

# PEOPLE'S PRESS

## THE DIRECTOR'S CHAIR



### BIL MANAGEMENT CONFERENCE 2021

The BIL Management conference, held from 16 to 18 May 2021 at Champagne Sports Resort in the Drakensberg, was a great success. Attended by 40 key staff, the focus of the three-day conference was on strategic plans.

#### Day 1

An enjoyable first day included a team building version of Monopoly called Teamopoly. The game enabled a great ice breaker, especially between the different BIL divisions.

#### Day 2

An opening address was given by MD Craig Mountjoy, followed by a general business status and corporate update by Craig and FD Anthea Myatt.

Groups were then separated into breakaways for International Logistics, Warehousing and Road Freight. A group discussion that evening focused on BIL's operational strategy.

The divisional breakaways allowed for key role players to sit in and ask questions, thereby gaining an improved understanding and opportunities available to each division.



BIL team enjoying time together.

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Teamopoly winners

L-R front row: Lawrence Alworth, Ezelda Botha, Marguerite Thornes  
L-R back row: Harry Dimo, Riaan Pienaar, Stephan van Emmenes



Enjoying a Mexican-themed evening.

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### Day 3

Operational status reviews of Road Freight, Warehousing and International Logistics included plans post Covid, with a Q&A session after each Business Unit. This was followed by a group activity called "Mission Impossible".

The afternoon session was on BIL's Commercial Strategy, followed by an outlook for the future.

The conferenced closed with a Mexican evening.

**Shannon Wellcome:** Day 3 was an eventful day filled with fun and excitement created by the group activity and Mexican evening. From a business point of view, it was awesome to gauge how all role players started speaking one language, with the aim of achieving collaboration between all divisions.

**Petrus Gerber:** It was exiting to hear and see tangible plans and new developments being shared by the various divisions.

**Marius Geyer:** It was good to engage with fellow BIL family members, as Covid restricted the interaction between colleagues for the past 14 months. What was exciting was to see how the goals and strategies of the divisions are so closely aligned.

**Len Pather:** This year's conference had a different flavour to it. It was extremely exciting to see that all the divisions are speaking the same language, "Collaboration". The plans and strategy shared are awesome and I am

looking forward to being part of the execution of the various strategic actions.

**Christo Erasmus:** The energy at the conference was amazing. The sense of collaboration and cross-division sharing of knowledge was very insightful in understanding the various aspects of the business.

**Saloshini Reddy:** It was so refreshing to see how aligned all the divisions are with the strategies for the future and I was so impressed to see the great focus that we are placing on people.

**Ezelda Botha:** The fact that we could see each other face to face made this conference a huge success. It felt like meeting family for the first time in many years and sharing all the changes and ideas that just never get discussed in any Teams meetings.



Embarking on a Canopy Tours adventure.

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Relaxing after a hard day of strategising.

## MEET SALOSHINI REDDY, GENERAL MANAGER, IL KZN



It is just over a year since Saloshini Reddy took on the role of Operations GM, IL KZN. Her function is to oversee all the departments that form part of IL Operations. "Bidvest IL Operations is like the engine room, the driving force of the company, supported by all the other crucial operations," she says.

Saloshini's promotion from Exports Manager came at a time of radical changes, first the departure of Panalpina, followed by the acquisition of Sebenza and then Covid, which had a huge impact on operations. This was followed by a decision by senior

management to move national ocean operations to Durban. "With each change came a lot of challenges. From September last year all ocean freight volumes came into Durban, the majority from Johannesburg and some from Cape Town."

KZN airfreight also falls under Saloshini but the bulk of the airfreight goes to Johannesburg. Her team is broken down into six managers with 100 staff at Frosterley, 17 at King Shaka and 7 at Richards Bay.

"I would sum up last year as chaos management. But we took on our challenges and adjusted to

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new working conditions, remotely and in a paperless environment. Our commitment to mitigate costs in demurrage and storage was acknowledged by our clients during these trying times. We have gone into 2021 with clear visibility in IT and reporting, as well as faster turnaround times. That is what our clients are looking for," she explains.

Saloshini is passionate about her job and the people in her team. "Challenges excite me. It is like a puzzle that you must fit together and I love doing that. At the end of the day seeing the people you mentor flourish makes me very happy. I run a big ship and virtually every week we get compliments from our staff as well as from clients."

A varied career included five years with Standard Bank, after which Saloshini began working for Transnet Freight Rail which was Spoornet at the time. "I spent 10 years there, starting as an administrator and building up to management level. It gave me exposure to all the divisions in Spoornet, planning, rail work, infrastructure, working with train drivers and more." While there Saloshini completed a BTech Commerce degree, then Honours in Commerce, then a Master's degree with the University of Wales London through Durban University of Technology. "I had a three-year old at the time but was self-driven and motivated."

Saloshini spent three years as a depot manager in Mobeni, managing a trucking division of a large transporter. She then spent several years at two other logistics companies where she learnt a lot about tracking, breakdowns, disciplinary hearings and other trucking obstacles. After that Saloshini was at a courier company for four years as Branch Manager, looking after clearing and forwarding. She then took six months off before applying for a job at BIL as Exports Manager in July 2018.



Saloshini Reddy, seated, with her team of managers.  
L-R: Darryl Manikam, Megan Ponnann, Seelan Naidoo, Linda Govender, Dumisane Mncwabe and Akhilon Naidoo.

"I arrived at a stage where clients had been lost and morale was down in Exports. I believe I turned the Exports department around from that of losses to a profitable one. When I applied for the GM role, I said to my interviewers, 'I made a promise to deliver and I did'. I felt ready to take on this big role and am proud of where we are right now. We are the largest IL branch in the country and have taken huge strides to be in our current position. I cannot take all the credit; my Management team and the KZN operations staff have contributed so much to be where we are right now."

Saloshini believes the success of IL KZN is through teamwork and staff motivation. "Being the biggest team, we need to look for ways to make staff excited to come work. Regular meetings are held with lots of engagement and input from staff.

"Project Thakula is about client retention and we are driving it very hard from KZN to ensure that the client is king," she says, "backed by operational efficiency and financial viability. Companies are battling so we have sharpened our pencils with rates to bring in larger quality clients and increased revenue."

Mentors in Saloshini's career at BIL include Jen Byrne, Bruce Thoresson and Xolani Sithole, who each bring different skills to the table. "Jen was my GM and she has a different view on management. Bruce is a

very smart man with high ethics and morals. Xolani is the new blood in our organisation. He is in the trenches with us and is people orientated. The best education you can get is from our people on the ground, the clerks and controllers who give you best practices. I ask them if something will work."

Saloshini's advice to people is, "A lot of people feel despondent if they do things wrong or make mistakes. Your best learning comes from failures. A set back is not a bad experience, it is just a learning curve. So, for those who feel they won't make it, hang in there for longer. I have bounced back from three retrenchments stronger than ever."

She grew up in Verulam and completed her matric at Verulam High. In addition to her BTech, Saloshini has also completed other courses, including achieving cum laude for Finance for non-Financial Managers at RAU.

Saloshini celebrated her 30-year wedding anniversary in January. She and her husband have three children. Their eldest son has an IT degree and was teaching English in China during Covid. Their middle daughter is doing board exams for a degree in medicine and their youngest daughter is in her second year of studying IT. "My family is my biggest support structure," she says.

De-stress time includes yoga or meditation, listening to music, dancing and spending time with family on weekends.

## WRENCH ROAD STAFF MOVE

*Interview with Marius Geyer, General Manager Operations*

### ***What was the basis of the decision to move?***

Over the past five years, throughout BIL, we have been moving various divisions of the business into new premises that suit their needs and match the business in which they operate. This year the focus has been on Gauteng, which comprises of IL and National functions. The changes in our business, which include the structure of the business and the number of building occupants, presented an opportunity to reconsider where we conduct our business.

### ***Why the Logistics Park facility at ORT?***

The Gauteng IL operation has now been streamlined to focus on clients within the Bidvest Group through BIL's Bidvest Business Unit as well as on airfreight. All non-Bidvest ocean freight is now handled in KZN, in line with clearing at the first port of entry. Effectively, Gauteng becomes an airfreight business. Years ago, BIL built the Logistics Park facility, Unit 1 and 2, as a competitive advantage for airfreight. It then made sense for Gauteng operation to be located at its differentiating facility, which is closer to the airport and the cargo they handle. Financially it is a building that BIL is already paying for and there was sufficient capacity to maximize usage of that asset.

### ***What capacity does Logistics Park have to accommodate these people?***

We extended space that was not fully used and converted it to very nice offices that include meeting rooms, pause areas and even desks to accommodate some of our KAM's or sales staff if they want to work from here for a few hours.

### ***How many people does the move involve?***

Just over 100 staff have been moved to the two facilities.

### ***What benefits are there to working together?***

With everyone being on one floor the interaction is much better and the layout further improves the turnaround time of shipment file movements.

### ***Who is the team in charge of move?***

Our procurement team as well as Simphiwe Dlamini, our SHERQ Officer.

### ***Are staff excited about move?***

It is a nice change and the staff all seem to enjoy the new atmosphere and offices. The feedback we received is very positive.

### ***Any other changes because of the move?***

International Logistics has split away from our national functions and commercial teams. They will be relocating to Greenstone in the month of June.





# BIL ACHIEVERS



## PROMOTIONS

### *A recipe for success – learnerships and good mentors - Ayanda Myeza*

It has been a long and successful road, taken one step forward at a time, for Ayanda Myeza to reach his current role as Operations Manager, Jacobs.

Ayanda began working as an outsourced casual worker in 2004 at the chemical warehouse in Umbilo. In 2005 he became a storeman operator and in 2007 he was promoted to warehouseman. He also started his learnership in NQF level 3.

In 2009 Ayanda was promoted to Operations Supervisor. At the same time, he was doing various courses within the company to upskill his knowledge and to gain a better understanding of the business. Another promotion followed in 2012 to Operations Superintendent and in January 2021 Ayanda began his new role as Operations Manager.

"I am excited to be in this role, which requires being part of a team, planning, providing support and understanding clients' expectations. For successful business partnerships you need to build good and



### *Dewald Loggenberg promoted to Ops Superintendent Richards Bay*

"Honesty, hard work and respect for everyone. This is what my many mentors over the years have taught me," says Dewald Loggenberg, who was promoted to Ops Superintendent in April this year.

In this role Dewald assists Facility Manager Sibusiwe Ndlala in achieving site specific objectives, targets and plans. "We have a lot of planning, organising and controlling of warehouses, machinery, equipment and staff. Some of my daily functions as an Ops Superintendent are to ensure:

- The warehouse and tarping functions are being carried out efficiently.
- The turnaround time of trucks within the facility are within the SLA.
- Staff comply with the time keeping requirements and procedures.
- Blue area meetings are held prior to the start of a shift.
- Employees follow all the safety rules and regulations.
- Our guys are well trained and are certified to do the job.
- All the tools and equipment are in good working condition.
- Completion and distribution of daily service level reports.
- Timeous response to client requests.

"I began my career in 1996 as Storeman Operator at what was then Rennie's Cargo Terminals. A few years later, I was promoted to a

sustained working relationships with clients, staff and service providers.

"I would not have achieved this without the support of my mentors Pravin Singh, Len Pather and Nevesh Jadhav when I moved to Jacobs facility. What I love about my job is the interaction with various cultures at different levels and learning from my failures and successes. With this new responsibility comes the requirement to be a phone call away, day and night."

Ayanda grew up in Ntuzuma with his parents and three siblings. He went to Rossburgh High school and thereafter studied at Damelin college. "I now have my own family with my wife and three daughters who are my everything. I also enjoy going out and experiencing new things in life."



Warehouseman. This is where I learnt a lot more about the operations than just receiving, handling and dispatching of cargo. I love my job and being part of a great team and company. I want to thank BIL for the opportunity and for having faith in me."

Dewald grew up in the small town of Vryheid in KZN. His family moved to Bergville and he attended Ladysmith High school. After that Dewald moved to Empangeni and started his working career. "My family is my life. I have one wife, one son and two dogs, not much but it's enough for me!"



*Congratulations to Surasha Ramnarain from Business Development Frosterley Park, who graduated with a BCom Degree from IMM.*

### Nurturing our talent at BIL - Modesta Maphumulo



Meet another success story, Modesta Maphumulo, Planning Manager Runway Park.

Modesta applied for a learnership at BIL in 2012 after completing her degree in Bachelor of Administration, majoring in Business Management, at the University of Zululand. "I was based at the Umbilo chemical facility during the learnership programme. There were 10 of us,

four based at Umbilo and six at our Jacobs facility. We would attend classes at the Jacobs training academy for five days out of every month. It was an excellent grounding to study and practice what we were learning," she says.

After the 12-month learnership programme Modesta was offered permanent employment as Client Liaison Co-ordinator (CLC) at Umbilo. In June 2016 she was promoted to Client Liaison Controller and in March 2018 she was again promoted to her current role of Planning Manager, with a team of eight staff reporting to her, including a Client Liaison Controller, Coordinators and Inventory Controller.

"Being a Planning Manager is about ensuring great service to our clients, understanding and anticipating their needs and expectations," she explains. "In client service you learn new things daily. What client A wants or expects is totally different from client B's expectations. My job is not limited to planning or being in an office environment, it is a combination of both operations and client service which makes it exciting."

Mentorship is definitely a big factor in our BIL success stories. In this case it was Pravin Singh, Facility Manager at that time. "He would meet with us every week to find out where we were with our training, what skills we had acquired and where we would like to go next. A second mentor was Pinky Fihlela, who taught me everything I know about client service. I used to shadow her when she was still a CLC at Umbilo. When she moved to Finance, I inherited all her clients."

While loving her role, which she has been in for nearly four years, Modesta is ambitious and hopes to progress to the next level of being a Facility Manager once she acquires the required experience for the role.

Born in Umlazi Township (Z section), Modesta matriculated at Clairwood Secondary school before starting her degree. Her favourite pastime is to be at home with her family, a book, TV and a glass of wine. She has two sons, aged 5 and 11.

## TRADE LANE NEWS



### NICOLA STROHM PROMOTED



We have pleasure in announcing the promotion of Nicola Strohm to Trade Lane Manager, Ocean Freight.

Nicola joined the Trade Lane team in 2015, primarily looking after our over-border road product. She soon started getting involved in the Air and Ocean products and was promoted to Trade Lane Development, working closely with the Trade Lane Managers and our overseas agents to develop our strategic focus countries on Air and Ocean Forwarding.

Nicola completed her BCom degree in Marketing & Management Science in 2019 at the Institute of Marketing Management, a programme designed specifically for supply chain professionals. She received the annual Trade Lane Top Achiever Award in 2017 and 2020, as well as various quarterly awards over the past few years.

Nicola will work closely with Sarah Uppink over the next three months in a designate TLM role to complete the handover process.

### FAREWELL

As some may be aware, Sarah Uppink will be leaving BIL at the end of June. She is expecting her second baby in September and is blessed to have the opportunity to be a stay at home mom.

Sarah has played an integral role within the Trade Lane Team for over 10 years. Her personal and professional growth, as well as her significant achievements throughout her career at BIL, will be remembered and missed by all.





## CHILLI AWARDS



### GREEN CHANNEL BU CHILLI AWARDS



L-R: Megan Ponnann (Thai), Jeremy Naidoo (Thai), Pravesh Shrinundh (Jalapeno), Andre Dickson (Jalapeno), Saloshini Reddy and Nerina Tulsiram.  
Seated: Leo Arunajalam (Jalapeno), Nokwanda Mlambo (Jalapeno) and Simla Govender (Jalapeno).

### BLUE CHANNEL BU CHILLI AWARDS



Awardees from left to right: Vernon Ramanna (Jalapeno), Phumlile Ndlovu (Jalapeno), Justin Moonsamy (Poblano), Kesagie Munsamy (Jalapeno), Nontobeko Nzimande (Jalapeno), Resh Naicker (Jalapeno), Nishi Singh (Jalapeno), Linda Govender (Thai), Saloshini Reddy, Leon Subramany (Jalapeno) and Busisiwe Madondo (Jalapeno)

## SOCIAL



### MOTHER'S DAY CELEBRATION

*Durban Blue BU Import Department  
for the hardworking mums*

L - R: Kesagie Munsamy, Phumlile Ndlovu,  
Nontobeko Nzimande, Resh Naicker,  
Linda Govender and Busisiwe Madondo.



# WAREHOUSING NEWS



## TAKING HR TO A NEW LEVEL



The Warehousing Division is a fast paced, people-centric and people driven business, hence it is of utmost importance to always maintain and cultivate a positive, professional and happy work environment to ensure operational excellence on every scale.

So says Veren Jackpersad, National HR Manager, Warehousing, whose knowledge, responsibilities and insight belie the fact that he is only 33 years old.

Veren's responsibilities can be summed up as everything employee related at every BIL warehouse around the country, including:

- General Human Resource Management – Providing divisional and senior management with professional, timely guidance, advice and support on any HR matters in line with the company standards, policy and labour legislation.
- HR practices - Maintaining and improving the standardisation of HR practices nationally.
- Talent Management - Attracting, recruiting and developing talent while incorporating succession planning/career advancement and potential development of employees.
- Change management processes and strategic HR Projects – Guiding, facilitating and co-ordinating countrywide initiatives, eg shift change implementations, S197 take-on of businesses and employee consultations.

- Employee and Industrial Relations – People management issues, including disciplinary and grievance matters.
- Consulting/advising/facilitating on all labour related matters.
- Representing and acting on behalf of the company at the CCMA, Bargaining Council and Labour Court on a national scale.

### *So how does Veren manage such a vast portfolio?*

“Efficiency, flexibility and prioritisation are key to managing the daily challenges. I generally go into work at the start of the week with plans and goals, however, most times those plans and goals turn into a juggling act between unforeseen, urgent deliverables required throughout the week due to the ever-changing business that we operate in,” he says. “There is no set plan in our environment. It is completely dynamic. One has to manoeuvre and tap dance around priorities while delivering on objectives on a day-to-day basis which I thoroughly enjoy and thrive on. It is also extremely important to understand the people you deal with in order to provide the best possible service that they require/expect, be it colleagues or clients.”

Veren says there is never a dull day at work, with most issues requiring urgent attention. “I am fortunate to have a competent and developing team working with me to achieve our required targets and goals daily. My team includes HR administrator, Andre Thomas; senior HR officer Gauteng, Thabang Bopape and HR officer for Cape region, Nasha Harris.

“One of the aspects that I love about my job is that I am given the luxury and confidence to make my own decisions. There is no micro-managing. We are given tasks and objectives to action and we are expected to deliver and achieve our targets in the manner which best suits us. Everyone is accountable for their duties and responsibilities and given free rein to make those decisions.

“But there is also a constant support structure, being the Senior Management/ Executive team (Warehouse EXCO and BIL EXCO) who are always available to assist with solutions, advice and expertise in areas that are unknown. That is how one grows. We may not always be right but most of our learning comes from having the ability explore the unknown without being told how to. Having the comfort of knowing that there is always support from leadership further cultivates an attractive workplace,” explains Veren.

### *What advice can he share for people starting their careers?*

“Currently, in the interesting and unprecedented times we find ourselves in, one needs to focus on four key skills:

- Having the ability to learn skills over and above one's field of expertise (people skills, good business etiquette, ethics and practices, technology/IT).
- Problem solving capability – Providing a host of solutions to a problem, good and bad scenarios, which is the best tool when making sound decisions.
- Good leadership qualities and traits.
- Intellectual humility – The most important skill. In essence this means being true to yourself about your development areas (we all have them), both professionally and on a personal level. As a young professional entering the workplace you need to understand and make peace with those gaps and further figure out how to best close/narrow them. Having the maturity and diligence to hone skills to consistently drive one to progress professionally and personally is critical and is generally intertwined between one's work life and personal life.”

Veren says that there are a lot of young professionals who are influenced by social media, which drives impatience in the workplace as a result of unwarranted



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influence. "One needs to step aside from that and be willing to put in the time and effort and go the extra mile with a good attitude. The road to success is also paved with disappointments and everyone needs to have a bit of resilience to keep pushing forward during the long process of making a success of yourself and your career in the workplace. It does not and will not happen overnight as social media depicts."

The senior management team who Veren deals with on a continuous basis are Veren's greatest mentors in the workplace and the driving force behind his achievements to-date. "I am proud and grateful for where I am today within BIL and all I strive to do is to continue to provide an excellent service while also growing as an individual. My role, job and career are a massive part of my life."

Veren grew up in Westville, KZN. After completing high school at Westville Boys High, he went on to obtain a Diploma in IT Engineering from the University of Cambridge followed by a Bachelor's degree in social science, majoring in clinical psychology and industrial psychology at UKZN Durban.

He then landed his first job in 2012 as an HR Executive assistant. In 2015 he was head hunted for a senior HR officer role at what was then BPL. A year later he was promoted to his current role as National HR Manager Warehousing, based at Runway Park, looking after the Warehousing Division on a national scale.

On the personal front Veren has a great interest in fitness, living a healthy lifestyle which also includes gym and playing golf every opportunity that he can. "In addition to spending time with family and friends I love traveling to other countries and look forward to being able to do that again."

## RESTRUCTURING OF WAREHOUSE DIVISION



Effective 1 May 2021 the Warehousing Division has been restructured to ensure long-term national operational sustainability. We have carefully examined the way in which we operate, with the key focus on technology, profitability, compliance and standardisation.

To cater for the ever-changing business environment while remaining competitive, the decision has been taken to regionalise our warehousing under the leadership of the Warehouse GMs as follows:

### **Len Pather (KZN)**

|                      |              |
|----------------------|--------------|
| Jacobs               | Runway Park  |
| Pinetown (L&G Tools) | Richards Bay |
| Felixton             | Springs      |

### **Petrus Gerber (Gauteng and Northern Gauteng)**

|              |        |
|--------------|--------|
| Rossllyn     | BMW    |
| Nissan       | Ford   |
| Denver       | Alrode |
| Robert Bosch |        |

### **Ezelda Botha (Gauteng)**

|             |        |
|-------------|--------|
| Unit 1      | Unit 2 |
| Elandshaven | TCT    |

### **Frans Couse (Coastal)**

|                |             |
|----------------|-------------|
| Port Elizabeth | East London |
| Cape Town      |             |

These strategic changes also follow the retirement of Gary Siversten, effective 30 April 2021, whose portfolio will be taken over in its entirety by Len Pather.

We believe Warehousing will be better poised to achieve our strategic objectives and be more flexible, with operational scale allowing for a more efficient service delivery to our clients. It will also simplify internal employee movements based on operational requirements of the business at any given time.

Ultimately, the streamlining of operations on a regional scale simplifies the supply chain network across the board and allows for greater control in operational excellence and output.



## CAPITAL PROJECTS



*By Stephan Van Emmenes, Head Capital Projects*

In April 2020, Siemens tasked the Projects Division to ship a rotor weighing 65 tons to Germany from the Matla Power Station in Mpumalanga, a coal-fired power plant operated by Eskom. After eight months of repair work, the rotor was finally ready for shipment back to South Africa and in mid-December 2020, the Projects Division was again successful in its bid to handle the return of the rotor.

Due to the threat of loadshedding, Siemens was under pressure to supply this equipment to Eskom much quicker than initially planned. BIL Projects arranged for collection by barge at the Siemens Factory

on the Rhine river on 23 December to meet a connecting Ro-Ro vessel in Antwerp a week later.

Our trusted agents, EMO Trans, transferred the cargo and loaded it onto a heavy-duty industrial trailer in the nick of time. Upon arrival at Durban port, BIL transferred the cargo from the Mafi trailer using private cranes to a multi-axle vehicle for delivery to the Matla power station in February 2021.



## TRAINING ACADEMY



### EMOTIONAL INTELLIGENCE TRAINING FOR BIL

The BIL Training Academy has started rolling out Emotional Intelligence training within a leadership development context to the Business Development Division. Training began in December 2020 to BU Managers and Supervisors at IL and Road Freight KZN teams.

The programme is facilitated by JD Van Der Merwe, Head of Talent, and Taryn Govender, National Training and Compliance Manager, BIL Academy. The training sessions are held every Friday from 08h30 to 10h30 and run for eight weeks. Attendees are trained at their own branches nationally, i.e., Frosterley Park, KZN; Wrench Road, Gauteng; Montague Gardens, Cape Town, as well as Port Elizabeth and dial in online via Microsoft Teams.

An outcomes-based approach is used to conduct the training and the Academy facilitation design is learner centered. Sessions include videos, discussions, role play, assessments and individual coaching where necessary. Certificates will be issued upon completion of the course.

"We strive to keep these lessons fun and interactive, we provoke thought and encourage discussion," says Taryn. "The course outline is to demonstrate knowledge and understanding of the principles

and concepts of Emotional Intelligence in respect of life and work relationships, focusing on the role and impact of EI on interpersonal and intrapersonal situations," she explains.

"Attendees are encouraged to evaluate their own level of EI to determine developmental areas. We link leadership to relationship management and teach visionary thinking skills in a leadership problem-solving context, discussing motivational techniques for self and others.





## OUR PARTNERS



### EMO TRANS CHINA

*Shìshàng wú nánshì. Nothing is impossible to a willing mind.*

The ethos of the Chinese work ethic is that hard work pays off and contributes to a happy life, so it comes as no surprise that EMO Trans MD China, Frank Sun, lists work as his hobby. "Except for eating and sleeping it is a full-time job," he says.

China is the leading trade lane for BIL and both teams are highly appreciative of each other. "BIL is a wonderful team to work with, very organised and professional. BIL is EMO China's most important partner in the group, with thousands of shipments to South Africa. We are grateful for the support from BIL, under Maria du Preez and Laura de Villiers, as well as our own team led by Godfrey Chen and Grace Chang.

EMO Trans China has 150 staff located in 10 branches, offering the full spectrum of air, ocean, customs, procurement and sales. "Our success is based on working together, understanding each other and meeting one common target - to satisfy our clients. It is not an easy target to achieve. A single mistake

can have serious consequences. My team works extremely hard, including after hours from home or while on holiday. I can find support from any employee to help me at any time.

"EMO Trans is our family, we are its extension. Every employee in EMO China respects the EMO culture. It is a warm culture and we treat each other as friends. Every year we have team building and annual awards to align our values and create a positive team culture in the company. The same applies to BIL staff, they are our colleagues and more than just our partners.

In terms of current business challenges, Frank says, "Every day we fight for space on our routes to South Africa, USA and Europe. Space and price are big issues. But we have very long-standing clients and choose low profits to sustain these relationships."

Frank opened his own freight forwarding company, Sunoble, in 1997 with the sole purpose of building a Shanghai



Frank Sun, Managing Director,  
EMO Trans China

consolidation to Canada. It was an industry first and was highly successful. "One consolidation per week was enough to cover expenses and every additional shipment meant profit."

By 2015 Sunoble had opened five branches and was approached to enter a joint venture with EMO Trans. Frank gave Sunoble to his partner and remained as a shareholder and employee of EMO Trans group as its MD of China region, reporting to President and CEO Marco Rohrer.

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Chinese New Year event in Shanghai, 2019



Shanghai



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Born in Shanghai in 1970, Frank graduated from University in 1992 and began working in what was then a very closed and different Shanghai. "I drank tea and read the newspaper and it was a waste of time." Shanghai is currently the fastest growing city in the world and has doubled in size since Frank began his career.

"Shortly after starting my first job, a friend invited me to join a freight forwarding company headquartered in New York. It was mostly airfreight forwarding for the garment industry and I was the only person in ocean freight operations, which gave me time to learn a lot about operations.

"My next job was as Sales Manager for a Taiwanese freight forwarding company. In just seven months I turned the company around from a five-year loss to a profitable operation. It inspired me to open my own freight forwarding business and I have never looked back."

When asked if Frank had mentorship advice, his response was, "I do not have mentorship advice as I am still learning from Marco Rohrer, from my colleagues and from my staff. The freight forwarding business is special and we must concentrate and focus on our jobs." Frank acknowledges his admiration for the late Chairman Jo Frigger, who sadly passed

away in April. "Jo was a great man and a great leader and we had a deep reverence for him. We mourn his passing."

On the personal side, Frank's wife and 11-year-old son reside in the USA and Covid

has unfortunately meant they are unable to see each other, relying on Facetime. "Shanghai has the virus under control and we no longer need to wear masks. I just hope for the opportunity to meet with my family soon."



Frank Sun with Tom Bayes, Mario Ureta (US Regional Sales Manager) and Rob Harrington (US VP) at a global EMO Trans meeting



EMO Trans colleagues celebrate Chinese New Year in Shanghai 2019.  
L-R: Peter Croops, COO; Tom Bayes, VP Business Development Asia; Marco Rohrer, President and CEO; Frank Sun, MD China.



Shanghai



Shanghai



## OUR ITALIAN PARTNER UBV OCEAN & AIR

"To partner with Bidvest is an honour. This was confirmed after spending time with Maria du Preez and Laura de Villiers on their visit to Italy in 2019. I love the company and I hope to be able to increase our business with BIL as soon as we can travel."

Words spoken by Jacopo Campochiaro, President and CEO of UBV Ocean & Air Italy. The feeling is mutual, with BIL's trade lane predicting great growth from this partnership, made possible by EMO Trans.

UBV Ocean & Air is a family-grown success story. Jaco's father started Mercimpex in 1972, specialising in hi tech and working with international companies like Microsoft. His father became an exclusive agent for UTI, known then as Union Transport. "It was a very successful company and I was privileged to start working there 32 years ago in the airfreight department.

"Unfortunately when Union Transport became UTI, we lost our whole network overnight. We suddenly had no agents. At that stage I had made many friends on my travels and through them I met with EMO Trans in 1996. We started working together and in August 1998 Mercimpex became the exclusive partner for EMO in Italy, a relationship that continues to thrive," says Jaco.

In 2015, Jaco's father and brother left Mercimpex. At the same time EMO Trans asked Jaco to strengthen the Italian territory.

Jaco met with UBV Group, one of the biggest international trucking companies within Europe and Italy. They reached a partnership agreement which began in January 2016, with Jaco as President, MD and shareholder of UBV Ocean & Air. "We work with UBV group for our trucking synergy, but it is a different company with 500 people and 200 million Euro turnover.

"Our company has grown from four branches with a 7 million Euro turnover in 2016 to nine branches and a 70 to 80 million Euro turnover today. We have 150 staff, most of whom have worked here their entire lives. People only leave to go on pension. We were able to grow a lot during Covid, opening offices in Bologna and Malpensa, hiring new staff and buying a company called Overseas Transport System (OTS).

"People would like to work for us because they know we are successful. We have good professional staff, which is the key to growth."

Working on the South African trade lane is Nicoletta Somenzi, Business Development Director, who has worked for UBV Ocean & Air for 14 years. "When I was 19 years old I started working for a small company that did business with Australia and South Africa. The company was bought by Circle Freight, now CEVA, and that is where I started gaining exposure to the US business.

*Continued on page 14*



Jacopo Campochiaro, President and CEO of UBV Ocean & Air Italy.



A meeting in Italy with L-R: Laura de Villiers, BIL; Jacopo; Pietro Porro, Chairman of UBV Group and shareholder in UBV Ocean & Air and Maria du Preez, BIL.



Jacopo and Nicoletta at an EMO Trans meeting in 2013.



Jacopo, Nicoletta and colleagues at their Milan offices.



Nicoletta and her husband Ezio Guaitamacchi.

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I joined CF Airfreight and after one year CF Airfreight bought Emery Worldwide, where I worked for 18 years, ending up as part of UPS. I left and met Jaco and then Jo Frigger, who wanted someone to develop the Italy US business."

Jaco says UBV Air & Ocean uses the EMO agent networks wherever possible "because they are very selective with agents and we trust who they partner with. EMO Trans agents worldwide are good and do not create financial problems. We are all very service-oriented."

Italy currently faces the same problems as the rest of the world, namely lack of container availability, exorbitant prices and Covid restrictions. "We are very keen to expand our business, with a well-structured company and internationally strong despite these challenging times," says Jaco.

He adds there is also the fun side of work. "UBV has sponsored a racing team driving a Hyundai car in the Italian championship WRC Rally".



UBV sponsors Hyundai racing team.



Jaco as a professional sportsman in freestyle skiing.



Nicoletta and her dogs.

Speaking of fast and dangerous sports, Jaco was a professional sportsman in freestyle skiing, jet ski, boxing and motor cross. "I have been in hospital about 10 times with broken limbs but today I still swim, cycle and ski."

Nicoletta loves travelling and has been everywhere in the world for business or pleasure, including South Africa, Namibia and Botswana. "I love animals, my husband loves music and we both enjoy travelling and sharing experiences together."

Jaco was married for 15 years and has a 21-year-old son Giacomo, 18-year-old daughter Carlotta and 16-year-old son Nicolò. "I have a girlfriend who has twins and we spend a lot of time together." In closing Jaco mentions the sad loss of Jo Frigger who he met when he was very young. "I loved him like a father and he loved me like a son. It was a big loss. He was an inspiration to us all, a light in the forwarding business and an example to follow."

## EMO TRANS MOURNS THE PASSING OF CHAIRMAN JOACHIM FRIGGER



Emo Trans Founder and Chairman Joachim (Jo) Frigger passed away unexpectedly on 19 April 2021.

Jo served EMO Trans for nearly 50 years as Chairman, CEO, President and the founder of EMO Trans USA. Under his tenure, EMO USA grew from one office at JFK Airport in New York to a logistics powerhouse with a presence in every major U.S. shipping hub and an international reach through the EMO Trans global network.

Born on 16 October 1940 in Opladen, Germany and raised in nearby Cologne, Jo first moved to the United States in 1966 as part of his work for Deugro freight forwarding company. He went on to found EMO Trans USA in 1972 in partnership with EMO Germany. Jo worked tirelessly from day one, and over the ensuing decades, to propel the company to great growth and global reach. EMO Trans was more than his company; it was his extended family, and his colleagues will miss him immeasurably.

He is remembered as a savvy businessman with a passion for the freight forwarding industry and an unwavering commitment to serving customers with excellence and the highest of ethics. His mantra, "Success by Performance", underpins the company's reputation for customised customer solutions and attention to detail. "Jo was not just my boss, he was also my partner, my mentor and my friend," said President & CEO Marco Rohrer.

In addition to his passion for work, Jo engaged in social and charitable causes including the German-American Chamber of Commerce, the Red Cross, the Salvation Army, Feeding America, Ampo Burkina Faso, a home for orphaned children founded by fellow German Katrin Rohde and children's hospice Baerenherz. He is survived by wife Karin, son Sven and daughter Jennifer.



# CONDOLANCES



## BIL MOURNS BELOVED COLLEAGUE GAVIN JARVIS



The loss of BIL East London's Business Unit Manager, Gavin Jarvis, was a huge blow to all who had the privilege of working with him. Gavin started his career in January 1975 with Indo Atlantic as a Customs Clerk. He was later promoted to Entry Clerk and in 1982 he took on the role of Assistant Manager at the East London branch. In August 1985, Indo Atlantic was liquidated and Gavin joined Kuehne and Nagel as an Entry Clerk.

When Safcor Freight opened a branch in East London in September 1985, Gavin joined the company as a Senior Customs Entry Clerk and in 1999 he was promoted to Branch Manager. After the merger of Safcor Freight and Renfreight in 2003, Gavin was appointed Manager of the general shipping section.

In 2017 Gavin was promoted to Business Unit Manager, General Cargo.

Gavin was always hands-on and he always wanted to learn more. He was involved with IT and assisted anyone whenever he could.

### ***Tribute from Sonwabile Jakavula, Automotive Export Controller***

I arrived at the office that morning to a very sombre mood after we received the sad news. I had to sit in the car for a while just thinking back on all the years we worked together and the relationship we built. To some he was a Manager, a leader, but to me he was a mentor and a good friend. He fought the good fight, he finished the race and he kept the faith. His day is done! He's resting now! May we all at BIL be comforted.



### ***Tribute from Maria du Preez, Business Development Director***

Gavin was a very special person who was always at work making sure business continued, even while facing major personal and health challenges. He was one of the quiet special people who make this company great.

### ***Tribute from Gavin's oldest friend and colleague***

Wilfred Shelton met Gavin as a child, living in the house next door. They became great friends, playing football, joining a gospel band and belonging to the same youth group. "Football was our life," says Shelton.

"Our group of five guys never touched alcohol or cigarettes and we became five fully fledged pastors. We grew up with the right morals, even with peer pressure and always stuck together.

"I was working at Rennie's Shipping and Gavin got a job at Indo Atlantic, which then became Safcor. When Safcor was purchased by Bidvest, the merger of Safcor and Rennie's brought us back together. Gavin was in the general office and I was inhouse at an automotive client.

"I spoke to Gavin every single day until he died. He suffered from ill-health and it broke my heart. Gavin's wife passed away two years ago. He leaves behind a son in Port Elizabeth, a daughter in East London and another daughter in Cape Town. My friend will be sorely missed."



Gavin Jarvis, in front with the ball.



Gavin sitting front right.

# LONG SERVICE



*Congratulations to IL KZN long service award recipients who received their certificates from Xolani Sithole and Saloshini Reddy.*



## 10 years

David Zungu, George Gxagxiso, Xolani Sithole, Helen Hitchcock, Saloshini Reddy and Surasha Ramnarain.



## 15-20 years

Nicole Ramdhani, Siva Naicker, Mogie Marimuthu, Xolani Sithole, Nishi Singh and Saloshini Reddy.



## 25-30 years

Grey Phungula, Pravesh Shrinundh, Linda Govender, Xolani Sithole, Carol Fynn and Saloshini Reddy.



## 40 years

Glenda Malan with Xolani Sithole.

*Congratulations to the following on achieving long service awards from May to July 2021*

## 25 years

Horatius Dlomo  
Prince Ncala  
Bernard Van Den Berg  
Prince Moleshoane

## 20 years


Stephan Van Emmenes

## 15 years


James Banda  
Peter Mmbulaheni  
Noddy Govender  
Robert Masejana  
Sheriff Mbatha  
Amanda Sikwebu  
Derrick Madwi  
Reggie Pillay  
Thulisa Pepu  
Adrian Henstock  
Mlindeli Bongca

## 10 years

Darryl Manikam  
Cindy Zungu  
Busi Ntombela  
William Ranamane  
Zola Tolbert  
Jeffrey Zondo  
Karen Slyper  
Keke Hollick  
Lucy Bopape  
Karen-Sue Sacks  
Jeff Hibbert  
Salome Mhlanga  
Sugandhrie Govender  
Kobus Koorts



## HATCH



Congratulations to Ndumiso Shoji, Import Clerk, and his wife Mbali Mzizi on the birth of their baby boy Hlelolwenkosi on 22 April 2021.



## 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:*

*Which trade agreement, signed in Kigali, Rwanda on 21 March 2018, and of which South Africa is a signatory, came into effect on 1 January 2021?*

*Send your answer to: [marketing@bidvestil.com](mailto:marketing@bidvestil.com) by 10 July 2021.*

*Competition question from People's Press Edition 5:*

*Under what code was BIL Roadfreight recently accredited?*

*The correct answer is: Cyanide Management Code (Cyanide Code)*

### COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 5



**1st prize:**  
**Silas Chauke,**

Storeman,  
Logistics Park,  
Gauteng.



**2nd prize:**  
**Cassilda Peters,**

Inventory Controller,  
Deal Party, Port  
Elizabeth.



**3rd prize:**  
**Shavina  
Inderpershad,**

Senior Imports  
Clerk, Frosterley  
Park, Durban.

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