had while working in this industry. Loyalty, hard work and the urge to learn at all times contributed to my success in this industry.

Where did you grow up?

In Durban. I have always loved Durban, although I have had many opportunities to go to Johannesburg.

What did you do after school?

Having joined the shipping industry immediately after completing Matric, I acquired a vast knowledge of and experience in many aspects of the shipping and logistics industry through dedication and hard work. Prior to Sebenza, I was a

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director of another logistics company for almost 20 years.

What stands out for you the most in your 42 years in this industry?

In my previous company, I was the only operations person involved in starting up the company and I made a success of it. However, having opened the Durban branch of Sebenza, it was an amazing feeling to see it grow to its present position. It is something that I will always cherish.

Hobbies, interests, family.

I have a great family and I am very proud of them. I have a son and daughter as well as four grandchildren and a loving wife. My grandchildren are my pride and joy. I love all sports but my life primarily centres around my culture and religion these days.

CLIENT CORNER



ONE MOTHER OF A LOAD: SAPREF REACTOR

By Casey Lane

SHIPMENT STATS:

Client: SAPREF Refinery

Commodity: R4701-R1 Reactor

Port of Load: Venice, Italy

Port of Discharge: Durban, Pier 1

Final Delivery Address: SAPREF Refinery

Cargo Weight: 280 tons

Cargo Length: 31.6m

Cargo Width: 6.14m

Cargo Height: 6.11m

Number of trucks moving the load: 3

Trucks & Trailer Length: 84.4m

Number of trailer axles: 24

Number of trailer wheels: 192

Total Transport Weight: 402 tons

BPL Oil & Gas was contracted by SAPREF Refinery in Durban for the shipping of a 280-ton reactor and components from Venice, Italy to its final resting place at the SAPREF Refinery in Durban. The reactor project forms a key part of SAPREF's billion-dollar upgrade to the refinery for the manufacture of low sulphur diesel.

After a few months of planning and negotiations by the BPL Oil & Gas team, along with a number of stakeholders, the shipment was loaded in Venice, Italy with the assistance of the Panalpina Projects and Energy team in Italy.



The cargo was shipped via a part charter from Venice to Durban, Pier 1, where it was discharged on 15 April 2019, directly onto the trailer making use of a tandem crane lift.



As a precaution, the reactor had to be transferred from the 20-axle trailer by a specially brought in gantry crane due to the increase in weight as recorded by the ship's cranes.

The trailer configuration had to be changed to a 24-axle combination, to further spread the axle load weight for crossing a few bridges along the journey.





Once the numerous route adjustments had been made to now accommodate the additional length of the trailer combination, the unit was ready to make its way to its final resting place.

As you can well imagine, going around corners with an 84m long truck and trailer combination takes some serious planning. Along the route, a number of trees had to be cut back and signs and overhead cables removed. In addition a bridge had to be propped to accommodate the cargo weight.



Once all the preparation work had been completed, on a calm evening of 9 May at 22h00, this monumental piece of cargo finally moved on its challenging 25-kilometre, 9-hour journey from Pier 1 in Durban, through a specially modified construction site to the SAPREF refinery.

The reactor was transported at night to limit traffic congestion on some major roads, with the support of several Metro Police escorts.



With much excitement and many spectators from the refinery watching the unit making its way to its final resting place, the reactor arrived safely at its new home at the SAPREF Refinery, on the morning of 10 May 2019.



Another successful delivery by Bidvest Panalpina Logistics.

PROMINENT PAINTS AWARDS BPL NEW PAINT CONTRACT

March 14 marked yet another site take-on and go-live for BPL Roadfreight. BPL has been awarded the Prominent Paints business, which includes a two-year fixed term contract to provide an in-house transport solution based in Alrode.

"The solution consists of three dedicated vehicles fitted with tail-lifts and pallet jacks to cater for the complex offloading of paint products," says Shannon Wellcome, Inland General Manager. "With BPL Roadfreight's established and experienced national delivery network from Johannesburg, the Prominent Paints business will fit perfectly within the client portfolio, thus offering supreme utilisation and efficiencies to get the product delivered."



Front row L-R: Jacob Tshukudu, Richard Fubu, Goodman Ndlela and Patience Nkosi.
Back row L-R: Zukolwethu Kabanyane, Sello Ramalatso, Thabiso Khubeka, Hanniel Malale, Zaahid Limbada and Shannon Wellcome.

THOUGHT LEADERSHIP



ONE SIZE DOES NOT FIT ALL

By Jenny Retief

BPL hosted a client breakfast at Emperors on 24 May 2019. Erik C. Jensen, Panalpina's Corporate Security Manager (Global Accounts & Regional Head of Security – Middle East, Africa and CIS), and David Bell, BPL's National Security Specialist, had the non-enviable task of talking to clients about cargo security in the supply chain.

Security is critical to anyone's business and, due to the nature of the supply chain, requires collaboration by all stakeholders to ensure a successful end-to-end cargo movement. Both BPL and Panalpina are committed to providing a comprehensive security solution but 'one size does not fit

all' and is dependent on the commodity, route and mode of transport.

Both BPL and Panalpina have numerous security accreditations but, in addition to this, industry incident management and outcomes, risk reviews and continuous assessment and adjustment of strategies are crucial.

BPL's strategy is as follows:

- Employing a risk management approach that incorporates security and intelligence information with customisable solutions
- Enhancing security vigilance and

awareness within our supply chain network

- Automating existing processes to streamline security operations and enhance reporting and communications
- Continuously re-evaluating procedures and programmes to ensure applicability and effectiveness for the changing security environment

BPL works with our clients to provide customised security solutions that are a combination of solutions fit for purpose. A very interesting breakfast, with some interesting learnings.



L-R: Nico Harmse, BPL; David Bell, BPL; Erik Jensen, Panalpina and Sam Mogomotsi, BPL.



L-R: Xolani Sithole, BPL/Sebenza Forwarding and Shipping; Linda Madikiza, Nokia and Karen-Sue Sacks, BPL.

FUTURE LEADERS UPDATE

By Trevor Christensen

It is hard to believe that the Future Leaders programme has been running for four months already. Great progress was made in breaking down some of the communication barriers between delegates, aided in no small part by the success of a communications workshop titled "Who's got the Mic" presented by Chris Voysey Communications.

The main themes covered in the workshop included:

The Art & Science of Communication, What goes wrong with our communication (culture, assumptions, beliefs, background), Body Language, Voice, Tone, Attitude and Language,

Vocal Impact, Using language effectively, Self-branding, Presentation and public speaking, Dealing with nerves and anxiety and How to build connection through communication.

The workshop led to an assignment conducted by the participants in which they had to focus on exploring the successes and weaknesses of communication within BPL. The assignment was in two parts, a written submission to be followed by 'live' presentations to top management which is still to take place.

We are scratching the surface in many of the topics with no topic being considered irrelevant. Delegates are finding something to



Future Leaders participating in the Communication workshop.

PEOPLE MAKING THINGS HAPPEN

RIANA NEL, BPL'S NEW TENDER MANAGER

BPL's new Tender Manager, Riana Nel, joined BPL on 1 March 2019. Since starting at BPL, she has already added her own spin on the process and how to produce a tender document that will win the business. "Focusing on compliance is not the only characteristic of a winning submission. You need to be persuasive and excite your potential client," explains Riana.

With no previous logistics experience, it has been a steep learning curve to understand the products and services within this industry. Riana however maintains that it is important to focus on your strengths, which in this case are the management and steps involved in the tender process. "As long as you follow the steps and work closely with your team, it does not really matter what you are selling. It is more important to understand the clients' "pain points" and find the best way to solve them." Riana also believes that the key to improving BPL's win rate is implementing a more stringent process with regard to opportunity

qualification.

In her previous employment, a leading, JSE Listed, IT and Professional Services company, Riana started out as a researcher within one of the Business Units, working her way up through the ranks to become head of her Department's Tender Office in the Professional Services Vertical.

The Purpose of a Tender Office is to support Business Development by Project Managing the process and people involved in responding to bids; thereby ensuring a compliant, compelling and consistent response. "My goal at BPL is to find solutions that make us more competitive in the market. We have excellent services, but our pricing can sometimes get in the way. We need to sell our differentiators so that we make it more compelling for our clients - they need to understand what they are paying for - a superior solution."

So, how do you become a Tender Manager? "This is not a position that existed a few years



Future Leaders logo

take out of each module and they are asking questions. Questions to learn more, questions about the business and the way we behave and questions about themselves and each other. Most of the learning is in a workshop environment in which groups review a case study of real, live cases from the business and present their findings. What is rewarding is when individuals can present a case, be challenged by their peers and at the end of it say, "I messed up, I didn't see that, or I didn't think of this."

The training is opening eyes and encouraging delegates to see things differently and to think differently by exposing them to thinking techniques. We have spent and will continue to spend time exploring First Principle Thinking (begin with what you know to be true and then build up to a solution from there), the Beginner's versus the Expert Mind (In the beginner's mind there are many possibilities, in the expert's mind there are few) and the potentially philosophical concept of "what is the first question" and how all these relate to our organisation and clients.



Riana Nel

back. Most people who become tender managers kind of "fall" into the position. It takes a blend of logic and creativity, with a high tolerance for pressure."

Riana has a degree in Psychology & Criminology and is accredited with the Association of Proposal Management Professionals, a global accreditation with a limited number of members in South Africa. She was born in Nelspruit, before moving to Pretoria and is engaged to a lawyer. She and her fiancé enjoy travelling, the outdoors and baking together.

PEOPLE MAKING THINGS HAPPEN



BONNIE MASUKU

Bonnie joined BPL in 2003 as a quality controller in the customs department. In 2005 she moved to the Airfreight Imports Break Bulk department. It was at this time that she was nominated to attend the Bidvest Academy. "It was an awesome experience to rub shoulders with other aspiring future leaders within the Bidvest environment," she says.

During this time Bonnie became a customs specialist, at the same time completing a Manager Development course with GIBS. "It was my first experience in a management role at BPL and I wanted to ensure I was equipped to lead a team properly," Bonnie explains.

In 2007 an opportunity opened in Airfreight Imports for the Automotive industry vertical. Based at Wrench Road, it was Bonnie's first experience in the auto industry with OEMs and first tier suppliers.

In October 2008 Bonnie took on the additional portfolios of Mining, Manufacturing and Engineering. At this time the business was looking at different models of operations and industry verticals were tasked with managing airfreight and oceanfreight. "It was an opportunity to learn new skills in the oceanfreight environment and meant we could have more holistic conversations with our clients where previously we would only converse on airfreight.

In 2012 she did an Advanced Certificate Course in Supply Chain at the University of Pretoria. In 2013 Bonnie and Bobo Mhlambi successfully completed a certificate

programme in Leadership that was sponsored by TETA and conducted by Wits Business School. This programme included a supply chain component that was conducted in Netherlands with an institution called Evo.

In 2014 Bonnie moved over to exports, adding another tool to her toolbox. She looked after predominantly air and road export into Southern Africa. After a one year break in service she was reappointed to the Rosslyn facility as a BU Manager in the Vehicle Logistics Department.

"My next position was in the Trade Lane department as a Trade Lane Manager Airfreight based at Wrench Road." Here she looked after the Airfreight Product nationally for both inbound and outbound cargo. "Our Trade Lane department was also involved in an Africa Development product where we focused on growing the export airfreight and road freight business within Africa."

Moving to East London has been challenging, says Bonnie. "The first month I was homesick after growing up in Johannesburg. But the Eastern Cape team was very welcoming which made it palatable. I moved on my own for now as my two kids are grown up, one living in Cape Town and the other in Johannesburg.

"I am enjoying the lifestyle and am now a converted Eastern Cape girl. I am studying a BCom in marketing and business science with IMM and try encourage and mentor the younger BPL staff on the importance of ongoing studies to remain relevant."

"I love what I do." Those are the words most often spoken by Bonnie Masuku, who moved to East London in January this year to take on a new role in her expansive career at BPL.

The dynamic Business Unit Manager Automotive East London has embraced her new position and relocation with the same passion she applies to everything she does. Bonnie's role, together with her team, is to ensure automotive clients are compliant in all aspects of customs clearing and to meet and exceed expectations through continuous process improvement to clients.

"We are on full alert at all times to ensure a seamless import of CKD kits for vehicles which are manufactured in South Africa and the import of other models, as well as exports to European and Southern African countries," explains Bonnie.

INNOVATION REMINDERS

– seven skills for survival

1. Switch on your radar;
2. Be curious, ask the right questions;
3. Collect frameworks, connect the dots;
4. Embrace diversity;
5. Cultivate the ability to learn, relearn and unlearn;
6. Develop automation beating skills; and
7. Experiment more.

THABANE NCUBE

Thabane joined BPL in November 2018 as General Manager for the Primary Land Transport activities within the International Logistics environment. He is based at the Frosterley Park offices.

Thabane serves on both the International Logistics and the Roadfreight Executive Committees, reporting to Bruce Thoreson and Marcus Ellappan. He has a wealth of knowledge gained over 17 years and has held positions at senior level in the Maritime Transport Industry covering Ships Agency, Clearing & Forwarding and Liner Shipping.

