

PEOPLE'S PRESS



THE DIRECTOR'S CHAIR



GOODBYE 2025 – HELLO 2026, THE YEAR OF NEXT PRACTICE

By: Xolani Sithole, International Logistics Director



As the sun sets on the financial year of 2025, I write this note with a deep sense of gratitude, reflection, and vision. We stand at the edge of a new financial year — not just turning a financial calendar page, but turning the chapter in the story of who we are becoming as a division.

The reality of the past few years

The last few years since Covid, have constantly put us in a VUCA (Volatile, Uncertain, Complex, Ambiguous) environment.

- **Volatile**, with fuel price shocks, shipping disruptions in the Red Sea and political instability.
- **Uncertain**, as clients pushed for new terms and new pricing models almost overnight.
- **Complex**, with compliance tightening and evolving Customs demands.
- **Ambiguous**, with geopolitical tensions and configuration of the GNU.

We didn't always meet our targets. But we didn't fail. Because targets are designed with assumptions and this year challenged every assumption we made.

What matters most is that: We stayed in the game. We protected client relationships. We adapted, even when it hurt.

To every team who worked weekends during vessel delays ... to every controller who kept calling when documents weren't sent ... to every entry clerk who stayed a bit longer to clear a shipment that "suddenly" became urgent ... to every leader who reassured a client in the storm ... to those who secure new business, open doors, and stay close to our clients to ensure we retain their trust and grow with them ... to those who care for our people, support our teams, and make sure that every contribution is respected, recognised, and fairly rewarded ... to those who follow up diligently to make sure the work we've done translates into revenue received.

And to every other colleague — whether at the front line of the operation or behind the scenes — who may not be named here but whose work keeps this business strong. **We see you. We value you. We thank you. You made 2025 a year of endurance, integrity, and learning!**

2025 In Review

"You must never be fearful about what you are doing when it is right." — Rosa Parks

Before we dive into what comes next, let's honour how far we've come.

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This year:

- We improved operational capacity in key operational areas.
- Our African expansion plans gained traction through new agent partnerships.
- Revenue grew in targeted verticals like mining, automotive, and FMCG.
- Although we grew below our expectations, we experienced growth in trading profit in a heightened VUCA environment.
- We commenced our Cargowise Optimization with system usage gap analysis.
- We grew the number of LCLs and boxes we closed in key markets.
- We engaged in various teambuilding initiatives to improve team cohesiveness.
- We made a positive impact in the lives of communities in which our offices operate.

And now, we rise higher.

2026: The year of Next Practice

We normally thrive to achieve best practice and continuously benchmark against competitors. However, for 2026, I call upon all of us to commit to Next Practice! Best Practice is about keeping up, it is about following. Best practice is about doing what worked yesterday faster and better.

Next Practice is about Leading. It is about imagining new standards, rewriting expectations, and daring to go beyond what is proven. It's about questioning the status quo even when it still "works". It is not a destination. It is a mindset!

Our six strategic focus areas for 2026

1. Client experience: from fixing to transforming relationships

"People don't care how much you know until they know how much you care." — Theodore Roosevelt

We aim to:

- Structure our key operations to have an element of Client Experience Management to coordinate holistic service and escalate proactively.
- Conduct Client Journey Mapping to identify friction points.
- Design Service Personalisation Frameworks based on client industry, volumes, and trade lanes.
- Enhance a 'Voice of the Client' (VOC) Programme, using insights, interviews, and data to co-create solutions.

2. Efficiency and Productivity: Make Cargowise Our Engine of Excellence

"The future belongs to those who prepare for it today."
— Malcolm X

A system is only as powerful as its users. In 2024 and 2025, we drove the training of all Cargowise users to be Certified Operators, Certified Professionals and Certified Specialists users. In 2026, Cargowise is not just a tool. It is our operating engine.

3. Eliminating Value Leakage: From Patching to Prevention

"In business, what gets measured gets managed." — Peter Drucker

In 2024 and 2025 financial years, we enhanced the SHERQ internal audit processes to include training on root-cause analysis and correct incident reporting through SmartSure. What comes next in our elimination of value leakages is to manage our value deliberately, visibly, and constantly!

4. Harnessing Generational Diversity: Cross-Learning for Growth

"The strength of the team is each individual member. The strength of each member is the team." — Phil Jackson

One of our greatest strengths as a division is not just our systems or processes — it is our people. More specifically, it is the generational richness of our workforce.

I often preside over a very important tradition in BIL, the awarding of long service awards to employees who have shaped this successful business through their committed years of service. I have realised that our workforce is a dynamic mix of legacy and momentum. This blend offers a powerful advantage, but only if we harness it intentionally.

Around 25% of our employees have been with us for over 15 years. These are our long-serving team members and the institutional anchors of our business. At the same time, 42% of our workforce have been with us for less than 5 years. This is our fastest-growing demographic — individuals bringing fresh ideas, digital comfort, and a readiness to disrupt the status quo.

Together, this mix creates a high-potential environment, but also one that must be carefully aligned to avoid the risks of miscommunication, fragmentation, or loss of trust. In 2026, Next Practice means building bridges between these demographics so that we reap the benefit of the competitive advantage it gives us. We won't just work together, we'll learn from each other, sharpen one another, and build a culture where experience and energy are allies, not opposites.

5. Competing on value, not price: our distinctiveness is our defence

"If you lower your price to win a deal, you've told the client your value is no different from anyone else's." — Simon Sinek

We are operating in a market where price pressure is increasing daily. Recent annual rate reviews have shown that while our operational costs are increasing, clients are not expecting annual increases but rate reductions and price freezes.

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Meanwhile, competitors, some desperate to stay afloat, are offering below-cost pricing, slashing their rates, and sometimes even overpromising and underdelivering just to win short-term volume.

This is a race we don't necessarily want to win or even can win. We must remain cost-conscious but not cost-obsessed. Instead, our strategy in 2026 is to compete on value deliberately, proudly, and with precision.

6. Diversifying Services: Building New Revenue Pathways

"The greatest danger in turbulent times is not the turbulence—it is to act with yesterday's logic." — Peter Drucker

In 2026, diversification is not a luxury, it is a necessity. To stay resilient and future-fit, we need to expand what we offer, who we serve, and how we deliver. The more relevant we become in our clients' supply chains, the more indispensable we are. The more indispensable we are, the more growth we secure — for them and for us.

7. Supporting Employee Mental Health: Thriving in a VUCA World

"It's okay to not be okay. What matters is that you don't have to go through it alone."

In every conversation about strategy, performance, pricing, systems, and growth, there's one critical factor that often goes unspoken — how our people are truly doing in a deeply personal way.

- Some of our employees lost loved ones, fought through anxiety and depression, navigated divorce, illness, substance challenges and family breakdowns.
- Others just tried to carry on, while feeling emotionally exhausted, financially stretched, and mentally overwhelmed. They still showed up.

And for that, I want to say — we see you, we appreciate you, and we are committed to supporting you.

The reality we face: VUCA is not just for markets, it's for people too.

- Volatility affects household incomes, family dynamics, career security.
- Uncertainty weighs on mental load — "What if I lose my job?" "Will I be able to retire?" "Can I afford this school?"
- Complexity creates decision fatigue — at work and at home.
- Ambiguity makes it hard to plan, rest, or find peace — because the future feels blurry.

And when we come to work, we don't leave that at the door.

That's why our wellness strategy through the partnership with Lyra, is not just a compliance box or a tick on the HR scorecard. It's a strategic pillar. It's a moral responsibility. And it's the foundation of long-term performance.

Hello 2026 – The Year of Next Practice

"History will judge us not by how fast we moved, but by how deeply we impacted." — Barack Obama

As we close the door on 2025 and step into 2026, I want you to take a moment to look back. Look at what you overcame, what you held together when it would've been easier to let go, how you showed up for clients, for teammates, for your family - and still gave your best.

Now look ahead. Because 2026 is not just another year. It's our inflection point. It's the year we:

- Stop fixing and start transforming client relationships.
- Turn systems into engines of productivity.
- Protect value like it's personal.
- Blend the wisdom of experience with the spark of youth.
- Stand firm on our worth instead of chasing price cuts.
- Expand our services, influence, and future.
- And above all — put our people at the centre, knowing that mental wellness fuels lasting performance.

This is the year we move from best practice to next practice. From effort to excellence. From being a service provider to being a strategic force. As we begin the new financial year, bring your A++ game. Bring your passion. Bring your courage. Bring your voice. Bring your whole self.

Let's make 2026 the year we look back and say that was the year everything changed. That was the year we became the company we were always meant to be.

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MANAGEMENT CONFERENCE MAY 2025

The management conference at Kievits Kroon in Gauteng was a great success in mapping the way forward. It began with divisional breakaway sessions for International Logistics and Overland Logistics, in collaboration with National Functions.

Key areas were competitive pricing strategies, extension and new business growth, service failures and value leakage, as well as growing the BIL footprint.

On the first day, a lively team-building session featured an outdoor laser war games competition between four colour-coded teams. The day concluded with a formal awards evening, where MD Craig Mountjoy awarded Lodi Borstlap, National Commercial Manager from Business Development, an award of excellence.

The next day focused on strategic business development, with a market update by Business Development. Both the Overland and International Logistics divisions shared feedback and goals for 2025/6 and the conference closed with BIL Exco outlining the company's key objectives for the next 18 months.





BIL EXPANDS INTO BOTSWANA

By Tebogo Mpanyane, Africa Manager

BIL is proud to announce its new partnership with Pelican Moving Company, a Botswana-based logistics and relocation service provider. This collaboration marks another key milestone in BIL's African expansion strategy and underscores our commitment to building strong regional networks within the Southern African Development Community (SADC).

The announcement comes at a fitting time, with a meeting in South Africa on 4 May 2025 between Botswana's President Duma Boko and President Cyril Ramaphosa to discuss enhanced bilateral relations and cross-border trade. Both leaders spoke positively about the potential of increased cooperation between the two nations.

Founded in 1990 by Mr Sebetle Later Matubako, Pelican Moving Company is a 100% citizen-owned enterprise with a deep-rooted presence in Botswana's logistics landscape. Headquartered in Tlokweng, the company has grown steadily, now operating branches in Gaborone, Jwaneng, Orapa and Francistown, each strategically located near key border posts. It also maintains a branch in Johannesburg, underscoring its readiness to support seamless cross-border trade. It also maintains a presence in Johannesburg, giving it a well-established cross-border capability that aligns perfectly with BIL's service model.

Pelican came across BIL via social media and quickly recognised the potential synergies between the two companies. Both firms share a customer-first approach and a commitment to reliable, scalable logistics solutions. The partnership brings together a broad suite of services, including consolidated cargo, relocations, customs clearing, distribution, shipping, haulage and forwarding of imports and exports worldwide, allowing both parties to meet diverse client needs more efficiently.

The collaboration is expected to unlock significant growth potential. By leveraging each other's networks and expertise, BIL and Pelican are well-positioned to tap into emerging markets within the SADC region. The partnership will support operational optimisation, cost efficiencies

and improved service delivery, enhancing competitiveness in the logistics sector.

Botswana is a landlocked country, making it potentially a regional logistics hub for connecting with Zambia, Zimbabwe, Namibia and South Africa. Botswana and SA have strong trade relations, providing a foundation for even deeper economic collaboration in mining, manufacturing, consumer goods, energy and infrastructure.

Pelican's team recently attended the Botswana Mining and Energy Conference and Exhibition (BME), held from 7 to 8 April 2025 in Gaborone. The event brought together more than 60 exhibiting companies from the mining, energy, renewables and construction sectors. Participation in such events reinforces Pelican's commitment to staying ahead of industry trends and highlights the importance of Botswana's energy and resource sectors in regional logistics planning.

As BIL continues to grow its footprint across Africa, this partnership with Pelican reinforces our long-term commitment to unlocking regional opportunities, streamlining cross-border trade and delivering world-class logistics solutions throughout the continent.



Mr Sebetle Later Matubako





BIL HONoured WITH PARTNERSHIP DIAMOND AWARD AT EMO TRANS CHINA'S 10-YEAR CELEBRATION



BIL has been honoured with the prestigious Diamond Partner Award from EMO Trans China, the highest accolade a partner can receive. This recognition highlights the strength of our collaboration, the value we bring to the partnership, and the shared commitment that has defined our journey together.

The award was presented to Laura de Villiers, Head of Trade Lane Management, during EMO Trans China's 10th anniversary celebration in Shanghai in May 2025. The event brought together delegates from 11 countries, including the United States, Germany, Australia, and several Asian nations, for a day of reflection, recognition, and renewed collaboration.

Laura praised the EMO China team for their meticulous planning, strong team

spirit, and the supportive culture fostered by Managing Director Frank Sun. She described the event as a heartfelt celebration of loyalty and unity and presented a symbolic gift – a portrait of Nelson Mandela – in honour of their shared values.

In response, Frank expressed deep gratitude, acknowledging Laura's long journey to attend and reflecting on the hospitality BIL had extended during EMO China's previous visit to South Africa. He described the Mandela portrait as a lasting symbol of their growing friendship and affirmed the team's unanimous decision to recognise BIL as a top-tier partner. Frank also expressed enthusiasm for even closer collaboration in the future.





MAHINDRA UNPACK

By: **Kenneth Ngema**, Regional Manager

In January 2025, Mahindra South Africa reached out to BIL's Ntsika Rayi (Key Account Manager for Mahindra) and Lodi Borstlap (National Commercial Manager) with an urgent request to assist with the movement of containers that had over stayed at the port. The containers included Semi Knocked Down (SKD) vehicles and other essential automotive components.

BIL's Inland Logistics, Business Development team, Overland Logistics and Customs teams immediately set to work on a co-ordinated solution. Given the nature of the cargo, unpacks were conducted at BIL Jacobs (Super Terminal), a licensed bonded facility equipped to manage both Bonded OS and SOS goods.

BIL's integrated approach offered an effective solution to expedite the unpack and facilitate the prompt return of empty containers. The strategy included new equipment, optimising unpacking and lashing procedures, implementing tailored customs solutions and hiring additional equipment.

A trial run of 13 containers successfully validated the solution and, with only two weeks to complete the repacking and delivery to the plant at Dube Tradeport, initial 8-hour shifts were extended to 16-hour rotations before transitioning to full round-the-clock operations.

Despite a full warehouse and container yard and adverse weather conditions, the BIL team executed the project with precision and dedication, successfully mitigating cost exposure for the client. Their dedication and resilience ensured its success under immense pressure.

BIL Jacobs has now expanded its capabilities, adding SKD unpacking, storage and repacking to its well-established expertise in CBU unpacks, bonded storage, tractor unpacking and import container storage. This project is a testament to our ability to deliver end-to-end logistics solutions.

Well done to the Jacobs team for going the extra mile. Your commitment and teamwork made the difference.



Back row (L-R): Sphe Xulu, Agrippa Mazubane, Richard Mhlongo, Swazi Maseko, Cyprian Mpanza.
Front row (L-R): Kenneth Ngema, Ayanda Myeza, Siphakanyiso Ngubo, Siphosane Zwane, Luyanda Biyela,
Eric Ngubane and Nkosinathi Gazu.
Additional OL team members who worked on this project: Len Pather, Andile Khuzwayo, Zinitha Gasu,
Xolile Mngcisanane, Celine Maharaj and Jenaylen Naidoo.



CHILLI AWARDS

Congratulations and thank you to the following employees who have gone over and beyond the normal call of duty to customers and to BIL.

Runway Park

Awards were handed out by Nevesh Jadhu, Facility Manager.



L-R: Raymond Ndlovu (Storeman Operator), Nokukhanya Ncayiyana (Operations Controller), Nevesh Jadhu, Thabani Nsele (Storeman Operator) and Musa Nzimande (Warehouseman).

National Functions



Dankie Ngobeni, Financial Administrator, Greenstone, receiving his award from Hlengiwe Mzize, Manager.

National Functions



Jessica Hlungwani, Business Development Administrator, Greenstone, receiving her Thai award from Lodi Borstlap.



Charles Chetty, Tender Desk Manager, Greenstone, receiving his award from Petrus Gerber.



Sihle Maphumulo, Junior Applications Support Engineer, Runway Park, recognised with a Thai award handed to him by Shane Van Wyk.

Elandshaven



Shannon Wellcome handing out a Poblano Chilli Award to Nadiah Ragavan (Facility Manager).



Stanley Bugana handing out a Poblano Chilli Award to Samantha Myburgh (Ops Admin Controller).



Robert Munyai handing out a Poblano Chilli Award to Nokuthula Nhlanguini (Compliance Coordinator).



BIL EASTERN CAPE JOINS NMB BUSINESS CHAMBER

The BIL Eastern Cape team is now a proud member of both the Exporters Club and the Nelson Mandela Bay Business Chamber, a strategic move to deepen our local presence and connect with the heartbeat of regional business.

The Chamber is driving initiatives to position Nelson Mandela Bay as the place to do business and grow the local economy. In our engagements with the Chamber, we're focused on opportunities to create new value and support efforts to reignite the NMB municipality.

Explains Jen Byrne, GM Cape Region, "Our involvement with the Exporters Club gives us a direct line to our customers, helping us better understand their requirements and tailor solutions that meet their specific needs. We've built strong, long-term relationships with customers in the Eastern Cape and we're always open to investing more. This is one of the best ways we can stay close to our clients and help grow their businesses and ours."



L-R: Litha Ngcingane (Chamber); Khethiwe Ramathuthu, BD Manager BIL; Denise van Huyssteen (Chamber); Ntombi Nong, BD Executive BIL; Nick Smith (Chamber).

EXPORTERS EASTERN CAPE GOLF DAY

By: Mikateko Hlungwani, Business Development Administrator

We are thrilled to have co-sponsored the Exporters Eastern Cape Golf Day on 22 May 2025. This fantastic event brought together industry leaders, exporters and innovators to build connections and drive growth while having a good time at the Port Elizabeth Golf Club. We are proud to support initiatives that foster collaboration and economic development in the Eastern Cape region. A huge thank you to Exporters Eastern Cape for organising this successful event and allowing us to be a part of it.





MBALI MTHEMBU, FROM ESTIMATES TO TRADE LANE



Meet Mbali Mthembu, Trade Lane Product Support for Air & Ocean. Mbali joined BIL's estimates team in Johannesburg two years ago. Originally from Durban, she applied for an opening in the Durban trade lane team and relocated back home in September 2024.

After completing her degree in International Relations and Politics at Wits University, Mbali joined Barloworld Logistics, where she gained experience in estimates, projects, sales and client servicing. After four years she moved to another logistics operator, gaining further experience.

"Joining the trade lane team was a natural next step," says Mbali. "My pricing

background has been a great foundation for my role, which involves more negotiation, direct engagement with carriers and hands-on coordination with international agents. It's been daunting at times, but every day I learn something new."

Mbali supports the Head of Trade Lane Laura de Villiers alongside the Trade Lane Managers Nicoleen Nielson and with time will also support Mark Janse Van Rensburg, assisting with quarterly rate negotiations, meeting with shipping lines and sharing rates internally and externally. She's currently training on the LCL import product and is gaining exposure to tenders and RFQs from overseas agents. "Staying on top of global developments like trade wars is essential, as they influence pricing in ways that ripple through the supply chain.

"My role also involves frequent calls with agents and close collaboration with the sales and KAM teams. I work on consolidated shipments from key hubs including Antwerp, Bremerhaven, Shanghai, Ningbo, and Shenzhen, giving me daily exposure to global trade dynamics."

Mbali reports directly to Laura de Villiers, head of Trade Lane Management, "but Nicoleen has been instrumental

in mentoring me every day. I was fast-tracked into the role in mid-September 2024 and have learnt so much already. The Trade Lane team is incredible and I've known many of them for two years, so it already felt like home."

Looking forward, Mbali is committed to mastering operations and trade lane over the next few years. She recently completed a Supply Chain Management NQF5 course and holds a Postgraduate Diploma in Management Practice from Henley Business School. A master's degree is part of her longer-term plan.

Outside of work, Mbali enjoys hiking in the forested area where she lives, often joined by her family and boyfriend. A traveller at heart, she spent much of her 20s exploring with her best friend. "I actually have 10 hours of flying experience from my early 20s, but now I hate flying as I get anxious!" She's a fan of African literature and tries to stay present and mindful. "I'm spiritual, peace-loving, and happiest surrounded by waterfalls and greenery.

"BIL is home and I'm home in KZN," she says. "I really value the work-life balance in Laura's team. We work hard, but we also support one another and have fun," she concludes.



The Trade Lane team

L-R: Jehiel Moodley (Air & Ocean Support), Zamide Nzuza (Trade Lane Administrator), Mbali Mthembu (Trade Lane Product Support for Air and Ocean), Nicoleen Nielsen (Trade Lane Manager Ocean Freight), Laura de Villiers (Head of Trade Lane Management), Bianca Blignaut (Airfreight Support) and Mark Janse Van Rensburg (Trade Lane Manager Airfreight).



DURBAN TEAM GAINS VALUABLE INSIGHTS AT SACO CFR WAREHOUSE TOUR

By: Mbali Mthembu, Trade Lane Product Support for Air and Ocean

In February 2025, our Durban operations team had the opportunity to visit the SACO warehouse, gaining valuable exposure to the inner workings of the Co-Loader logistics industry. For those unfamiliar, is one of the leading groupage operators in the country, handling large volumes of consolidated cargo on behalf of multiple forwarders.

The tour of SACO's Mobeni facility was both informative and engaging. From observing the impressive scale of container handling cranes to the swift movement of pallets by forklifts, the team witnessed firsthand the high level of coordination required to manage imports and exports efficiently.

Before the walk-through, SACO's team hosted us for a one-hour session in their boardroom, complete with tea and cakes, where they took time to answer questions and share insights into their operations. A big thank you to SACO for their hospitality. We're excited to continue learning through these monthly tours and strengthening our understanding of the broader logistics landscape.



L-R: Pesa Zulu, Zinhle Gama, Sandisiwe Masuku, Nicola Bauristhene, Mbali Mthembu.
Seated: Xolani Maqhubu of SACO and ZacPak

JOINING EMO TRANS AT TRANSPORT LOGISTIC 2025

By: Laura De Villiers, Head of Trade Lane Management

Craig Mountjoy and I had the privilege of representing BIL at Transport Logistic 2025, where we joined our long-standing partner, EMOTrans at the global trade fair in Munich. Loyalty and reliability were at the heart of every conversation and our collaboration with EMOTrans continues to stand out as a shining example of a successful logistics partnership.

It's become a tradition for BIL and EMOTrans to meet at this international event. Over the course of the week, Craig and I held a series of productive meetings with visitors focused on shipping to and from South Africa, showcasing how our joint airfreight and ocean freight solutions continue to deliver value across global supply chains.



L-R: Tobias Goer, EMOTrans Route-Development-Manager South Africa; Laura De Villiers and Craig Mountjoy, Managing Director BIL.



DRIVING TOWARDS A GREENER FUTURE WITH UD

The BIL Overland Transport team was recently invited by UD South Africa to participate in their annual Ride & Drive Day at the Zwartkops Raceway. The event kicked off with insightful presentations from UD's technical and sales executive teams, focusing on their ESG strategy in South Africa and the introduction of the EURO 5 vehicle as part of their commitment to sustainability. Attendees had the opportunity to get behind the wheel of various UD trucks, ranging from 8-ton rigid to triaxle horses with trailers, around the racetrack.

As part of our commitment to reducing environmental impact, BIL OL Inland Transport has taken delivery of a brand-new UD Croner, an 8-ton EURO 5 spec vehicle. This addition marks another step forward in aligning our fleet with ESG best practices.



Shannon Wellcome



SAFETY IS A WAY OF LIFE

Six months into our safety campaign, the results remain encouraging. Safety is becoming part of our daily mindset and at BIL it's more than just a priority; it's a way of life.

Our vibrant safety posters are a practical tool designed to highlight the essentials of following safety procedures in our fast-paced warehouse environment. With bold visuals and key safety tips, it serves as a daily reminder of how we can prevent accidents and maintain a safe, efficient workplace.

We've made a clear commitment: to equip every team member with the knowledge needed to work safely. Let's continue to keep safety at the centre of everything we do. Together, we can build a productive and secure environment. Your vigilance makes all the difference.

SAFETY BEGINS WITH YOU



RACKING AND STORAGE SAFETY

Unsafe racking practices can lead to collapse and serious injuries.

- Regularly inspect racks and shelves.
- Ensure proper weight distribution.
- Avoid overloading.
- Avoid forklift collisions that may compromise integrity of the rack.



INTERVIEW WITH HERSCHEL BOWLES, REGIONAL MANAGER – WEST COAST, EMO TRANS INC

Tell us how your career began.

My career in logistics began while I was enlisted in the US Navy. I volunteered for extra responsibilities and helped track deliveries while our vessel was in dry dock. After leaving the Navy, I joined an Import Customs Broker, assisting with ocean import shipments from China. With a hunger to expand my knowledge of the entire supply chain, I joined an export forwarder, followed by a global trucking company and an importer.

I then moved to Paris to study International Logistics at La Sorbonne. After completing my degree, I joined the logistics teams of several French companies and had the opportunity to work in Spain and Dubai.

After 10 years abroad, I returned to Seattle and joined a local forwarder before accepting the exciting opportunity to help establish Emo Trans' Seattle branch in 2011.

You've been with EMO Trans for 14 years – what positions have you held in this time?

I was appointed Operations Manager for the Seattle branch, tasked with setting up this new office together with the Branch Manager. It was exciting times, applying for licenses and negotiating contracts with airlines and truckers. I was appointed Branch Manager in 2017 and focused on growing our business and our profitability. In 2024 I was promoted to West Coast Regional Manager.

My responsibilities in this role are diverse. I oversee five branches in the region, collaborating with our global partners and agents to develop and increase sales and work with fellow regional managers to develop strategies and policies that support our company's growth.

Our largest export markets are Germany and the UK. On the import side, China and Europe are our top markets. In these trying times, we focus on keeping our customers informed and on being flexible.

How many people and offices are under your leadership?

We have five offices in the West Coast region: Seattle, San Francisco, Los Angeles, Phoenix and Denver, with a total team of 33 people. While most branches are small, they offer full service, including imports, exports, air, ocean and domestic shipments.

When did you first connect with BIL and what trade currently exists between your region and South Africa?

I had the pleasure of meeting the BIL team at the Global Network Conference in Sun City late last year. My time in South Africa provided a valuable opportunity to connect with our colleagues and gain deeper insights into their operations.

We are actively exploring opportunities to grow this trade lane, with an emphasis on penetrating key sectors such as aerospace, wine and pharmaceuticals. I'm looking

forward to strengthening ties with Laura de Villiers, Mark Janse van Rensburg and the entire sales team.

What inspires you outside of your core responsibilities?

I am proud to be part of the EMO Trans Empowerment Group, where we work to highlight important issues and promote a culture rooted in compassion and inclusivity. We actively celebrate diversity, support charitable initiatives and uphold the core values that define the Frigger family and the spirit of EMO Trans.



Herschel Bowles (right) with Patrick Radke (EMO Germany's Head of Sales) in front of the Golden Gate Bridge in San Francisco.



Herschel Bowles



No Shave November to raise awareness and funds for cancer research and men's health.



Thanksgiving food drive to support a local food bank.



WELLNESS DAYS



Quick, easy checks to help you stay on top of your health

Enjoy a free health screening

Employees on grade A-CL will do their screening through Reality Wellness. Discovery and Flexicare members will do their screening through Discovery. Unfortunately, if you are on other medical aids, you will not be able to do the health checks on the day. Please arrange with your medical aid to do health assessment checks over a weekend.



- Health screenings • Optometrist • Kaelo gap cover
- Planet Fitness • Standard Bank financial well-being
- Lyra mental health benefits • Alex Forbes Health

DATES

OVERLAND LOGISTICS

Inland: 1 July – 5 August

Coastal & Cape: 18 August – 4 September

INTERNATIONAL LOGISTICS

Gauteng: 7 – 12 August

KZN: 18 – 20 August

Cape: 27 August – 10 September

NATIONAL FUNCTIONS

Aligned with regional events

ENTER THE RAFFLE DRAW!

You will be issued with a card prior to the Wellness Day. Participate in at least four activities and your card will be stamped to enter your name into the draw.

One lucky winner will take home the GRAND prize!





WELLNESS PROGRAMMES AND EMPLOYEE BENEFITS

By: *Engelina Rakhudu, Rewards, Employee Benefits and Wellness Specialist*

The following benefits and wellness interventions were organised between March and May 2025:

Bidvest Retirement Fund

Discussions took place on fund credit, contributions and costs, disability benefits, death and funeral benefits, withdrawal and retirement benefits, investments and communication. Most questions from employees were related to the Two-Pot System, funeral cover and retirement.

Stress management and burnout

This was an interactive session where employees discussed what they believe triggers stress. Two types of stress and the physical effects of stress on the body were covered. Signs of stress were emphasised, along with the distinction between stress and burnout.

Wills and Beneficiary Forms

Financial advisors from Alex Forbes joined the presentation to answer questions and provide clarity. Employees were encouraged to update their beneficiary forms regularly to ensure that the rightful nominees receive the benefit. The sessions prompted employees to check their previous beneficiary forms and update them with current information. The importance of having a Will was also emphasized, including how trustees allocate funds in terms of Section 37C of the Pension Funds Act. Employees found the sessions informative and helpful.

Logistics Park Unit 1 IL hosts Wellness Walk

There was great excitement as Unit 1's 46 employees set off for Modderfontein's Taroko Trail Park. The special day and its significance were captured by Tokelo Motshegare.

10 Ways to Look After Your Mental Health

Taking care of your mental health is an important part of staying healthy and ready for anything. Here are ten things you can do to improve your mental wellbeing.

1 Get plenty of sleep

Research shows that sleep deprivation increases anxiety, depression, and overall distress, so it's important to establish a good sleep routine.



2 Eat well

Certain mineral deficiencies, such as iron and vitamin B12, can contribute to low mood. Try to eat a balanced diet and, if you experience anxiety, try limiting or cutting out caffeine.

3 Reduce alcohol

Drinking too much may lead to depression and anxiety and in some instances, a thiamine deficiency, which can lead to severe memory problems and confusion.

4 Get plenty of sunlight

Sunlight is a great source of vitamin D, which research shows may help our brains to release mood-boosting chemicals like endorphins and serotonin.



5 Manage stress

Stress is often unavoidable, but knowing what triggers it and how to cope is key to maintaining good mental health.

6 Activity and exercise

Being active gives you a sense of achievement and boosts the chemicals in your brain that contribute to good mood. Exercising can help to eliminate low mood, anxiety and stress.



7 Do something you enjoy

Try to make time for doing the things you enjoy, like walking, painting and listening to music.

8 Connect with others

Make an effort to maintain good relationships. Having friends is important not just for your self-esteem, but for providing support when you're not feeling great.



9 Do things for others

Acts of kindness can boost your self-esteem and make you feel good about your place in the world.

10 Ask for help

One of the most important ways to keep yourself mentally healthy is to recognize when you're not feeling good, and to know when to ask for help. There's no shame in asking someone for support if you're feeling low, worried, or stressed. Everyone goes through difficult periods.

Speak to your friends or family or, if you think your mental health is getting on top of you, make an appointment with your doctor, or reach out to Lyra Wellbeing for help

lyra wellbeing
Formerly ICAS

For more advice on looking after your mental wellbeing, scan the QR code to visit the Hub app





OUR HEALTH AND WELLNESS JOURNEY

By Tokelo Motshegare, Client Import Controller

With the fast-paced demands of work and life, we recognised the importance of prioritising health, not just individually, but as a team. Together, we made a conscious decision to embark on a health and wellness journey focused on physical activity, mindfulness and sustainable habits. This initiative aims to foster a culture that values well-being, encourages balance and promotes long-term productivity and happiness.

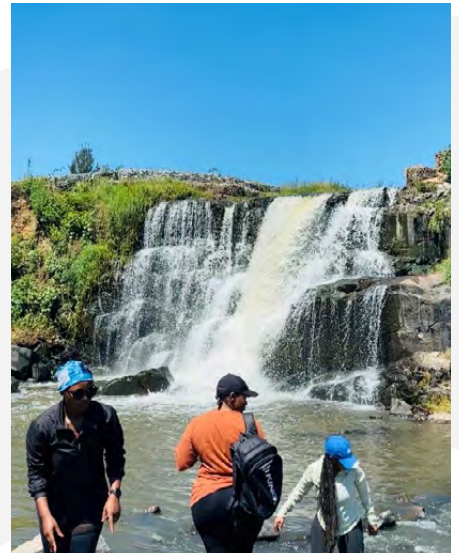
Our journey began with an energising team hike. This marked a powerful and symbolic first step in our wellness commitment. Planning brought a wave of excitement, from choosing the trail and organising transport and refreshments to ensuring safety protocols were in place. Every detail was considered to ensure a smooth, enjoyable experience. Everyone got involved, contributing ideas and lending a hand, which made it a truly collaborative effort.

When the day arrived, the energy was contagious. Colleagues came prepared, motivated and ready to enjoy the outdoors. The trail challenged us just enough to get our hearts pumping while offering beautiful views and moments for reflection. Laughter, encouragement and a sense of accomplishment filled the air. It was more than just physical activity; it was a shared experience that strengthened our team bond.

Encouraged by the success and positive feedback from our first hike, we've already started planning the next one. It will celebrate the close of our financial year and recognise everyone's hard work while reinforcing our commitment to health, balance and teamwork. Excitement is already building for another opportunity to reconnect, recharge and move forward together.

Beyond our outdoor adventures, we've also launched a team wellness challenge. We're tracking our daily water intake, counting steps, eating healthier and monitoring calorie consumption. These small, consistent actions are having a noticeable impact on how we feel and perform. We share tips, support one another and celebrate every milestone - no matter how small.

While our journey is just beginning, the momentum is strong and we're excited to see how far we can go, together.





SUPPORTING REACH FOR A DREAM'S SLIPPER DAY

PE Capeway office: Stepping up for a cause

On National Slipper Day in South Africa, our office traded in formal shoes for something a little more meaningful - slippers.

By purchasing stickers and wearing our favourite slippers, we proudly supported Reach For A Dream's Slipper Day, an initiative aimed at bringing hope to children battling life-threatening illnesses.

These simple acts of kindness are more than just symbolic. They serve as a heartfelt

reminder of the daily struggles faced by these incredibly brave young fighters, many of whom spend their days in slippers while undergoing treatment.

Our participation was a small gesture, but it carried a powerful message of empathy and support.

The day wasn't just about raising awareness - it was also about coming together as a team. Our office was buzzing with positive

energy as we enjoyed making pancakes and laughed through fun office games. It was truly uplifting to see colleagues from all departments engaging in the spirit of the day, sharing smiles and contributing to a cause greater than ourselves.

We're proud to have played a part in supporting such an inspiring initiative.

Sometimes, all it takes is a pair of slippers to make a big difference.



Slipper day East London



Slipper day Elandshaven





OUR ONGOING COMMITMENT TO KEEPING GIRLS IN SCHOOL

By: Phindile Mlambo, HR Officer

BIL strongly believes in the importance of keeping a girl child in school and one of the key initiatives that reflects this commitment is our sanitary pads drive.

This cause is close to our hearts and we take great pride in supporting it. As we move into the new financial year, we will continue to drive this initiative with the same passion and purpose.

Our aim is to reach as many communities as possible by donating to different schools across the country.

Earlier this year, we were in KwaZulu-Natal in March and returned to Johannesburg in April. In Joburg, we donated sanitary pads to over 1 500 schoolgirls at Zakariyya Park Combined School and Ratanda Secondary School. Looking ahead, we plan to extend our reach to the Coastal region and revisit KZN to support additional schools. Our goal is to donate to up to five schools each financial year, ensuring our impact continues to grow where it's needed most.



LONG SERVICE AWARDS



Congratulations to the following on achieving long service awards from April to June 2025.

International Logistics

35 years

Sugan Munsamy

30 years

Gerhard Swart
Moses Thobela

25 years

Cyril Majola
Siva Naicker

20 years

Nicole Poonsamy

15 years

Sammy Biyela
Vanessa Kwan

10 years

Cassandra Du Toit
Rishan Gobind
Zintle Ndudula

Overland Logistics

25 years

Kenshaw Lyaloo

15 years

Buselaphi Hlalukane
Monica Nzama
Zakhele Zikhali

10 years

Happiness Mkhonto
Lerato Rammego
Nicolene Hurter
Shannon Wellcome
Sifiso Mbokane



Logistics Park Unit 2
Sifiso Mbokane
Storeman Operator, 10 years

East London

Congratulations to the following employees from East London on achieving long service awards, which were handed out by Tamryn Luff, Operations Manager.



Lazelle Rous, In-House
Controller Imports, 20 years



Malvery Bobbs, Entry Clerk,
25 years



Sonwabile Jakavula, Operations
Supervisor, 25 Years



Zintle Ndudula, In-House
Controller, 10 years

Congratulations to the following from the wash bay facility at BMW on receiving long service awards. Pictured with recipients are Bernard van den Berg, Facility Manager and Jan Labuschagne, Operations Manager



Esther Makgae, 25 years



Nkgori Mohlabeng, 10 years



Lerato Rammego, 10 years



Mable Maluleke, 15 years

NEW EMPLOYEES



Welcome to all our new employees who joined from January to March 2025. We wish you long and successful careers at BIL.

Alrode Henkel

Gauta Mokgoatjana
Goitsemodimo Lefifi
Thabo Lesesa

Denver

Cynthia Baloyi
Luleka Madondo
Silvia Gwala

Frosterley Park

Nonjabulo Gwala
Siphehile Ngema
Zamangwane Zwane

Greenstone

Koketso Medupe
Valdo Cuna

Logistics Park 1

Mpumelelo Sithole
Sindy Ngcobo

Logistics Park 2

Siphosihle Magwaza

Runway Park

Kaylynn Green



THREE PRIZES UP FOR GRABS:

1ST PRIZE - R1 000 PICK N PAY VOUCHER

2ND PRIZE – R500 PICK N PAY VOUCHER

3RD PRIZE – R250 PICK N PAY VOUCHER

Answer the following question and stand a chance to win:

BIL's new Botswana partnership reflects a strategic step in strengthening its footprint across which regional bloc, and how does this partnership support BIL's broader African expansion goals?

Send your answer to: marketing@bidvestil.com by 15 August 2025.

COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 21

Well done to the winners of our competition.

The question: What are the benefits of Project Dira and Data Governance?

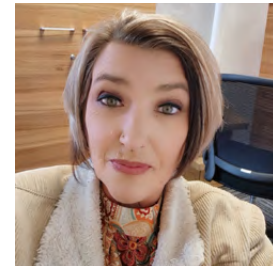
Answer (summarised): • Improve data trustworthiness • Enhance efficiency • Leverage AI-driven insights effectively • Improve compliance • Enriched security management.



1st prize: Seipati Ponto,
Credit Risk Supervisor,
Greenstone



2nd prize: Ashraf Gajjar,
Senior Entry Clerk,
East London



3rd prize: Nicky Mackenzie,
Customs Compliance Manager,
Frosterley Park

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