

# PEOPLE'S PRESS

## COVID-19 SPECIAL EDITION



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# HOW WE DEALT WITH COVID-19



**LOCKDOWN LEVEL 5**  **26 MARCH 2020**

*From Maria du Preez, Business Development Director, BIL.*

This issue of People's Press is dedicated to how our company coped over this difficult period in our lives. I do not believe that our staff will experience something like this again in their lifetimes, so felt it was worthwhile documenting some of our experiences as a company and some personal experiences too. We welcome more input in our following issue as we still have a long road ahead before any kind of normalcy returns.



## BIDVEST INTERNATIONAL LOGISTICS DELIVERS FRESH FOOD PARCELS TO THE NEEDY

*By: Shannon Wellcome, General Manager, Elandshaven*

Bidvest International Logistics, in partnership with Steyn City and Fidelity, has started delivering 3 000 fresh produce parcels weekly to key vulnerable centres and NPOs in the impoverished Diepsloot community.

"Access to food has become an enormous challenge to susceptible communities in South Africa," says Marcus Ellappan, Road Freight Director. "They desperately need these food parcels to sustain them through this difficult period. The parcels consist of soap and fresh food, providing them with a means to sanitize as well as vitamins and minerals to keep healthy. With the perishable nature of the fresh food, we need to ensure it reaches them in optimum condition.

"We also continue to deliver essential goods in line with Government legislation, while making the safety of our staff and their families a top priority," adds Marcus. "Deliveries to Diepsloot are loaded onto 12-ton trucks and flat beds and we travel in convoy with SAPS and Fidelity."

In a separate charity initiative by Charity Fusion, Bidvest International Logistics delivered thousands of bottles of water destined for various beneficiaries including the homeless in Benoni, elderly at Jordan House, the vulnerable in Zandspruit, Slovo

Park Informal Settlement, Jerusalem Squatter Camp, the Child Headed Households in Alexandra and vulnerable children in and around Johannesburg and Pretoria. The water is also being placed into dignity handbags to be delivered to police stations and centres for abused women.

"Our dedicated drivers and managers have been commended for their professionalism and dedication to ensuring these deliveries are executed timeously and safely," he concludes.

### **Staff involved in the operations:**

**Drivers:** Andile Ndlela, Thulani Masango, Terrane Pandeka, Charles Kolotsi, Mandla Mkhonto and Bongani Zulu.

**Office Operations:** Balan Gounden, Jazrick Macpherson, Avith Singh, Zaahid Limbada and Shannon Wellcome.







## BIL WAREHOUSE CAPE TOWN, PAARDEN EILAND

By: Stanton Crowster, Operations Manager



**Nothing extra ordinary but a team of very brave and hardworking guys.**

This is how Stanton Crowster, Operations Manager BIL Warehouse Paarden Eiland, Cape Town, described the BIL staff tasked with delivering services to customers providing essential services under Level 5.

"During Level 5, we continued to work with essential service providers. Based on the regulations, we were working with an extremely reduced workforce, namely a Warehouseman, two Forklift Operators at a time and myself. While most staff were on leave at home, we rotated Warehousemen and Forklift Drivers to make sure everyone had a chance to work. Every week we had different BIL staff on site," says Stanton.

Paarden Eiland customers working during Level 5 included food suppliers and telecommunications. With everyone working from home telecommunications clients were under a lot of pressure and required equipment to boost signals on the towers.

Stefan Lourens is a Very Narrow Aisle (specialised equipment) MHE operator and has been employed at BIL Warehousing in Cape Town for six years. Operating a VNA is a specialised job requiring specific skills in order to pick stock from the top of a rack measuring 12 metres from the bottom rack to the top rack.

### Level 4

"Once we went into Level 4, our customers in the chemical and pharmaceutical industries

began operating, enabling more BIL staff to return to work and volumes to increase somewhat," explains Stanton.

### Level 3

Stanton says BIL is much busier under Level 3. "We have most of our staff back at work. We have had to implement social distancing, such as two metre spacing between staff at our morning meetings throughout operational interaction. Every time there is a change in MHE equipment operators, the MHE is sanitized. We also have sanitizing stations strategically located throughout the warehouse.

"BIL has gone to great effort to create awareness and implement various control measures throughout the business, which most certainly have had a very positive impact, under challenging circumstances, in dealing with our customer requirements in a pandemic that has gripped the global economy.

Stanton has been employed by BIL for two years and was promoted in January from Operations Superintendent to Operations Manager for the Cape Town Warehousing Environment, in recognition for his ongoing outstanding efforts throughout his employment with BIL.



Stefan Lourens picking stock with the Mighty VNA for cell phone tower repairs.

He credits his entire team for their efforts in keeping the BIL customers satisfied throughout this challenging lockdown period.

On the home front Stanton says his wife works from home, his daughter is studying via Google Classroom and his son has gone back to school. "It is a bit stressful that he is back at school, but the class is small, and the school is using the hall as a classroom to enhance social distancing."



Ashley Engelbrecht loading a BIL Vehicle for Essential DC stock.



Same as above - don't worry he is not speeding.



Ashley Engelbrecht staging incoming stock.



## BIDVEST INTERNATIONAL LOGISTICS NAVIGATES COVID-19 LOGISTICS

**By: Marcus Ellappan, Road Freight Director**

"Continuous amendments to Government regulations and maintaining stringent sanitation have posed major challenges to the logistics industry during the COVID-19 lockdown," says Marcus Ellappan, Road Freight Director.

"We are working closely with Government, port authorities and other key players to manage the disruption to supply chains. While we focus on the daily challenges, we are ready to adapt to changes that will affect supply and demand going forward. In 2019 BIL undertook several large-scale infrastructure developments to address future capacity and to uphold stringent compliance and security requirements," he explains.

"Our Road Freight Division moved into new premises in Mahogany Ridge, Pinetown. We wanted to improve turnaround time for our long-haul deliveries. Mahogany Ridge gives us prime access to the N3, so will hugely improve our efficiency. The facility boasts 4 000m<sup>2</sup> of warehousing space, 12 000m<sup>2</sup> of yard space, nine bays for loading and offloading, 100 trailer bays, above-ground diesel tanks and offices for 130 employees."

Other developments include new premises for the KZN Warehousing Division, boasting 25 000m<sup>2</sup> state-of-the-art chemical and general cargo space with flammable solid and liquid stores, a general cargo store, space for 36 000 pallets, 15 container ramps and undercover truck loading capacity for 10 superlinks. All the relevant permits to operate as a fully recognised and accredited J1 chemical facility are in place.

The Rosslyn facility provides an end-to-end supply chain solution for Nissan South Africa and was awarded ISO 9001:2015 quality management system multi-site certification. This facility consists of three stripping areas, three spray booths, three polish areas, three assembly areas, one oven, a paint kitchen and a flammable store.

Upholding compliance and risk management, various warehouses successfully underwent



Chemical Distribution Institute (CDI) audits, a new requirement for the chemical industry to assess risk using the best chemical knowledge available. The non-profit CDI is responsible for the inspection and audit of the global supply chain of bulk and packaged chemicals in transport and storage.

"Our facilities are world-class and, together with EMO Trans, our global reach extends to 250 network offices in over 120 countries. While changes to dealing with the global issue of COVID-19 are happening daily, we look forward to a brighter future for all and to servicing all our clients within the new normal landscape," says Marcus.



## REAL SERVICE DELIVERY MEANS BEING THERE NO MATTER WHAT

**By: Herman Pretorius, Facilities Manager, Rosslyn**



Essential office personnel continue through lockdown.



Preparing to load products for exporting.



Scanning pallets going out to a client.

Bidvest International Logistics continues to assist clients and communities through the lockdown period. "While we are not functioning at full capacity, we are still helping our country's economy to tick over," says Herman Pretorius, Facilities Manager, Rosslyn.

"We have put all the necessary precautions in place to minimise the risk of infection but

there are constant challenges we face. Each time we do a delivery, we extend the risk," he says.

"Bidvest International Logistics continues to devise new methods to assist our clients with the minimum of movement. Screening and monitoring of temperatures are now a necessity. However, all personnel at our Rosslyn facility are in good spirits and support one another. We know that by supporting our clients and staff, we are supporting many families in South Africa."

Herman says essential goods being moved by Bidvest International Logistics include agricultural products to neighbouring countries, hardware for telecommunications clients and beverages.



# BIDVEST INTERNATIONAL LOGISTICS ON MEETING THE CHALLENGES OF A DISRUPTED SUPPLY CHAIN



**By: Stephan Van Emmenes, Head Capital Projects**

The logistics sector has a key role to play in the supply of goods during the Covid-19 pandemic.

BIL's Capital Projects Division was tasked with moving an 8-ton S92 helicopter from Houston, USA to Tanzania to service the offshore oil and gas market there. While in transit, the helicopter was going to be assembled in the port of Durban. As there were no flights to South Africa for the pilot

and aircraft maintenance engineers, plans had to be changed. The helicopter was loaded onto a Ro-Ro carrier for discharge and final assembly at Dar Es Salaam.

Another project in May for Bidvest International Logistics was the movement of a 63-ton rotor in a cradle from South Africa to Germany for repairs. Cargo was booked onto a breakbulk vessel and was expected to reach Rotterdam by 20 May. From there the rotor was loaded

onto a barge and sailed along the Waal and then Rhine river to its destination.

The challenge of moving goods was due to the uncertainty of what could and could not move under lockdown regulations but after negotiations with all the parties involved, both shipments went off timeously to their final destinations.



## LOCKDOWN LEVEL 4 4 MAY 2020

**By: Marcus Ellappan, Road Freight Director**

BIL's Road Freight Division welcomed Lockdown Level 4 with a message of optimism and caring for staff and clients.

Says Marcus Ellappan, BIL's Road Freight Director, "We are excited to play our role in kickstarting the economy with 60% of employees at work today. These are staff who service various sectors that are deemed to be essential and include operations and admin staff.

"The opening of most of our branches is in line with our clients' forecasted requirements. To mitigate risks and ensure compliance to best practices and legislated requirements, we have implemented several measures at all our premises to prevent potential COVID-19 cases from entering workplaces.

"These include conducting no-contact temperature screening, the wearing of cloth masks while on site and strict social distancing adherence," explains Marcus.

"We are facing the future with optimism and are here to support our clients through all levels of the lockdown," he concludes.



BIL staff with posters at entrances to premises.



## TOMORROW WILL DETERMINE THE NEW NORM

**By: Bruce Thoresson, International Logistics Director**

"We are dealing with unprecedented change in our lives, both in business and our "normal" daily living. We cannot rely solely on lessons learnt from the past because the new challenges present themselves in a new form within communities around the world." These are the words of Bruce Thoresson, International Logistics Director.

"The lockdown in South Africa has been a critical intervention in saving the lives of all South Africans but it has also introduced varying degrees of confusion, uncertainty, fear and increased costs within the supply chain," he says. "The movement of goods within our country is affected through a complex network which includes ocean carriers and airlines, port and airport authorities, regulatory bodies, logistics service providers, transporters, storage facilities and ancillary financial services. The importers of these goods interact with suppliers overseas and their own customers internally while running their own operations. Similar parties and functions are required to facilitate the export of products from South Africa.

"To press "pause" on these networks is no easy task because there are considerable volumes, long distances, regulations and many different parties involved. It is necessary to understand how any one action will impact on the other elements of the supply chain. Such an action will present various alternatives which must be considered within the framework of the government-imposed regulations that are in play at any given stage. Failure to do this effectively can have a catastrophic impact on a business," says Bruce.



Social Distancing.

These interpretations also resulted in a number of shipments being detained by SAPS and the transport drivers being arrested.

"Under Level 4 things have eased to some degree. The constraint that we now face is with congestion at various depots as the economy starts to open up and importers who qualify under Level 4 require their cargo to be delivered from the facilities where they were stored under Level 5. Our IL operations have been working between 40% and 60% capacity across all regions with staff working from home or from our offices. This balance will be retained until volumes and/or Regulations dictate that we change," he says.



Create comforts when working from home.



Temperature screening at reception.

"While the above may appear daunting there are certain requirements that remain consistent in managing supply chains. These include planning, communicating, anticipating, measuring, reacting and operating while caring for the health and welfare of all parties who participate in the supply chain," explains Bruce.

"The current situation has led to changes in the lives of our staff including new PPE requirements, sanitizing, social distancing within offices, remote working and meetings, health monitoring,

protective screening and social interaction changes.

"Some things that remain unchanged are that the intelligent use of information together with effective decision making are critical in dealing with the challenges that we face. These are not new concepts, but they must often be applied differently in the new norm, in order to continue to act in the best interests of our clients, staff and other stakeholders.

"Going forward we can be certain that the sun will rise, businesses will continue to operate, cargo will continue to flow and we will continue to create the new norm that tomorrow brings," concludes Bruce.

The International Logistics (IL) division of Bidvest International Logistics has had to scale its operations to deal with new volume levels which were largely dictated by essential cargo versus non-essential cargo under Level 5 of the Lockdown. "We customs cleared and delivered essential cargo to importers who met the requirements of an Essential Service Provider. The regulations pertaining to non-essential cargo were complicated by many industry bodies, who interpreted the Regulations differently.





## SAFETY IN THE OFFICE ENVIRONMENT

By: Marius Geyer, General Manager Operations, Wrench Road

"As a company we need to ensure we keep each other safe and adhere to legislative requirements," says Marius Geyer, General Manager Operations, Bidvest International Logistics Wrench Road. The company's four-storey Wrench Road office in Isando was home to 300 employees before lockdown. "Employee numbers are increasing, and strict measures are already in place," he says.

To prepare for the return of employees and suppliers, BIL has created a web-based App to facilitate access control and maintain compliance to the new COVID-19 symptom screening regulations. It is accessible to anyone with web-connection who wishes to access any BIL premises throughout the country. Sites will have a device at access points for access to the App by those who do not have access to a web-connection.

Lawrence Aldworth, BIL's National Compliance and Risk Manager, was tasked with the rollout of the App. He explains, "A user's personal information is captured as a once-off after which his or her ID number is all that is required to enter the App. The user will select the appropriate defined scenario and complete the symptom assessment in a few quick steps.

"Once the user has completed the assessment with no symptoms selected and, after passing the temperature screening process on site using non-intrusive infrared thermometers, he or she is presented with an electronic certificate which either allows or denies access to the premises, based on the



BIL staff have their temperatures screened before entering a facility.

legislated requirements," he explains.

Reporting dashboards have been created for management to ensure that BIL can effectively manage the status of all employees.

Only one person at a time may enter through security points. If there is more than one person waiting to enter, there are distance cones in position. Once inside, hands are sprayed with sanitizer.

"Where social distancing cannot be maintained the appropriate PPE such as masks must be worn and only two people may use a lift at any one time," adds Geyer. "Boardrooms and training rooms have limited numbers and meetings are not encouraged. Further measures are in place for the kitchen staff, canteen, photocopy machines and other key points.



The new BIL COVID App to facilitate access control and symptom screening.

"The new etiquette is cough etiquette! Cover your mouth and nose with a tissue when you cough or sneeze and dispose of the tissue. If you do not have a tissue, use your elbow as a shield. Never use your hands when you cough or sneeze. Wash your hands with soap and water or clean them with an alcohol-based hand sanitizer if soap and water are not available."

While this is all basic common sense, it is now the best method of not spreading Covid-19. "It is about respect and responsibility while we charter new territories," concludes Geyer.



Masks are worn at all times.

### Wrench Road back at work



## BIL GEARS UP FOR LEVEL 3 OFFICE STAFF

Perspex screens are being rolled out at all IL Divisions nationally as a preventative measure to stop the spread of the coronavirus. The transparent screens are mounted at each desk, meeting room,

reception and canteen area. Other measures already in place are social distancing, floor markers and daily temperature monitoring.



## EASTERN CAPE STAFF IN LOCKDOWN



**Barbara Haig-Smith, Export Clerk, IL East London**

"It is very quiet with unreal feelings about what the future holds for all."



**Celestene Bantom, Controller Seafreight, PE Capeway**

"It's a totally new experience for me. At first, I was very overwhelmed, but I have learned to cope with whatever comes my way. Most important is that my bond with my family has grown stronger."



**Harold Tyekela, Controller, PE Capeway**

"The sudden change of my normal routine was quite awkward at first, but I adapted quickly. I gained weight and my fuel tank lasts longer. I am just missing the office environment and my colleagues."



**Mandy Strydom, Office Administrator, PE Capeway**

"Working from home has not been too bad, but I miss the interaction with the staff."



## WAREHOUSING PAYROLL KZN



## WAREHOUSE RUNWAY PARK



Artwork done by Margie Magnussen on our coffee room wall.

**LOCKDOWN LEVEL 3**  **1 JUNE 2020**

## BIL WAREHOUSING DIVISION SPONSORS FOOT PUMP SANITIZERS

BIL Warehousing Division assisted in combating the spread of Covid-19 by donating foot pump sanitizer stands. The Runway Park warehouse took the lead on this project and delivered units to schools and a retirement home. Donations were made to Adams College, Amanzimtoti High School, Esizibeni Secondary School, Sidelile High School, Siyabonga Secondary School, Umthente Secondary School, Zuzumqhele Secondary School and Issy Geshen Home For The Aged.



Siyabonga Secondary School: Back L-R: Stephen Smith, Mr Dlomo (Principal), Lana Steyn, Mthoko Mkhize and Modesta Maphumulo.  
Front: Matthew Dube (Community Representative).



Esizibeni Secondary School: L-R: Lana Steyn, Stephen Smith, JP Pretorius, Mthoko Mkhize, Mr Gumbi (School Principal) and Modesta Maphumulo.



Adams College: Back L-R: Stephen Smith, Lana Steyn and Mrs Dhlomo (Deputy Principal).  
Front L-R: Matthew Dube (Community Representative), Modesta Maphumulo and Mthoko Mkhize.



Issy Geshen Home For The Aged: Residents of Issy Geshen along with Lana Steyn (Facility Manager) and Modesta Maphumulo (Planning Manager) from BIL Runway Park.

# THE HARROWING FINANCIAL IMPACT ON SUPPLY CHAINS

**By: Stephen Smith, Warehousing Director and Marcus Ellappan, Road Freight Director**

The financial impact of the coronavirus pandemic on local supply chain markets is still not fully known although indications are that it has been harrowing.

With the country sliding into its third recession since 1994 - growth contracted by 1,4% in the fourth quarter of 2019 - ratings agency Moody's downgrading South Africa to junk status and the country now having entered Level 3 of the lockdown aimed at slowing the spread of the virus, local supply chain service providers have had to scale their operational capacities to reduced income, relying on

The automotive industry has been particularly hard hit with several major manufacturers closing their production facilities in South Africa. As an example, new vehicle sales statistics for March 2020 released by the National Association of Automobile Manufacturers of South Africa reflected a decline of almost 30% compared to March last year. Equally significant were export sales, reflecting a decline of 21,5% over the same period.

"We're continually assessing the situation which is very fluid at the moment," says

ameliorating the problem of non-reliability of suppliers.

"A full move away from paper to digitisation is required, along with an assurance to upstream suppliers that their data is secure and private and therefore more easily shareable only with parties with whom they agree to share it.

"We as a nation and an organisation are resilient and this should be reflected in how our businesses respond to an ever-changing environment and crises like Covid-19 and their impact on supply chains," he says.

Visibility and a greater level of transparency across the supply chain will allow both clients and service providers to optimise efficiencies and increase agility to withstand the highs and lows of a volatile trading environment or the impact of crises.



dwindling cash reserves and strengthening capacity in essential services sectors such as food manufacturing and distribution and pharmaceuticals.

"Diversification of supply chains is probably going to be the new normal going forward," says Stephen. "Companies will be wary of putting all their eggs into one basket so we expect that products will be sourced from numerous suppliers as opposed to one or two, which is currently the norm."

BIL is beginning to see some clients increase stock levels in preparation for future supply constraints, while volumes for clients providing non-essential services is lessening.

Steven. "It requires us to continually reassess, remain agile and responsive and do all we can to meet immediate challenges. We rotate staff where possible, operate at times with a skeleton complement for essential services clients and always uphold strict safety and preventative measures."

Adds Marcus Ellappan, "While focusing on strong safety and risk protocols, we are also looking at how we can leverage technology in these times of crisis to overcome some of the challenges we face. As part of our digitisation journey roadmap roll out, we are using a combination of data analytics, automation, blockchain and the Internet of Things (IoT) to help reduce the cost of business while at the same time curbing corruption and

"Regardless of how tough the operating environment may be, we will do the right thing during this crisis, legally, ethically and morally," says Marcus. "All industry bodies agree that their members have to do the right, honourable thing and most of us are supporting the lockdown rules. We have seen an improvement among the relevant authorities to enforce rules and we as a company are applying a pragmatic one-day-at-a-time approach.

"Despite the enormity of the challenges we face, crises like these present us with the opportunity to reinvent ourselves and I have no doubt that we as a business and an industry will pull together to see a better future," concludes Marcus.



## PERSONAL LOCKDOWN EXPERIENCES

### RANDOM THOUGHTS WHILE ON DAY 21 LOCKDOWN 2 APRIL 2020

*By: Taryn Govender, National Training and Compliance Manager, based in KZN*

#### *I hope we never return to 'normal'!!*

It all happened so fast, from worldwide media reports, to the closure of schools and then the national lockdown. It was bizarre and surreal that suddenly all our daily routines were brought to a standstill and all our plans cancelled overnight. Witnessing our President having to announce a national disaster and observing the worldwide death toll rise was something none of us expected in this year 2020. No more rushed morning and school drop offs, long hours at the office, calls, meetings, gym, shopping, extramural activities, homework with the kids, traffic. All of it, to a complete stop. Suddenly we had to observe staying home, keeping clean and hygienic, social distancing, hand sanitizer became an overnight 'must have' personal, office and household item.

After taking a few days to absorb the drastic reality we were now living, I decided to ponder on what was really happening behind the scenes:

Was the earth groaning? Pollution, global warming, over population, overconsumption, deforestation and mass extinction and habitat destruction?

Was God calling us to a deeper walk with him? Have we been so busy being consumed with ourselves that we had forgotten our maker and the mission He gave to us? To feed the hungry, clothe the poor and make a difference with the gifts He had given us? Surely we can put our heads together to help with national issues such as women and children abuse, orphans, homelessness, poverty, addictions, depression, suicide, broken homes? Or even to love our families, restore our relationships with our loved ones and fix what was broken (things we can and cannot see)?

While we may have initially thought this was the perfect time to get a home improvement project off the ground or complete our studies



Taryn's son Hosea

or outstanding work, all of us have been forced to be still for a while. Being still can take the shape or form you need it to, but I pray you will do whatever you need to – to reboot your life and your purpose and to take stock of your life.

I've chosen to see the positives out of this negative situation and I'm optimistic that we will resurface with a clearer vision and purpose.

I hope we will never return to what we thought was normal, but that we really start to live. Live in the moment, not be afraid to tell the full truth and leave fear behind us once and for all. There is a bright and beautiful future ahead of us if we can all be our true selves and stop trying to be someone else.

Here are a few things I got up to with my family:

We celebrated my daughter's 10th birthday at home as we had to cancel the party we had planned. On the upside – we baked together again for the first time in many years. She said it was her best birthday ever!

My husband and I home schooled our children together by building puzzles, making beaded jewellery, painting, sewing, reading, drawing and 3D Animals online. They really made the most of all their Christmas presents too.

We spring-cleaned our home together and found so much to give away.

We rearranged our furniture to make our rooms more comfortable.

We video called our family members, some for the first time.



Taryn's daughter Jordan

We spent time reading the bible and praying together for the world and those affected by this deadly virus.

We watched movies together, we cooked, we laughed, we sang and danced, sadly crucial family moments we hadn't done in a while.

Most of these activities replaced going to restaurants, parties, church, visiting friends and family, searching for new child-friendly spots for the kids etc. Which meant being out and about and never really connecting with each other or having quiet time to think.

I am now in a space where I am so grateful for everything I have and every experience I have been blessed to have because, while on lockdown, you realise how short life is.



## THE JUGGLING ACT OF A WIFE, MOTHER, HOME SCHOOLING AND WORKING FROM HOME

**By: Danelle du Preez, SHERQ Co-ordinator, Port Elizabeth**

When I first heard about the lockdown for 21 days, I was quite excited with the idea of spending time with my family, it felt like going on a holiday. We stocked up on all the nice to have luxury items in the kitchen cupboard, I worked half days in the beginning and had time to do the things I never get time to do, like reading, building puzzles, watching movies with the kids and braaiing almost every night.

Two weeks into the lockdown my father in law passed away. It was a difficult time for our family as we could not visit him in hospital to say our goodbyes. We as a family could not sympathize and just give a hug to other family members. I missed my own mother and father so much and they only live 3 kms from me, but I was not allowed to see them.

When the President announced the extended lockdown period I started crying. If you know me then you would know I love talking and I love spending time with people. I now started working full day and my 8-year-old son's school began sending homework. Now suddenly, I must do home schooling with my son, while working and trying to keep my 4-year-old son entertained. Keeping the house clean, keeping up with washing and dishes. My husband helped with cooking and keeping us fed three times a day while also working from home.

My husband returned to work when schools started as he is a high school department head. That now added extra worry for us with the fear of him contracting the virus. It was first only shops, now it is work too, we are now even more cautious and probably go overboard with sanitizing.

Technology is quite amazing. It is now day 88 of lockdown and we are all still working from home at PE Capeway office. We are really working well as a team even though we are not in the office. The only difficulty working from home is that without a printer it is quite difficult to do everything paperless. But we can have Skype meetings, make phone calls and be in contact with colleagues all the time. However,

I do prefer going in to work and having that face to face contact with my colleagues - getting up, going to the person and sorting out queries right there and then, or just fetching a file or documents from a cupboard. Now we must get everything delivered with delay by a messenger.

This pandemic has made me realise how important it is to value the things that really matter, making memories and spending time with family and friends, to stand still and appreciate all we have and forget about the rushed life we are living and to be thankful, thankful for a job with a great company, thankful for a house, thankful for my car, thankful for running water and electricity, thankful for food on the table, thankful for a family, things I have always taken for granted.

Stay safe, sanitize and wear your mask.



Danelle du Preez, SHERQ Coordinator, PE Capeway, with her sons Malan (wearing mask) age 4 and Lian, age 8.





# REDEEM THE TIME, FOR THE TIME IS NOW.

By: Chesna Hill, Administrator, Paarden Eiland



Lockdown 27 March 2020, a chance for a good rest would you agree? I am sure many of us silently said here comes that long-desired leave I have always wanted. I SEE YOU!

Jokes aside, lockdown was somewhat worrying, frightening, yet an invitation to master myself.

NO control..... No control over who gets COVID-19 or not, no control over our income/jobs.

Was there a moment of panic? I would think so. Were there moments of fear? Yes! But oh, were there moments of hope and peace knowing the whole world is under the same threat? If I had to lose it all, I would simply just have to start over. What remains and will stay forever is my built-in ability to master this life and not let this life master me!

These are some of the many battles I had in my mind during lockdown. It was challenging for my mind, but it was also an opportunity to replace doubtful thoughts with good habits and look at my abilities outside my workplace.

So, each day I had a schedule of things to do. One was to create my own garden and nurture plants, which was a huge milestone for me and which I now enjoy. Then there was doing arts and crafts, painting and making crafts. I call it memoirs of lockdown, where I go down

memory lane of things that have sentimental value and frame them. I did courses online and most importantly I elevated myself to be more than I think I am, to be more equipped and mentally sharpened. And I learnt that now is the time.... time to redeem the time!

Everyone has had struggles through this time of COVID-19 and some of us are still facing many battles. Hold on... hope is near.

Create new challenging schedules, continue with them even after COVID-19, break old habits that keep you mentally and physically bound. Get up and go out to the garden, take a walk. Get away from the TV... start drawing, painting, making arts and crafts. Discover yourself on deeper conscious levels, you will be shocked at what you can accomplish and what is hidden inside of you.

Remember to redeem the time..... for now is the TIME!



## THE SIGN OF THE TIMES



We have embraced digital transformation and updated our delivery processes to allow for on-device Proof of Deliveries and asset tracking, fully automated and managed in the Cloud. What does this mean to our valued clients? No more pens, no more forms in triplicate, reduced risks associated with Covid-19.

Our sign on glass technology allows our drivers to use preloaded mobile devices with electronic PODs containing consignee and consignor information, including product quantities, description and weight. Our drivers are trained on the risk of contamination and their devices are sanitised before and after every delivery. Cabs are sanitised daily.

- Digital delivery system
- Real time invoicing
- Real time updates
- Increase in productivity
- Reduced carbon footprint
- Improved POD recovery and turnaround time
- Improved service levels
- Reduction in back office data capturing

For further information please contact your Bidvest International Logistics representative.



## MY LIFE UNDER LOCKDOWN

**By: Megan Fairhurst, Sales Administrator, Wrench Road**

My life under lockdown has been an interesting journey to say the least.

The first month of lockdown I was on leave and I don't think my house has ever been so clean! At first the absolute quiet of the neighbourhood felt strange but, without the noise of planes constantly taking off and landing and everyday traffic, other wonderful sounds started to emerge. The chirping of birds initially sounded like a rock opera, but how amazing to see and hear all these beautiful birds who were drowned out by mechanical objects! And suddenly the sky was a much brighter blue and the air was so clean!

We are fortunate to have a fair sized garden so I was able to spend a lot of time walking around the property with my dogs and it is probably not an exaggeration to say that by now I am familiar with every single blade of grass!

My relationship with my rescue dogs, Sia and Rania has changed so much as well. At first they were very confused as to why their human companions never left the house but being the very spoiled and pampered dogs that they are it soon became a lot more fun because treats were more readily available. Sia has appointed himself my personal bodyguard and follows me everywhere and now spends a lot of his day sleeping at my feet while I work from home. Rania loves the sun and is now thrilled that she gets to sleep on any of the beds where the sun is shining!

Spending more time with my husband has been wonderful. Initially we binge watched a fair amount of tv, but that novelty soon wore off. We both like cooking and baking and it is fun being in the kitchen together. We are both working from home so we stay out of each other's hair Monday to Friday and that is not always a bad thing!

I have relished the opportunity to work on my cooking skills and expand my recipe

collection. With the help of a great friend in India I have learned to make many South Indian dishes while also improving my Hindi language skills. I will confess though that I do get a little heavy handed with the chili, much to my husband's distress!

Of course, being home all day and eating a bit more than we are used to, exercise has become an even bigger part of my life. I am a part time Zumba and Strong Nation instructor so am fortunate to have plenty of material to



Rania the sunshine puppy.

keep my workouts varied and interesting. I have discovered the amazing world of virtual classes, from joining Zumba and Bellydance Fitness classes in Miami, New Jersey and Manchester, to a huge Zumba marathon in India which hosted over 1000 participants and finally supporting instructors locally. I may one day start offering virtual classes as well but for now I am loving the idea of just being a student!

Reconnecting with friends far and wide, most of who are affected in some way or another by lockdown in their part of the world, has been special. It is rather sad that it takes something like a lockdown to get people to reconnect, but I guess we can all take a lesson from this and make sure we keep it up once we get out the other side and return to normal even if "normal" will be different for all of us.

Of course, there are drawbacks to being in isolation – four family birthdays so far. Celebrations have been rather subdued, but it won't last forever.

I like to approach everything with a positive attitude but I know that the lockdown has been hard for many people, especially people who live alone. The hardest part for me is not being able to see my dad. I usually see him every weekend and they are times that I really cherish. The time spent together watching sport, catching up and going out for lunch is something I miss very much and I know it is hard on him to not be able to visit us either. But with level 3 I am very thankful that we could arrange a bit of a Father's Day surprise, courtesy of the ever-efficient Mr D Food and his favourite restaurant.

The lockdown won't last forever and I believe we will all come out of it changed in some way. My hope is that by the virus forcing all of us to slow down we will appreciate the little things in life and take the time to stop and smell the roses.



Sia the bodyguard.



# WORKING FROM HOME DURING LOCKDOWN: A SHORT STORY

By: Asanele Mfengu, Business Implementation Specialist, Wrench Road



Some people might know that in my spare time outside of work I am a photographer. I spend most weekends travelling around Gauteng doing photoshoots and meeting a lot of people in the process. Other than that, I read quite a few books which are mostly fantasy oriented. Then, I visit small, niche coffee shops to mostly try different kinds of coffee, read and probably do a bit of photo retouching/editing. Other occasions see me hiking and camping on different mountains and paths, also figuring out which places to adventure to.

Then Covid19 and lockdown hit...

Driving to work was a thing of the past. Going to the office to sit at your desk with your co-workers soon became prehistoric. Having meetings/discussions in boardrooms was replaced with a huge increase in lengthy Skype calls. Also depending on whether you have your own Wi-Fi connection at home, there is an occasional amount of 'can you hear me?' during the calls. All in all, things changed very quickly but the work remained the same. It all depended on how well you adapted to the situation at hand.

For me, it was rather interesting because, for one, I do live on my own and generally would not be stuck indoors for too long. So, I had to adapt to this new way of living. Takeaways and restaurants were closed, even my favourite little gems of coffee shops. I had to put my photography side of life on hold. In all, everything changed for me.

The restaurants being closed has led me to explore more in the culinary field. I researched quite a lot of recipes and started to bake after work

and during weekends. It soon became something of a new skill for me, baking different treats, ranging from ginger carrot cake, red velvet cake and ultimately, a caramel cake. Tried salted caramel brownies, to normal vanilla cupcakes and lemon poppy seed muffins. Sticking with lemons, I tried a lemon cheesecake with a lemon curd. Lastly, I had to make something savoury at least, so it was cheese and herb muffins.

As a reader of fantasy, I delved into 'The Lord of the Rings' trilogy books which kept me occupied for the evenings. Reading them expanded my knowledge and curiosity of the lore surrounding Middle Earth. After finishing the trilogy, I further read 'The Hobbit' as part of the lore. I added two more books into the collection which are yet to be opened should time allow.

On the photography side, seeing that I was unable to take photos during lockdown, I decided to do more research in the field of photography and lately, videography. Reading books and articles, listening to podcasts from various photographers and watching videos and documentaries about the photography (editing techniques mostly) and videography. This was to ensure that I can better myself as a photographer as I am always learning.

With friends and family, calls and video calls became the new forms of communication for the most part. It was actually a good time to connect with people who I haven't seen or spoken to in months/years. To set a time and date to most probably catch up with a friend who moved overseas does add some joy on that day.

Lastly, coping with work, it was a bit of a challenge to adapt separating work and home because of both being at the same place. It took some time and effort to set boundaries for myself which I am now managing better. My focus has increased and tasks are handled better, but it is still difficult when it comes to managing projects which are at different sites.

You must challenge yourself to learn a new skill that will better your workflow at the end of the day. In my case, it was to learn and manage projects using Microsoft Projects desktop application. Another goal of mine was being able to map out new processes, tools and frameworks that might be useful to the business one day as well as to learn more about the supply chain industry. This is a constant learning adventure for me, which is quite thrilling to say the least.



## ADAPTING TO CHANGE – WORKING FROM HOME!!

By: Lodi Borstlap, National Commercial Manager



The marathon metaphor. A person cannot wake up one morning and run a marathon the same day. Similarly adapting to the change we experience in lockdown is not a quick process. Anybody can adapt. You either have it or you can learn it. Before you run a marathon you need to make a decision that you want to. Decide to change.

Shift your perspective and change things in your immediate control to pivot you for the challenges ahead. Plan your schedule to make better use of your time.

Seek support. Meeting regularly with your manager will give you a better understanding of what is expected from you and what you need every step of the way.

Together you can access the situation and adjust to help you push through any difficulties. Check in with your support team and understand how you can support them.

Together you will be able to navigate the course and you will be able to overcome the uncomfortable uphill and make the most of the downhill.

Change is scary but it is something we can learn to manage better as we build stamina and endurance.

With our new financial year upon us at BIL, we will need to tap up into our energy reserves, make shifts and adjust our pace to give ourselves the boost we need to achieve our targets.

Personal goals – trying to look healthier and look my awesome best – that did face a challenge – you know the fridge is always open and the fridge is always very close.

From a business perspective we have taken the opportunity to say the time is now. The soil is absolutely perfect – it is ripe for the pickings. We should be looking at this as an opportunity. One of the things that really inspired me during this period has been our people. I have been totally inspired by their resilience, the tenacity, the level of innovation that resides within each and every one of our colleagues.

I've been using this analogy of "Summer bodies are made in winter" – by all definition this is the winter of our lives. So despite the perceived

lack of activity that we see during winter months there is actually quite a hive of activity taking place. That then ensures that when spring and summer arrive you have this amazing and beautiful landscape that we can all look at and really admire. This is the time for us to put in all the hard work, put in all the hard yards to make sure that when this winter is over and spring does arrive we come out as a much stronger business.

### What were your expectations for 2020?

On a personal note for us as a family it really meant creating some special moments, getting a little bit closer to one another, getting a few experiences that matter a lot to us as a family, one of which was a vacation in Mozambique.

From a business perspective we've planned to hit the market hard by promoting our new name BIL, our new Forwarding partners EMO Trans / Uni-World, the integration of Sebenza and actively focusing on intercompany Bidvest clients by creating a Bidvest Business Unit. It was going to be a bumper year and we were hoping to finish this financial year on a great note.

We had to reframe from being worried about the results to really focus on the things that we can control, supporting our company, staff and clients during these uncertain times.



Lodi with his wife Estelle, daughter Kayla (12) and son Déwan (10).

### How would I define success for this year?

For our kids, and in particular from a school perspective, how they are going to determine marks still remains a challenge at the rate that the schools are opening and closing. But one thing is sure, the marks will be there, but in a different way – the marks will be in the hearts of our kids.

From a commercial point of view the sales volumes may not be there, but what will be there are people who formed meaningful relationships with one another. I believe, that this will set us up to again reach the great sales volumes in the future, the great school marks in the future and the time will come again where we will do our travels.



## HOW WE MADE SALES DURING COVID-19

**By: Annabelle Fulton, National Sales Manager**

"While the financial impact of Covid-19 has had businesses reeling, our amazing sales team continued to seek and obtain new business," says National Sales Manager Annabelle Fulton.

But it was not without enormous effort on behalf of Annabelle and her team. Annabelle is a sales coach and one of her major functions is to coach her team. "My approach is to empower our salespeople so they can be self-driven and self-motivated. They must take accountability for their own targets, how they get there, do they have the right customers in the pipeline, what their new business goals are and can they make their incentives," explains Annabelle.

"Those are the normal challenges for salespeople. Now add Covid-19 to the mix. How do you sell if you are not interacting face to face with your clients? How do you engage with them and read their facial expressions? This added a whole new dimension to sales skills."

Working from home was challenging to the team but Annabelle helped them to create a home environment where they had a balance. It began with early morning sales meetings every single day so that Annabelle could engage with them and get a feel on how they were coping emotionally and physically with their home environments. "We did that for two months."

The next step was to find a way to upskill online. "The majority of our overseas connections use live video meetings. We began practising on Skype, which set the benchmark for any other platforms, such as Zoom and Microsoft Teams. It requires a different way to lead

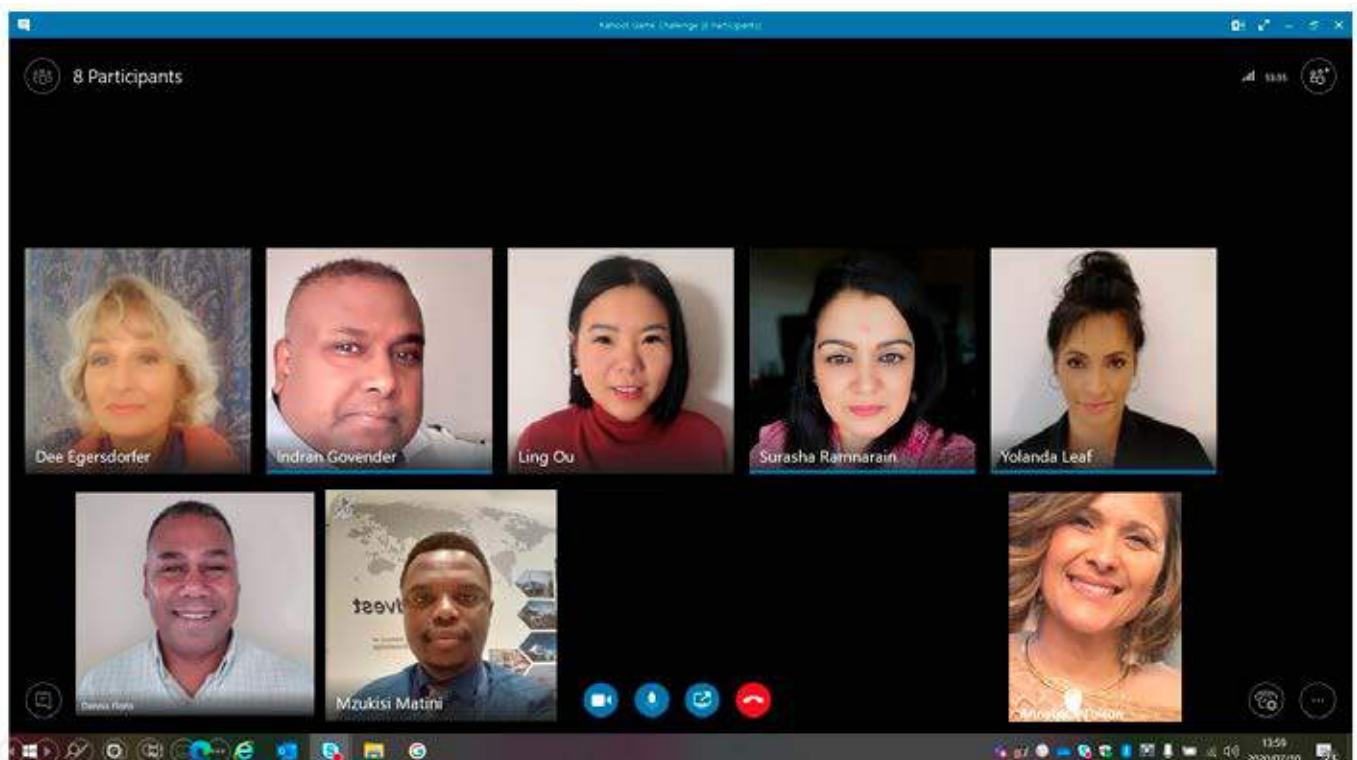
meetings, to engage everyone in this platform, to share a proposal within Skype, move between different presentations in PowerPoint and Excel and most importantly retain the client's interest and interaction while presenting," says Annabelle.

The sales team consists of seven people, two of whom moved over from Sebenza at the beginning of June. "The Sebenza guys had to learn about CargoWise, Sales Performance Process Map (SPPM), on-boarding new business and many other BIL internal processes." Annabelle took this opportunity to go through all the processes with the whole team.

And the result? "At a time when many other agents' sales activities were slowing down, we were highly active with enquiries. We have signed 12 new accounts since lockdown. That is a substantial amount and involves a lot of work to take a client through the process and submit documents to all parties concerned. The new business accounts were all certified essential services, from medical equipment to financial services.

"Everything in sales is now becoming e-friendly. When I reflect on all that energy and effort and how we made a success out of this time it makes me immensely proud of our sales team and what they have achieved and overcome during this challenging time."

Meet the Sales team: Yolanda Leaf, Mzukisi Matini, Ling Ou, Indran Gavender (ex-Sebenza), Dee Egersdorfer, Dennis Floris (ex-Sebenza) and Surasha Ramnarain.



# COVID-19 LOCKDOWN FROM AN I.T. PERSPECTIVE

**By: Melanie Jacobs, I.T. Service and Governance Manager**

On 23 March, the President announced that the National Level 5 lockdown would commence at midnight on 26 March.

In the week leading up to the commencement of the lockdown the I.T. team geared up for increased activity as it enabled most BIL employees to work remotely. The Service Desk saw a 24% increase in the number of calls logged compared to prior weeks. In addition to attending to this increased demand for I.T. support services, the I.T. team completed additional COVID-19 readiness activities during this week.

**Tell us more about the additional COVID-19 readiness activities that the I.T. team was busy with.**

**In the week prior to the lockdown we implemented the following:**

- Increased the Network bandwidth capacity for remote connectivity to accommodate the additional users.
- Increased the end user provisioning for remote network connectivity by 17%.
- Procured and distributed SIM cards and Mi-Fi Routers, which were then setup on local workstations with each end user at the respective branches.
- Loan laptops were setup and distributed to the relevant branches.
- Additional screens and desk printers were procured, distributed and set up at the local branches.

In addition to the above, there was a need to educate our end users



Matimba Sambo executing pre-lockdown readiness activities at Wrench Road.

makes use of a 3G APN SIM card and if a person is connected to our network via the APN it will allow a secure connection to the BidvestIL Network, nothing further is required. If this person uses a home Wi-Fi or creates a Hotspot or uses an open 3G SIM card, he or she will be required to connect via the VPN. These connectivity methods are mutually exclusive, you cannot use both as you will be prevented from doing so.



Charlie Sebenzi assisting an end user onsite in Cape Town.

## During lockdown

The activities mentioned above continued to be implemented during lockdown and additional activities were added. These additional activities include:

- Our preferred supplier was unable to meet our increased demand for laptops due to the production halt in China from COVID-19. We were able to secure laptops from alternate vendors to keep a steady supply. Laptops and Desktops can reach us within 48 hours in Gauteng, and within 3-5 working days for other regions.
- Nationally, 10% of Desktop computers have been moved within office areas to accommodate social distancing protocols, while more "workstation relocation" requests are expected.
- Enhancements to the existing unified communication platform for a better end user experience.
- Review and implementation of additional and enhanced cyber security protocols.

## What were some of the changes that you needed to implement?

We understand the importance of supporting users who work remotely and follow the principle of using onsite support as a last resort. We try to use various options and techniques to resolve a call remotely, before



asking the affected employee to consult with their line manager prior to going to the branch (granted that this is sometimes unavoidable as a result of data costs, slow network speeds in the area where the employee lives and other factors).

The Support team has had to become very agile and creative to do this. In addition to utilising the existing remote assistance tools, we now use a variety of remote support methods and tools to assist end users remotely.

The team has also found the need to adjust communication styles. Communication now needs to be more detailed and precise; and more patience is required.

Most support engineers are currently working onsite, as there is a business need for them to be in the office supporting onsite and remote users. These engineers come into contact with more people than most other office-bound employees and need to take extra precautions. In addition to the normal social distancing protocols, engineers also ensure that user devices are sanitized before and after they are handled and strict hygiene protocols are followed before and after handling boxes.

### ***What are some of the challenges and recommendations?***

We follow a National support structure and assist most end users remotely using the remote support tools mentioned, but this only works if the end user is connected to the BidvestIL Network, which was not an issue prior to lockdown. Now, our main challenge is to help someone who is not connected on the BidvestIL Network as this prevents us from taking remote control of their machine.



Moria Manda, Service Desk Agent based at Wrench Road, working remotely to assist end users.

We also find that end users have various levels of competency when it comes to technology. This increases the time spent assisting an end-user and causes delays to other users in the support engineer's call queue. We request that all calls are logged using the Service Desk Portal or telephonically and that we remain patient. If an issue is urgent, feel free to call the service desk on 011 570 6087 so that the call may be prioritised and escalated. We also find that when calls are logged, they are quite vague. Please supply as much detail as possible, you are able to attach error messages and screen prints on the Portal, this helps to minimise delays in rendering assistance to you.

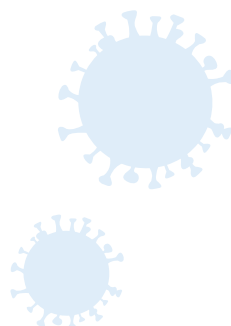
Employees receive automated daily emails to change passwords prior to the expiration date, but we still find that employees allow their passwords to expire which results in connectivity issues for them. Sometimes, they have to go into the office to resolve the issue which could have been easily avoided. We therefore urge all employees to change their passwords before the expiry date.

Finally I.T. sends out important information which assists with avoiding unnecessary PC issues when the instructions contained therein are followed. We really want to urge everyone to make it a habit to read those emails and follow the instructions as this ultimately benefits you.

"We want to take this opportunity to thank our I.T. Team who executed the COVID-19 readiness activities. They are: Shadi Shakong, Moria Manda, Matimba Sambo, Charlie Sebenzi, Elsie Tshigo, Gregg Arnolds, Kedibone Ntsala, Luyanda Tsikedi, Radesh Sewnarain, Thapelo Seate, Zain Sabjee, Morne Visser, Wayne Peinke, Johan Van Tromp, Raj Padavattan, Shaun Nettmann and Mpilo Zungu. This team worked tirelessly in the days prior to and during the COVID-19 lockdown to ensure that all designated business users are able to connect to the BidvestIL Network remotely. All members of the team took initiative and displayed patience and commitment during these unprecedented times," said Melanie Jacobs, I.T. Service and Governance Manager. Our I.T Director, Lesiba Sebola echoes these sentiments.



Luyanda Tsikedi supporting end users onsite at Axle Park.



Radesh Sewnarain from Runway Park supporting an end user remotely.

## BIL'S CREDIT DEPARTMENT IN LOCKDOWN

By: **Bernadette Du Plessis,**  
**National Credit Collection Manager**

In March 2020 the whole country went into lockdown in what was an unanticipated catastrophe. The BIL credit department is run by Bernadette Du Plessis, National Credit Collection Manager, and Simo Mkhize, National Credit Risk Manager, with 19 staff members, exclusive of department heads.

"Before lockdown we were restructuring our department to centralise the whole of credit. Suddenly we had to completely rely on technology to work remotely and our resources were extremely limited. For the first time in our lives we were faced with the unknown, both economically and health wise and what tomorrow would hold for us as a company and as individuals," says Bernadette.

"We found ourselves overwhelmed and under severe pressure and, at that point, understood that we as Management, employees and our valuable clients had to reach out to one another and rely on relationships and teamwork from every one internally and externally to keep the ship afloat. As BIL teams we were forced to "sing from the same hymn sheet", not only for ourselves but also to hold hands with our clients to get us all through this very difficult time under this pandemic."

Due to the limited resources, the credit department was forced to go back to basics and review its SOPs and procedures. "What worked for us in the past and we took for granted suddenly did not work for us in this current climate we found ourselves in. It took a lot of planning, communication, preparation, relying on existing relationships and creating new relationships with all our internal and external clients. Technology played a big role in our new way of working and is almost the new norm as we get used to working remotely.

"This experience pushed for adaptation in a short space of time, taking into account



Bernadette Du Plessis

economic factors and ensuring safety for all stakeholders both internal and external. We had to think outside the box and be agile in decision making to ensure that we all come out stronger post the first three levels of lockdown, at least.

"It always seems impossible until it's done' by Nelson Mandela. Through our adversity within BIL, we all had a role to play and still do to further propel our organisation to greater heights under these trying times," concludes Bernadette.

### On a personal note

"To be honest, I personally felt frustrated by the lockdown, the fact that I was not mentally and physically prepared, the fact that I never anticipated the lockdown, which in my case enhanced my stress levels, not being able to see my family, not to go out without being scared to pick up the Covid-19 virus.

"Working from home had its own challenges. Just balancing work and home became challenging. Driving to or from work or home in a normal world prepares you for your other world. You have time to clear your mind in between.

"Then we have had positive cases within our own department, which meant having to quarantine staff, having to close year-end from home and also dealing with the auditors, which made it beyond stressful.

"I cannot wait for the day to come that Covid-19 is a thing of the past, when I can look back and am able to identify the fact that this made me stronger as a person and I will not take simple things for granted," says Bernadette.



Simo Mkhize

## CLIENT CORNER



## BIDVEST WALTONS

Bidvest Waltons' Arven Paladh invited Helen Hitchcock, BIL Procurement Clerk, Frosterley Park, to a breakfast hosted by The High St Auction Company.

The 1 000 guests in attendance were welcomed by host Ian McIntosh, who served as head coach for the Springboks during the early 1990s. Ian introduced special guest Rassie Erasmus, who was the coach of our amazing Springbok team when we won the World Cup Rugby in 2019. Guests were given an opportunity to pose questions for Rassie to answer.

After being served a hot breakfast an auction of everything rugby memorabilia was held. Guests were then treated to having their photos taken with Rassie, who also autographed brochures, caps and shirts. It was a privilege and a wonderful experience to listen to Rassie, said Helen Hitchcock.



# UNIWORLD LOGISTICS



## UNIWORLD LOGISTICS STANDS WITH THE GLOBAL COMMUNITY

As the world is faced with the unprecedented impact of the COVID-19 pandemic, Uniworld Logistics stands with the global community to help limit the spread of the virus and ease the related economic hardships faced by the local communities in which we live and work.

Guided by its family values and a spirit of giving, the company has made contributions to support the well-being of our local communities including monetary and in-kind donations of daily essentials for survival across three cities, namely Bengaluru, Mumbai and Chennai.

We have organised rations to try and meet the basic needs of daily wage and unemployed

workers and their families. Working closely with the local authorities, we identified families in urgent need of provisions and ensure these provisions reach the families in a structured manner while adhering to all safety protocols. In addition, our casual labourers were also given rations for their daily needs.

With the rapidly spreading pandemic, supply chains have been hugely affected and we understand how this might harm our clients' businesses. During this crisis we undertook the responsibility of promptly and securely delivering masks, sanitizers, pharma products, vaccines, crucial parts for industries in critical sectors, ventilators, parts

for ventilators, clothes, chemicals and even vegetables, groceries and pet food.

We had a very satisfactory run delivering products which were not only critical but also challenging during these times.



# BIL ACHIEVERS



## BIDFREIGHT MANAGEMENT DEVELOPMENT PROGRAMME

The 2019 Bidvest Freight MDP Final Presentations and Graduation Ceremony was held on 21 February 2020 at the Durban International Convention Centre. Attended by Senior Management and Executive Committee members of the various Bidvest Freight companies, it was a full day of nerves, butterflies, paparazzi and finally a glorious celebration.

The programme is facilitated by the University of Stellenbosch and is an NQF Level 6 aligned qualification, covering leadership and strategy. Staff are nominated by managers in various departments, choosing delegates who have potential to be future leaders.

Here are our BIL 2019 graduates and some feedback on their experience of the MDP. Congratulations to Taryn Govender, who won the Directors Award for Best Student of 2019.



Taryn Govender with BIL MD Craig Mountjoy and Bidvest Freight CEO Wiseman Madinane.

### Taryn Govender

Being nominated for the Bidvest Freight MDP 2019 came as a surprise but I was elated at the prospect of being schooled by faculty experts at the University of Stellenbosch.

Key to our success was being able to prioritise and to work as a team. As BIL's National Training and Compliance Manager, as well as being a wife and mom to two young children, the pressure was certainly on. I went into this programme with gratitude for the experience but also with determination to succeed. I lapped up every lecture and was present and engaged. I put my all into every assignment and used every opportunity to research.

Finally, after a gruelling eight months we graduated on Friday 21 February 2020. The day started with each group's presentations to a panel of University heads and Bidvest Freight's Senior Management. The audience was made up mostly of the sponsors and co-sponsors, being MDs and Directors of the various freight businesses.

When evening came, we wore our graduation gowns to celebrate our completion of the most strenuous season of our careers. As we waited to hear who had won the Directors Award for Best Student, the MC called my name and, in that moment, it all paid off. To be acknowledged for outstanding performance in the presence of our Directors and colleagues was a wonderful feeling of achievement.

### My key learning take-away

I've learned that leadership is not for the faint hearted, it takes courage and boldness to stand for what you believe in and to make a real lasting impact. Leadership is not in a title or pay increase, but in the conviction to make the hard calls, even if it means being unpopular.

Thank you to Harry Dimo, HR Director, for nominating me. Thank you to Craig Mountjoy, BIL MD and Stephen Smith, BIL Director for being our sponsors and mentors, Bidvest Freight, University of Stellenbosch and the steering committee for making all of this possible.

### Sibusiso Nhlengethwa, BI Specialist, Wrench Road

Completing the MDP has been a phenomenal and fulfilling experience. There were challenges but with the support from my wife, team members and my I.T. Director, I made it through. This experience has helped me challenge the way I think, both about business problems as well as real-life challenges. It allowed me to explore many areas of Bidvest Freight that I otherwise would not have been able to. I gained so many new friends and established valuable networks with other Bidvest Freight companies. The travelling, late nights and hard work were worth it.



Sibusiso Nhlengethwa with Bidvest Freight CEO Wiseman Madinane.

### Buhle Dyalvan, Tender Manager

To be part of the Bidvest Freight MDP 2019/2020 was an absolute privilege for me and I must really thank the BIL management for ensuring I was part of this amazing experience.

The whole programme was so well planned, structured and executed that it maximised the user experience because everything was organised.

I really appreciate the resources which were made available to us and, most importantly, the trainers. These facilitators performed over and above and really ensured we truly benefitted from the whole experience.

I believe this was the first of its kind due to the seriousness and importance of the topics selected. Although a bit daunting and challenging at first, the whole class embraced the challenge and truly engaged, which yielded high class presentations at the end. This journey was not easy, however the bonds and friendships we made accompanied by the Bidvest culture which dominated throughout made this a fun and pleasant learning experience.



Buhle Dyalvan with Bidvest Freight CEO Wiseman Madinane.



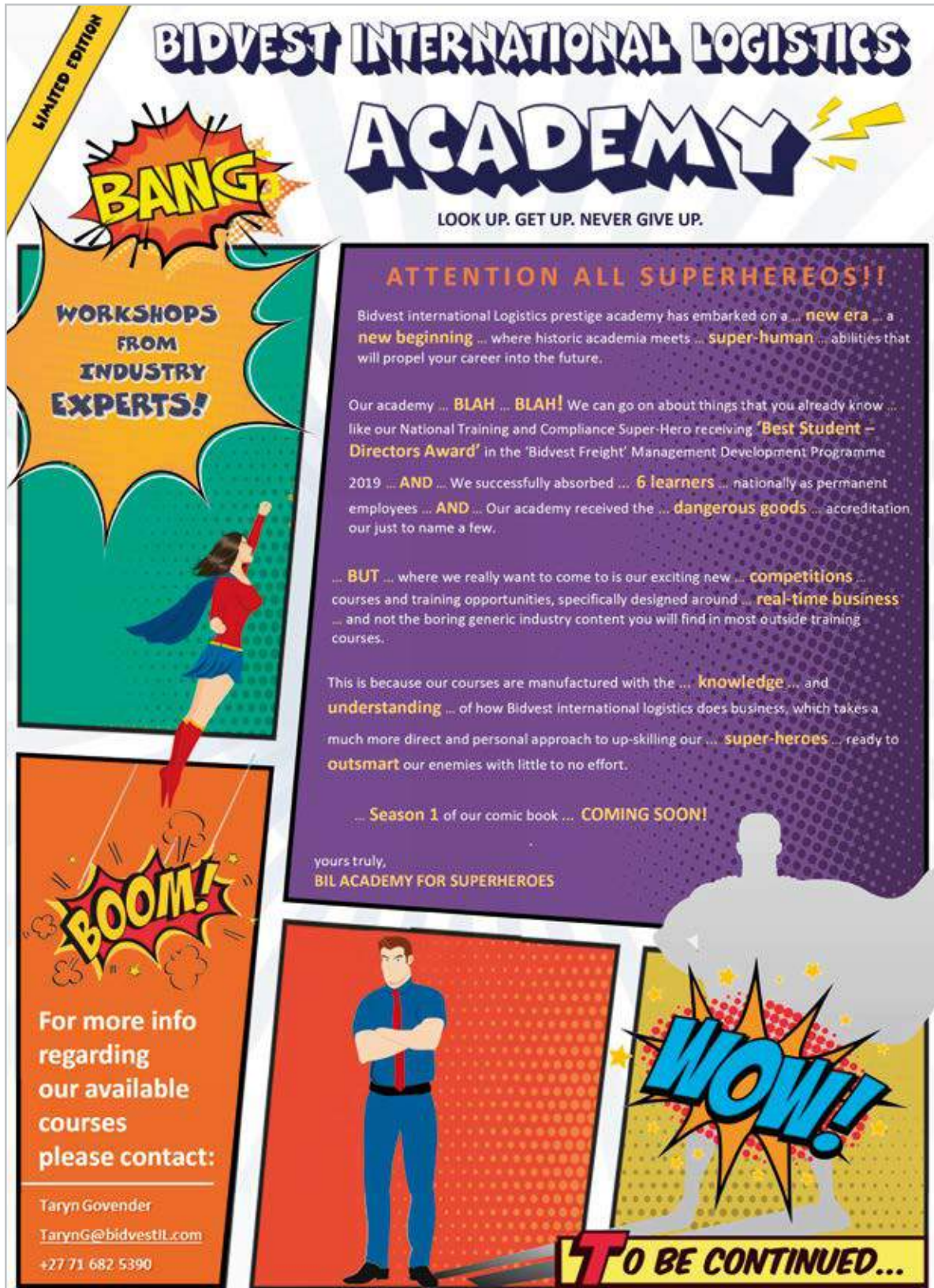
## HR CORNER



### BIL ACADEMY

#### Exciting rebranding of the BIL Academy

A new day has dawned on the Academy as we strive to usher in the latest development opportunities using fresh training methodology.



**LIMITED EDITION**

# BIDVEST INTERNATIONAL LOGISTICS ACADEMY

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This is because our courses are manufactured with the ... **knowledge** ... and **understanding** ... of how Bidvest International logistics does business, which takes a much more direct and personal approach to up-skilling our ... **super-heroes** ... ready to **outsmart** our enemies with little to no effort.

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**BIL ACADEMY FOR SUPERHEROES**

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**WORKSHOPS FROM INDUSTRY EXPERTS!**

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For more info regarding our available courses please contact:

Taryn Govender  
TarynG@bidvestil.com  
+27 71 682 5390

**WOW!**

**TO BE CONTINUED...**

## BIL'S LEARNERSHIPS FOR PEOPLE WITH DISABILITIES

On 1 March 2020 BIL began a learnership for people living with disabilities. "We recruited 25 learners, all of whom have been placed at various BIL sites nationally," explains Taryn Govender, BIL's National Training and Compliance Manager.

"The learners are required to progress through a theoretical component, which they undertake online via our Academy Learner Management System (LMS). Once they are registered, they can alternate between obtaining work experience (practical competency) and completing their

studies throughout the duration of the 12-month programme. Should the learners complete their qualification successfully they are given the option to roll over onto the NQF 4 Learnership and/or apply for vacancies/permanent employment internally."

Here are pictures of our learners catching up on the theory and practicing social distancing while being inducted back into the business after lockdown.



## CSI / CHARITY / SOCIAL



### NOBODY CAN ROB YOU OF KNOWLEDGE

Lindokuhle Mdeyi Ubisi grew up in the East Rand township of Tembisa, attending Bonaero Park Primary School and Sir Pierre van Ryneveld High School before enrolling for his first year with Unisa in 2011.

"I had no funds to register for the new academic year in 2019 and applied for extensions and appeals but was unsuccessful. I then searched on Bidvest's website for CSI initiatives and came across the BIL Academy. I submitted my academic record and a motivational letter and had an interview with both the HR Director, Harry Dimo and Business Liaison Officer, Noxolo Hlomendlini."

After starting his BA in Psychological Counselling with the University of South Africa, Lindokuhle felt he would gain an edge by applying to Wits University for a BA Honours in Psychology. "Beyond my expectations and faith in achieving the impossible, I was accepted. Since then, I have remained at Wits for my Master's and am now in year two of my PhD to become a Doctor of Philosophy," he says.

"The ultimate career track in my field is promotion to a Senior Lecturer, Associate Professor and then a Full Professor. I need a PhD and five journal articles to be promoted to a Senior Lecturer. I am currently finalising my 5th article and hope to complete my PhD at the end of this year.

"Outside of my own personal goals, I wish to pay it forward by inspiring students who have the thirst for knowledge to work hard and have faith in the impossible. I am a firm believer in the following statement by L. Frank Baum in The Lost Princess of Oz, "No thief, however skillful, can rob one of knowledge and that is why knowledge is the best and safest

treasure to acquire". I wish to encourage students to look beyond their circumstances and reach out to companies such as Bidvest for study opportunities to realise their academic goals.

"A PhD opens a career into exciting research opportunities. I am pursuing research in the psychology of sexual minorities including the sexuality of children, disabled persons and LGBTIQ individuals, which enables me to influence policy and intervention. I wrote a paper to direct policy to consider the access of visually impaired learners to comprehensive sexuality education given that most sexuality education remains visual and society believes that visually impaired individuals are celibate and uninterested in any sexual activity. These learners remain neglected in terms of ensuring their access to sexual and reproductive healthcare."

Lindokuhle works with grades 8 to 12 at Dinoto Technical Secondary school, a BIL CSI recipient and recently arranged for Unisa to visit the school. "We introduced learners to career options available to them post-secondary school and advised on admission requirements and possible career paths in the prospective fields they wished to pursue."

Well done Lindokuhle. You are an inspiration to all.





# SHEQ UPDATE



In this article I would like to give you a basic introduction into some risk management principles and to remind you of what we have done, and continue to do, in order to help mitigate the risk of contracting COVID-19 in the workplace and to comply with all legislated requirements.

The first step in managing risk is to identify the risk. This could be a business risk such as losing a client due to poor service, a safety risk such as falling off a ladder, a security risk such as someone stealing something out of your home, or health risk such as contracting COVID-19.

Next you would need to score the risk so that you can get an objective indication of the level of risk. Put simply you are trying to establish (1) what is the chance of something going wrong (Probability), and (2) if it does, how severe will those consequences be (Severity).

*Thus, a typical risk score calculation would look like this:*

**RISK SCORE** = Probability x Severity

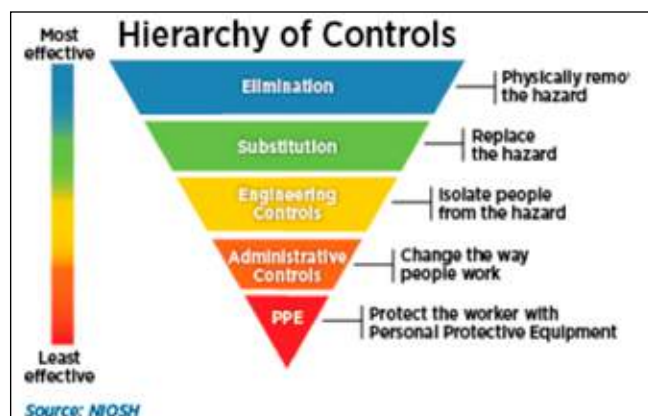
**(how bad it is)** = (the chance of something going wrong) X (how bad the consequences are)

		Probability Score				
		1 Very Low	2 Low	3 Medium	4 High	5 Very High
Severity Score	1 Very Low	1	2	3	4	5
	2 Low	2	4	6	8	10
	3 Medium	3	6	9	12	15
	4 High	4	8	12	16	20
	5 Very high	5	10	15	20	25

Risk Score	Controls
21-25	This risk score is <b>Very High</b> and <b>Extreme Controls</b> may be needed
12-15	This risk score is <b>High</b> and <b>Many Controls</b> may be needed
6-11	This risk score is <b>Medium</b> and <b>Medium Controls</b> may be needed
1-5	This risk score is <b>Low</b> and <b>Some Controls</b> may be needed

You can now start to develop and implement the controls needed to reduce the probability of the risk materialising, thus reducing the overall risk score.

Some controls will be more effective than others as can be seen from the 'Hierarchy of Controls' below, and it must be noted that it is not always possible to implement all of these controls. For example, we cannot (yet anyway) eliminate COVID-19.



Below are some of the main controls we have implemented however your specific Divisional COVID-19 Business Continuity Plan contains all the detail.

## Engineering Controls

- Proper maintenance of aircon and ventilation systems
- Installation of physical barriers, where appropriate and practical
- Determination of maximum number of people per common area

## Administrative Controls and Safe Work Practices

- Appointment of a COVID-19 Compliance Officer and COVID-19 Designated Person at each BIL controlled site to effectively implement and ensure compliance with the new regulations
- Implementation of COVID-19 Symptom Monitoring and Access Control Company Standard
- Implementation of strict social distancing practices
- Strict management of local and international travel
- Implementation of remote/electronic auditing
- Reviews of Emergency Response Plans
- Regular Education, Training and Awareness
- Implementation of revised operational processes
- Implementation of proactive and reactive sanitization programs
- Employees who are unwell are encouraged to remain at home and comply with the company's sick leave policy
- Regular washing/sanitizing of hands is encouraged
- Observing coughing/sneezing etiquette
- Correct use and maintenance of appropriate PPE as required

## Provision of PPE

- Where social distancing is not possible, and we are unable to implement any other form of risk mitigation, we will issue PPE
- Each Division has appointed a representative to deal with all COVID-19 procurement
- Employees must use and maintain their PPE as prescribed and in terms of the guiding documents in the Training and Awareness library of DGH

## I urge each of you to:

- Familiarise yourself with the contents of your Divisional COVID-19 Business Continuity Plan and the COVID-19 Symptom Monitoring and Access Control Company Standard
- Complete the COVID-19 Symptom Monitoring App each day you are working, be it remotely or 'at the office'
- Look after yourself and your colleagues by complying with all the controls we have implemented in the workplace
- Continue to be safe outside of the workplace

# ROSSLYN REBRANDING



Ford Team.



Robert Bosch team.



Warehouse team.



Container yard team.



Vehicle stock yard team.



# LONG SERVICE



## LONG SERVICE AWARDS

*Congratulations to the following on achieving long service awards from May to August 2020*

### 35 Years

Yusuf Sheldon

### 30 Years

Len Pather

Carol Fynn

### 25 Years

Jan Malatja

Gerhard Swart

Sydwell Sithathu

Silas Matuludi

### 20 Years

Kenshaw Iyaloo

Euginia Ntlekiso

Malvery Bobbs

zuidenhout

Cyril Majola

### 15 Years

Larna James

Nicole Poonsamy

Martin Muir

Ayanda Myeza

Bobo Mhlambi

### 10 Years

Buselaphi Hlalukane

Sammy Biyela

Reinhardt Smit

Marguerite Thornes

Letty Langa

Monica Nzama

Natalie Walton

Vanessa Kwan

Saartjie Nell

(10 years cont.)

Mlungisi Ntshangase

Ndumiso Mfaka

Carin Van Der Merwe

Harry Van Der Riet

Helen Hitchcock

## MATCH



Congratulations to Senzo Ngubane, National Training Officer Jacobs, and his wife Hlengiwe, who were married on 14 December 2019 in Umgababa, Kwa-Zulu Natal.

## HATCH



Congratulations to Vernon Ramanna from IL Frosterley Park and his wife Shernice on the birth of their baby boy Liam on 14 June 2020.

## NEW EDITOR GAUTENG



We welcome Megan Fairhurst to our editorial team. Megan joined the company as a Sales Administrator in November 2011. An animal lover as well as a sports and fitness fanatic, she is also a part Zumba and Strong Nation instructor. Megan's motto in life is 'Be Kind, Be Kind, Be Kind'.



## IT'S COMPETITION TIME



THREE PRIZES UP FOR GRABS:

**1<sup>ST</sup> PRIZE - R1 000 PICK N PAY VOUCHER**

**2<sup>ND</sup> PRIZE - R500 PICK N PAY VOUCHER**

**3<sup>RD</sup> PRIZE - R250 PICK N PAY VOUCHER**

**Stand a chance to WIN by answering this question:**  
*In order to prevent the spread of Covid-19, which of the following rules is **not** true?*

1. You must wear a face mask that covers your nose and mouth.
2. You must wear a face mask on public transport, in public places and buildings and in public open spaces.
3. Social distancing must be applied at work and socially.
4. A maximum of 100 people may attend a gathering, whether religious, a funeral or a work meeting.
5. Public transport may not carry more than 70% capacity for long-distance travel (200 km or more).
6. Public transport may carry 100% capacity for travel not regarded as long distance.

**Send your answer to: [marketing@bidvestil.com](mailto:marketing@bidvestil.com)  
by 30 September 2020.**

**Competition question from People's Press edition 2:**

How many processes form the basis of our Quality Manual System and where can this be found?

**The correct answer is:**

7 processes form the basis of the Quality Management System and it can be found in the Policies library of DGH.

**COMPETITION WINNERS FROM  
PEOPLE'S PRESS EDITION 2**



**1st prize:**  
**Bhavna Naidoo,**  
Trade Lane  
Development,  
Frosterley Park.



**2nd prize:**  
**Michaela  
Abbott,**  
Administrator,  
Rosslyn.



**3rd prize:**  
**Zintle Ndudula,**  
In-House  
Controller, East  
London.

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