

# PEOPLE'S PRESS

Bruce Thoresson,  
IL Director



## THE DIRECTOR'S CHAIR



### TURNING CHALLENGES INTO OPPORTUNITIES

by Bruce Thoresson, IL Director

The past year has been one of the most difficult years for the International Logistics division of BIL and I commend the IL team for managing the challenges that were faced with passion and commitment.

Firstly, the purchase of Panalpina by DSV meant that we had to part ways with Panalpina after a 46-year relationship. Our IL processes were largely established to engage with Panalpina but that had to change as we searched for a new international partner. The global economy was generally in a poor state and then came the COVID-19 pandemic which turned the world upside down.

Despite these challenges we successfully took on EMO Trans as our new agent. Independent agents were also signed up in countries where EMO Trans was not represented, and this meant that we had to move from a network comprising of a single large player and a relatively small number of other agents to a smaller player together with a larger number of other agents. This necessitated a change in the way that we operate.

It is extremely encouraging that we had a particularly successful transition of our clients from Panalpina to EMO Trans, and my thanks go to all involved with that exercise, particularly our colleagues in Trade Lane and Business Development. I am excited by our initial experiences with EMO Trans and I believe that we have a credible partner to grow our forwarding business going forward.

We welcomed our colleagues from Sebenza and it is great to have them on board and to benefit from the additional client base that they have introduced to BIL. I particularly mention Xolani Sithole who took up the position of IL Executive and has worked closely and successfully with me and our strong team of General Managers around the country.

The fact that we were awarded the PMR award as Best Freight Forwarder in South Africa for the third-year running is a commendable achievement given the challenges that we faced, and I thank everyone in BIL who made that possible.

I stated above that things had to change with the changed circumstances that presented themselves.

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### ***We re-organized the IL business as follows.***

- The Bidvest Business unit was created, based in Gauteng, and took on most of the Bidvest Group business
- Gauteng was positioned as the main airfreight operation within IL
- General sea freight business was moved from Gauteng to Durban
- Cape Town became the Oil & Gas and Africa focused office
- Port Elizabeth functions mainly as Automotive Customs Clearing and Manganese sampling services

The reduction in volumes that related to the Panalpina exit unfortunately necessitated a S189 retrenchment to right-size the business. Having

“weathered the storm” and made the necessary changes we now need to focus on the future. Whilst we will undoubtedly still face extremely challenging times going forward our focus is on growing the business.

Our IL Exco has identified a number of opportunities that we will investigate and implement. Working together with all departments in BIL we are confident that growth is possible. We must look forward and welcome change because we are adapting to such dramatic upheaval in the world. Our results have certainly deteriorated but the positive to this all is that we have a game plan for growth to ensure our measured success.



## **WE HAVE A GAME PLAN**

***by Xolani Sithole, IL Executive***

- Keeping staff motivated and engaged because they are key to the success and growth of IL
- Improving our communication internally (within IL and with other BIL divisions) and externally (with customers and suppliers)
- Optimisation of our operating processes and use of the tools of trade
- Automation of key processes to enhance productivity
- Organising our business intelligence to enhance reporting and decision-making processes

The IL growth project is a drive that will involve every employee in the IL division. At the heart of our growth is the contribution each and every valued employee of IL makes. To kick off the project and give ownership to the IL employees, we ran a competition to name the project. The growth that we will experience will have been built by every employee in the IL division.

***We are running a competition to Name the Project. Results will be published in the next issue of People's Press.***

Following a most difficult year in the history of the International Logistics Division (IL) of BIL, the IL team is now turning its attention to shaping a positive future.

Explains Xolani Sithole, International Logistics Executive, “IL has developed a programme focused on growth to take the division and BIL to the next level. The programme comprises 19 projects led by the IL management team in collaboration with the various divisions and departments of BIL.

“The various growth projects are divided into three timelines within which results must be achieved. The short-term projects have a timeline of three months, ending February 2021. The medium-term project results must be achieved within the six month period ending May 2021. The long-term results must be achieved within 12 months ending November 2021,” he says.

The projects are focused on three themes, namely:

### ***1. Continuous improvement***

- Boosting the skills of employees so that they contribute meaningfully to business growth

### ***2. Client retention***

- Staying connected with our customers and providing them with excellent service that makes us their logistics partner of choice
- Collaboration with other BIL divisions to offer customers a one-stop-shop and increase our share of business with existing and new customers

### ***3. New business***

- Investigate and launch new products and services to our existing and new customers
- Redesign and implement a winning pricing strategy
- Grow into the rest of Africa through strategic partnerships
- Create an enabling environment where we can take on more risk to grow our business
- Target more project opportunities



“We are motivated and already delighted at results in our first month of rolling out our plan and look forward to a prosperous and rewarding 2021,” concludes Xolani.

# BIL ACHIEVERS



## WAREHOUSING DIVISION AWARDS



The management team responsible for Logistics Park

L-R: Mariska Olivier, Responsible Pharmacists; Gerhard Van Wyk, Facility Manager Unit 1; Matshidiso Seroe, Superintendent; Helen Haasbroek, Senior Finance Controller; Ezelda Botha, General Manager; Mitchell Hollick, Superintendent; Doreen Pretorius, Superintendent; Bobo Mhlambi, Facility Manager Unit 2; Ivan Mynhardt, Superintendent.  
Absent: Nico Harmse, Risk Manager; Shaldon Reddy, Superintendent.



Winning Best Warehouse award for 2019/2020 financial year and Most Improved Financial Performance (Unit 2) were outstanding achievements under difficult conditions, says Ezelda Botha, GM, Logistics Park.

"The Best Warehouse award is a very prestigious award in the Warehouse Division and all the warehouses are excellent contenders. The winner normally wins by a very small margin and this year was not any different. The award creates healthy competition between the different teams and brag status for the warehouse that wins the award. This should however not take anything away from all the other warehouse staff who worked very hard during the year as well," says Ezelda.

"This is the third time we have won the trophy and we are especially proud of winning this year under COVID-19 lockdown. We can attribute our win to everyone at Logistics Park being committed to working together during difficult times and without complaint. Everyone here is immensely proud of what they do," she says.

Unit 1 and 2 comprises 120 permanent staff managing warehouse space of 20 400 sqm. Ezelda says that while business is picking up slowly the world is not open yet. "The airports are not as busy as before and people cannot afford luxuries or even necessities. What gave us a big advantage during lockdown was our bonded cargo facility. When tobacco and cigarettes were banned, we were able to store them in bond until the ban was lifted," Ezelda explains.

"COVID-19 also forced us to change our focus to Pharmaceutical and temperature-controlled services. We are now gearing up to support the storage of vaccines. We have a South African Health Products Regulatory Authority (SAHPRA) licence to Wholesale Medical Devices. We currently have 500 sqm of cold, 50 sqm freezer, and 500 sqm of ambient temperature-controlled storage as well."

Winning Best Warehouse award was based on the Excellence Charter Score total score per facility.

### Criteria are:

**Management** – share best practices, innovation, meetings, overall performance in terms of objectives.

**Finance** – Current year-to-date operating profit vs prior year. Profit margins compared to cost, cost management, ability to accurately anticipate performance and other financial performance areas.

**Unit 2** scored the **Most Improved Financial Performance** compared to the previous year.

**Customers** – SLA management, customer service surveys, managing non-conformance and customer complaints, value-added activities.

**Operations** – inventory management and accuracy, productivity, service provider SLAs, claims, 5S programme.

**HR** – Employment Equity Plan, training, absenteeism, high performers management, succession planning, HR performance.



## ROAD FREIGHT ACHIEVER AWARDS

Congratulations to Shannon Wellcome, Preshan Moodley and Mondli Hlahla on winning the Road Freight awards for 2020.



**Preshan Moodley - Best Business Unit award, Most Innovative Business Unit and Service Excellence**

The criteria for winning this award include achieving financial growth, outstanding customer service levels and low incident reports.



**Shannon Wellcome - Most Innovative Business Unit, Most Improved Business Unit and Best Performing Inland Business**

Criteria include changes in processes, technology and other factors resulting in a tangible benefit to business.



**Mondli Hlahla - Best Performing Coastal Business Unit - KZD**

Improvement in performance compared to prior year. Achievement of objective, targets and plans. Client KPI achievement.

## BUSINESS DEVELOPMENT ACHIEVER AWARDS

Congratulations to the winners of the Business Development Achiever awards. The awards were presented on 27 November 2020 to Gauteng staff by Maria du Preez and to KZN winners by Bruce Thoreson.

1st Top Achiever Sales Award - **Mzukisi Matini**

1st Top Achiever Extension Business Award - **Christa Nel**

2nd Top Achiever Extension Business Award - **Linda Evans**

3rd Top Achiever Extension Business Award - **Karen-Sue Sacks**

Most Promising Team Member Sales Award - **Yolanda Leaf**

Top Achiever Award Trade Lane Management - **Ettienne de Jager**

Top Achiever Award Trade Lane Development - **Nicola Strohm**

Recognition Award Trade Lane Advocate - **Christa Nel**

Top Achiever Award Projects - **Trevor Msimango**

Top Achiever Award 100% of target - **Nerissa Pillay**

Top Achiever Award 100% of target - **Nivashni Naicker**

Service Excellence in Estimating Award - **Tumi Mabowe**

Special Recognition for Contribution to BD team - **Remando Nigrini**

Recognition for Contribution to BD team - **Willem Bekker**

Special Recognition for Contribution to BD team - **Sugan Munsamy**

Special Recognition for Excellence in Transport - **Fortunate Mboweni**

Special Recognition for Excellence in Warehousing - **Linda Evans**

Special Recognition for Excellence in Warehousing - **Willem Bekker**

Special Recognition for Excellence in Warehousing - **Greg James**

Special Recognition for Excellence in International Logistics - **Laura de Villiers**

Special Recognition for Excellence in Credit Management - **Rhett Oertel**

Special Recognition for Going Above and Beyond - **Lodi Borstlap**

Special Recognition for Going Above and Beyond - **Laura de Villiers**



Mzukisi Matini – 1st place winner of the Sales Award.



L-R: Lodi Borstlap, Karen-Sue Sacks, Linda Evans, Christa Nel, Fortunate Mboweni and Greg James.



L-R: Nerissa Pillay, Laura de Villiers, Nivashni Naicker and Rhett Oertel.

## BIL WINS PMR DIAMOND AWARD THREE YEARS RUNNING



L-R: Lodi Borstlap (National Commercial Manager), Marius Geyer (General Manager Operations), Xolani Sithole (International Logistics Executive), Ezelda Botha (General Manager) and Willem Bekker (Supply Chain Solutions Manager).

We did it! We did it! We did it!

Receiving a PMR Diamond award for the 3rd consecutive year aptly demonstrates BIL's strength to deliver on our promise of excellence through even the most difficult working conditions. Beating our competitors three years in a row and seven out of the past ten years, is an accolade none of our competitors has achieved.

We congratulate every BIL employee who made this award possible.

PMR's survey on Freight Forwarders is conducted annually and the award is for the survey conducted latter part of 2019. The awards ceremony was planned for the first quarter of this year but was cancelled due to the outbreak of COVID-19. PMR CEO Johan

Hatting handed over of the award at Wrench Road on Friday 13 November 2020.

The survey is conducted with a random national sample of 150 South African exporters and importers and covers the following attributes:

- Ability to offer alternative transport solutions
- Black Economic Empowerment (BEE)
- Electronic access to data
- Overall relationship with your agent
- Predictability of delivery
- Pro-active communication from the agent
- Problem solving
- Quality of overseas forwarding services
- Quality/correctness of documentation
- Reliability

- Representation in the major trading areas
- Reports
- Reputation, including perception of the institution's brand, integrity and CSI
- Risk management of products being transported
- Track and trace/indent monitoring
- Value added solutions up and down the supply chain
- Value for money

The PMR survey is just one industry yardstick, but it demonstrates to our clients the value we place on delivering their cargo in the most cost effective and efficient manner. Well done to all our BIL staff and thank you for pulling out all the stops.

## WENDY ACHIEVES DISTINCTION FOR SAMTRAC QUALIFICATION

Congratulations to Wendy Ximba, SHERQ Assistant Jacobs, on completing the SAMTRAC Safety Management Training international qualification with a distinction. SAMTRAC is one of the most sought after training certificates in the risk management industry and is accredited by international entities such as the Institute of Occupational Safety and Health and the International Institute of Risk and Safety Management.

Wendy has gained the knowledge needed to expand into the SHERQ field and will use her theoretical knowledge to implement operational improvements at the Jacobs Warehouse. Well done on this fantastic achievement.





## BIL WINS DUBE CARGO TERMINAL AWARD



Congratulations to Seelan Naidoo and his team at Dube Trade Port on winning 1st runner-up Top Import Tonnage 2019-20 in the Dube Cargo Terminal award. We interviewed GM Seelan Naidoo.

**What have you done different from the other organisations at Dube Trade Port to attain this award?**

Taking advantage of the direct flights into King Shaka airport avoids the congestion via OR Tambo when a cargo aircraft is not required. We also take advantage of the cargo conveyor bridge that connects the cargo terminal to our facility avoiding queues at the cargo terminal. Making use of every resource available from customs brokerage to delivery with our own controlled vehicles makes the complete supply chain as seamless and efficient as possible. I also try to motivate my staff to be the best service provider and to be customer centric.

**What are your roles and responsibilities and how do you handle the stress?**

My role is to facilitate and manage the King Shaka Airfreight branch. Airfreight forwarding, estimates, imports, customs entries, exports, invoicing, transport and a small portion of warehousing fall under my responsibility. I have a very experienced and dedicated team that is customer focused and this I would

say helps me lighten my load in a stressful environment.

**Can you share some challenges that you experience in the airfreight industry?**

Firstly, I must say that your day can take a whole new turn just by one phone call. Airport congestions, delayed flights and bumped cargo are just some of the challenges which must be relayed to anxious customers already planning their production. Some are



awaiting a critical part to start up a machine that has been causing downtime and financial loss. I have learnt that honest communication is important, even when the feedback is negative.

**In your opinion what is a Branch Manager's most vital role?**

To be an exemplary leader to a trusted team and to ensure that we all have a common goal to move the branch and the company forward. The key is in actively managing resources, staff, developing individuals, ensuring the daily functioning of the branch

and delivering exceptional customer service.

This includes motivating staff to focus on the vision and goals of the company, while achieving their own personal goals. Having an open-door policy also allows staff to share their thoughts and ideas for continuous improvement and innovative ideas.

**How do you drive continuous improvement in such a fast paced and ever-changing industry?**

To continuously improve is to continuously identify opportunities for improvement that can help meet the goals of the company. I start with small manageable improvements. Importantly is to also keep up with industry changes that can have a huge impact on the department. We strive to be leaders in our industry adapting to change to ensure that we stay informed and keep ahead of the game.

**Can you elaborate on the COVID-19 pandemic and the strain the airfreight industry experienced?**

In my 32 years of handling airfreight, this has been the most challenging times due to the lockdown in many countries causing the movement of airfreight to be affected. COVID-19 has had a devastating impact on the global transportation of goods and services. While King Shaka airport was closed due to the withdrawal of international flights due to COVID-19, we had to look at various alternatives for both air imports and exports to ensure that we still found solutions for our clients.



L-R: Raj Manilal, BIL Transport Co-ordinator; Ricardo Isaac, Dube Tradeport Cargo Terminal Manager, Vincent Moodley, BIL Driver and Ricky Naidoo, Dube Tradeport Cargo Operations Manager.

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### ***What steps did you take to overcome these obstacles and manage to be so successful regardless?***

Compliance was vital, from sanitizing cargo, to ensuring the use of PPE and taking care of our customers' precious goods, it was a new way of doing business. I am also thankful to the various support services we have within the company, who assisted in finding solutions to every challenge we faced.

### ***Please share a little about yourself, your background and how you started at Bidvest IL***

I started my career as a driver in 1988 when the company was then called Safcor Forwarding. I was excited about having a real job in a corporate company. My passion for growth saw me move to every department within the Airfreight Division before becoming the Manager of the King Shaka branch in 2016. I love travelling and have had the opportunity of visiting more than 10 airports around the world.

### ***Who motivates you the most in life to work optimally?***

I am a self-driven, motivated, passionate individual and give credit to my family for always supporting me.

### ***What advice do you have for others in the industry?***

Stay focused, stay motivated and be passionate in what you do. When you are passionate about what you do, you can change a challenge into an opportunity.



## **THREE BIL MANAGERS SELECTED FOR INTERNATIONAL DEVELOPMENT PROGRAMME**



- ***Taryn Govender, National Training and Compliance Manager***
- ***Thabane Ncube, GM IL Road Freight***
- ***Rhett Oertel, Commercial Manager***

Here they are, the three final BIL nominees selected by TETA/GIBS for the prestigious International Executive Development Programme, fully sponsored by TETA (Transport, Education and Training Authority). This programme aims to develop current and future leaders and to promote the development of a network of empowered executives who can leverage each other's experiences for the betterment of their own organisations' strategic and operational sustainability.

Earlier this year, TETA advertised to businesses nationally in the Transport Sector for nominations for the IEDP and IEDP for Women to drive development and transformation in the sector. BIL Directors were asked to nominate employees and over 20 applications were submitted. Once applications were processed a second round for successful applicants consisted of a challenging case study and then a final round for finalists was a virtual interview with a panel of executives from GIBS and TETA.

After a nail-biting three week wait the successful applicants, Thabane, Taryn and Rhett, all based at Frosterley Park, were notified. The courses are split into two groups of 15, one IEDP for men and women and the second IEDP group of 15 comprises women only. Explains Taryn Govender, "The South African transport sector is one of the least transformed sectors. Between 2015 – 2016 change in gender and racial transformation was less than 1%. For this reason, TETA is supporting the development of women into senior and executive positions within the sector through this programme. I have been selected to be part of this dynamic group of women."

The course includes two 14-day International Immersions in Third World and First World countries, the women's group's immersion will be to India and Germany in April and the second group to Brazil and New York in June. The team have been through two sets of psychometric assessments and will receive three individual coaching sessions and three group coaching sessions as part of the programme. The delegates will also be required to deliver final presentations at their Graduation Ceremony in October 2021. Congratulations and all the best Team BIL. You do us proud!



## ROAD FREIGHT CORNER



### TRANSPORTAL GOING LIVE 2021



"Everyone who has been exposed to our new Portal is loving it. It will take BIL's Transport Division to another level," says Road Freight Director Marcus Ellappan.

"The road to 2021 is technology. We can be a lot more efficient using technology to plan and optimise deliveries. Our BIL vehicles will continue to carry loads for dedicated contracts, specialised requirements and hazardous goods. This will be complemented by a combination of our own vehicles and our managed transport service offering", he says.

"We have seen what COVID-19 can do. Technology will future proof our network of transport offerings. There are many delays and inefficiencies in the supply chain and time equals cost. We need to eliminate wastage in terms of delays to bring faster transit times to consumers," says Marcus.

### NAMISILE TRUCK WASHING SERVICES GOING WELL

In 2016 BIL embarked on a project to set up an Enterprise Development Company to handle its fleet washing services. After a few rounds of interviewing and thorough screening for a suitable candidate, NTWS was appointed. BIL assisted the owner, Namisile Gumede, in starting the company together with on-the-job training.

To date, BIL has assisted with investments in modern wash bay equipment, IT setup, a vehicle for transporting staff, equipment and consumables. BIL is actively involved in the operational and financial support of NTWS and pleased with the financial performance together with the service NTWS offers.

Mobile washing units will be acquired in the new year for NTWS to expand its service offering to include off-site vehicle cleaning. Phase two of the growth strategy includes offering fleet cleaning services to other corporate companies. BIL will continue to support NTWS's growth strategy.



Preshan Moodley, Marcus Ellappan and Namisile Gumede at the launch in 2016.

### RUNWAY PARK HOSTS HELICOPTER

Runway Park received a request from the BIL Projects team to provide storage space for an abnormal load, in the form of a helicopter. The helicopter was brought in by road and offloaded with a crane arranged by the Projects team. It will be transported to the Durban Port to be shipped to Brazil later this month.





## HR CORNER



### ONLINE ACADEMY TRAINING PLATFORM A WIN FOR ALL

Automating the Academy Training Booking/Request form has transformed the process to be significantly more user friendly, says National Training and Compliance Manager, Taryn Govender.

"Our entire approved training provider vendor list is now online. When you click on 'New Training Request' to book a new course, the system automatically generates the employee's details including manager, line manager and cost centre. You then click on a course and a list of approved vendors will come up, followed by the specified cost per course. Once you accept, the request enters a workflow process, including approvals by your line manager and GM. The Academy then receives the request and co-ordinates the training accordingly," she explains.

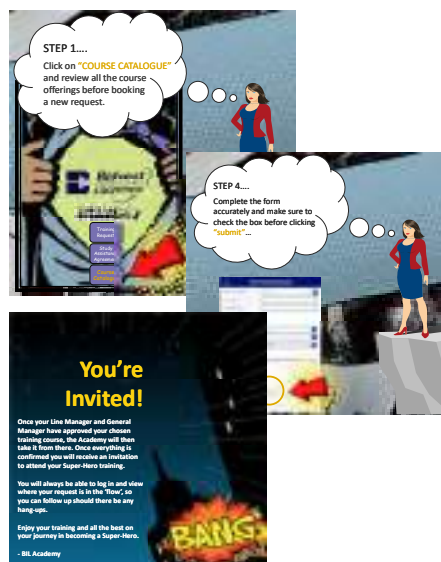
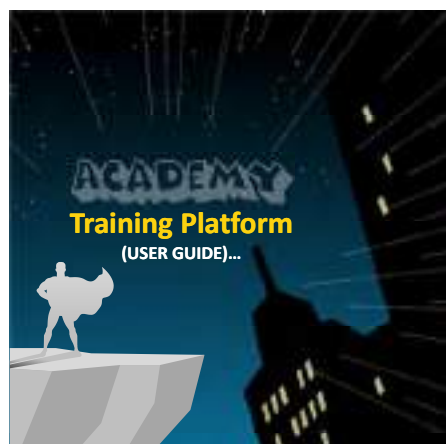
"Your first step is to click on the course catalogue icon where you will find hundreds of courses to choose from. If you do not find a provider listed on the platform, users are encouraged to send us their details and, if they meet the criteria, we will send the provider a vendor application. More approved and accredited providers mean more options on the platform.

External training, known as short courses, as well as bursary applications for tertiary programmes such as certificates, diplomas and degrees have also been loaded onto the

system, says Taryn. "Previously employees had to complete extensive manual study assistance agreements and these can now be completed at the click of a button. The Academy can now easily draw reports from the back end to assess the number of training requests there have been within a certain period and associated costs to confirm these against provider invoices and registers.

Creating the online platform was achieved through strong collaboration between the marketing department at Wrench as well as IT and the Academy. Technically it was 'free' to get the system off the ground by using BIL's own ideas, designs and Microsoft Power apps, with lots of user testing prior to going 'live'.

"While there has been a hold on training spend due to COVID-19 and cost tracking, we remain committed to the development of our people. Bidvest International Logistics has a heart for developing people and TETA (Transport Education and Training Authority) is on board with funding. As BIL National Training Manager, I see many amazing opportunities coming through regularly and I hope that our people will take full advantage of these. We look forward to developing many BIL Superheroes next year and beyond," says Taryn.



### LEARNER GRADUATE JOINS PERMANENT STAFF



Mziwenkosi Ngobese

It is always a proud moment when a BIL learner becomes a permanent employee and none more so than Mziwenkosi Ngobese, known as Muzi.

Applying online for a learnership in June 2018, Muzi was called for an interview and then offered a learnership at Axle Park. He spent two years on the Learnership programme, first in Business Administration and then in Further education and training certificate freight forwarding and customs compliance NQF4.

In July this year, during lockdown, Muzi was offered a permanent position as an Admin Clerk. "I am enjoying this position and am really happy working with a great team at Axle Park," he says. Muzi reports to Sivan Govender, Business Unit Manager.

"I am also enrolled at Unisa, studying for my diploma in Human Resource Management. I enrolled prior to joining BIL and try to complete as many modules as I can afford both financially and time wise."

Muzi grew up in Inanda Newtown, Durban. He has two children aged 6 years and 7 months and they keep him busy when he is not studying or working!

## OUR PARTNERS



### MEET OUR DYNAMIC UK FORWARDING PARTNER, BARBICAN LOGISTICS

"We are going into 2021 with a fantastic group of overseas forwarders," says Laura de Villiers, Head of Trade Lane Management, BIL. "In addition to our partnerships with EMO Trans and Uniworld Logistics, we have concluded agreements with some other agents and are most excited to welcome Barbican Logistics in the UK.

"Barbican is no stranger to us, having been Sebenza Forwarding's UK partner for the last four years. There is great potential for our two companies to work together and grow our UK SA client bases," adds Laura.

Barbican was founded by Mick Thompson in 2007. In 2013 the company purchased an airfreight company, Monock Freight, moving from a domestic hauler to international cargo. It is a family run business with Mick as MD. His wife and daughters also work at Barbican and everyone is treated like part of the family.

Mick has previous SA experience providing specialist logistics services to Denel and African Explosives Limited from 2000 to 2005 and his fond memories of visiting SA are what led him to offer Barbican's services to Sebenza and to expand the relationship with Bidvest. "I wasn't sure if it would work, but I knew it would be fun," he says.

Barbican has a head office in Oxfordshire, from where Domestic Road Freight is controlled. It also has offices in Denmark, Germany, Spain and Ireland. Total staff complement in the UK is 40 with an additional 60 staff throughout the regions.

Barbican's core business is the pharma industry, demanding same day collections and deliveries. Air Operations Director Allan McQuarrie joined Barbican in 2013. "We are based at Heathrow Airport, two kilometres from the main cargo area, which makes it easy to get to cargo and sort out any problems," says Allan. "We are also close to main motorway links to move cargo all over the country. The 28 vehicles in our fleet are temperature controlled and we complement our fleet with good partnerships all over the UK, from north of Scotland to the very south of England."

In the six years since Allan joined, the company has grown enormously. "From an initial two in airfreight, we are now seven and growing. During the COVID-19 pandemic, we managed to retain all our staff in the UK and we are now recruiting again and proud to be supporting one of our oldest clients, The University of Oxford, in their vaccine research project.

"Before COVID-19 we were delivering for Universities doing clinical trials and this business has picked up enormously. Our reputation in this market has enabled us to gain lots of work, but we are also branching more into general cargo.

"We are fully compliant in the UK and hold all the authorisations for handling animals for import and export, as well as transportation throughout the UK and Europe. Many of these require additional regulations, for which we have certification.

Allan was born in Zimbabwe and lived in Johannesburg for two years, where he began his career in freight. In 1984 he moved to the UK and worked mainly in freight forwarding, as well as for airlines and airports on the cargo side.

At Barbican, Allan works with a dynamic team including Audrey Emmit, Karina Rusher and Nicola Sutton. They work closely with our own BIL team of Laura de Villiers, Sarah Upping, Etienne de Jager, Nicola Strohm and Gugu Gumede.

Audrey is in sales and has been with Barbican for one year. She moved to the UK from South Africa three and a half years ago. Born and bred in Durban, Audrey worked for UTI and WorldNet Logistics in SA, before joining Aramex in the UK.

"We are excited to work with the entire Bidvest Group and EMO Trans in the UK to build up our reputation and client base and give us a reliable service out of the UK," says Audrey. "We have monthly calls



Audrey Emmit



Nicola Sutton



Allan McQuarrie



Karena Rusher



with the BIL team in SA and it is encouraging to see their growth plans going forward."

Outlook for the future? "Our challenges remain COVID-19, limited flights and global port congestion. We also need to do a lot of homework and are working with the authorities to be Brexit compliant and meet the new regulations for goods between the UK, Europe and Ireland," says Allan. "It will not affect airfreight as, for example, goods to Germany

will be the same as to SA. The UK Government is now starting to run webinars which we are all attending to understand the new rules and challenges.

"We have survived major recessions in the UK and in fact grew through the recessions. We are determined to grow through this with perseverance and hard work," concludes Allan.



## UNIWORLD LOGISTICS ON AUTOMOBILE SUPPLY CHAIN IN INDIA



"With over eight years of experience in automobile logistics, Uniworld Logistics promises the delivery of auto components, finished products and any other requirement of manufacturers to and from automobile companies and manufacturers across India, coordinating with experts to ensure seamless manufacturing and assembly line automobile processes," says Joshua Prem, Corporate Sales and Strategy.

Uniworld Logistics provides worldwide supply chain solutions including adequate warehousing space, inbound and outbound picking and procurement, production logistics, small assembly, reverse service parts distribution and finished vehicle transportation.

"Our service includes providing packaging material, picking, cross-docking and containerisation services. We also assemble vehicle parts and packing assembly kits. Sensitive automobile spare parts are combined, assembled and loaded as a kit and safely transported to the assembly lines."

Container management is a prerequisite for ideal flow of materials and smooth production, explains Joshua. Working in sync with customer requirements, parts are picked and sequenced. "In addition, to guarantee process adherence, we operate small parts warehouses and integrate handling equipment for component sequencing."

With its broad range of services, Uniworld is equipped to deal with all the demands of the automobile logistics industry. "We also offer thorough planning solutions for your process chain: including monitoring of inventory, through to quality inspection, dispatch control and subsequent consignment tracking", he concludes.

## WORKING IN TANDEM WITH EMO TRANS GERMANY

Tobias Goer, dedicated Route Development Manager South Africa for EMO Trans Germany, is excited about the development and collaboration between the two companies.

Explains Tobias, "Why this route development is so important is so we as partners can learn more effectively from each other. A Route Development Manager is the face behind an organisation and the connecting channel between countries. We carry our knowledge from one place to another which is important for our staff, who pass this knowledge on to our clients.

"I am excited to be learning what is possible in South Africa and what Bidvest International Logistics' capabilities are. You have special offerings which competitors do not have. Conversely I will bring knowledge of Germany to our mutual clients in South Africa."

Working with Tobias on this route is Nicola Strohm, Trade Lane Development BIL. "At the start of our partnership with EMO Trans, we moved all our business to them. We are now working closely together on new products and have had great success so far with our consolidation offering for airfreight and ocean freight.

### Airfreight consolidation

EMO Trans and BIL are building airfreight

pallets for deliveries from Germany to BIL's Logistics Park, offering an exclusive pallet for both companies' clients. The benefits are:

- Own complete pallet from Germany to BIL warehouse.
- Unit 1 and 2 located within direct access from airport, saving time and offering secure transport for high-value items with no possibility of the pallet being tampered with.
- German companies with South African subsidiaries can benefit from BIL's BEE level.

"These three items, together with a good rate, make it a fantastic product offering to potential clients," says Tobias.

### LCL consolidation service

Another fantastic offering from the collaboration between BIL and EMO Trans Germany is a once-weekly LCL consolidation service.

"We pack our own LCL container every week for shipping from Hamburg to Durban. Cargo is collected and brought to our container freight station, where we pack it and ship under the EMO Bidvest network. The cargo is unpacked in Durban and delivered to our clients.

"We control the container from origin to destination. This is a new product for BIL/EMO which not many competitors offer.



Tobias Goer

We are closing a box every week and it is working well. It is an important product, not selective to one industry and the container can be packed to accommodate both weight and volume mix, optimising space and cost. By cutting out the middle man and doing it ourselves, we get to control how the container is utilised.

"Most importantly, we can ensure the container will be packed and shipped weekly. With a co-loader there are no guarantees our products will go on next container. Now our clients are guaranteed a once-weekly shipment."





# SHEQ UPDATE



Some of you may have come across the term “COVID-19 Fatigue” – essentially one becomes tired of being cooped up, tired of being careful, tired of being scared and that collective fatigue is making some people careless in how they deal with the pandemic.

Unfortunately, as you are aware, many parts of our country are experiencing a ‘second wave’ of COVID-19 cases and it is therefore extremely important that we all continue to comply with the measures that the company has implemented to help, as far as possible, curb the spread of the virus.

These measures – the details of which are included in our COVID-19 Business Continuity Plans - were designed to help protect us all. As a reminder some of these measures include the installation of physical barriers and the implementation of reduced capacity in common areas and meeting rooms, symptom monitoring programs, social distancing/ wearing of masks, regular education/training and awareness and sanitizing programs and the adoption of additional PPE, among many others.

I therefore urge you all to remain ever vigilant both in the workplace and outside of it as now is not the time for us to drop our guard.

## Quality

I would like to bring your focus back to our series of articles on our ISO 9001:2015 Quality Management System (QMS) and how it is based on the principles of the Plan-Do-Check-Act cycle, Risk-Based thinking, and a Process approach, to ensure client satisfaction and continuous improvement.

We have learned how there are many documents which form part of our QMS, starting with the **Corporate Governance Policy** which provides the high-level commitment by our MD to implement and maintain our QMS, as well as providing the framework for setting our strategic and quality objectives. Then we have our **Quality Manual** which provides a summary of how our system is structured and introduces the **7 ‘Processes’** which form the basis of our system.

These processes (available in the Policies library of DGH) are:

1. Commitment
2. How to determine our context
3. Pre-operational planning
4. **Provision of support**
5. Operational planning and control
6. Evaluation of performance
7. Making improvements

Each of these processes will reference various company policies and standards - which are the next tier down in terms of our document structure – that are used to manage the specific requirements of each process. In this article we will look deeper into the 4th process – **Provision of Support**.

The purpose of this process is to:

1. Ensure we adopt a planned approach to determining and providing the resources we need to:
  - a. implement, maintain and continually improve our QMS
  - b. maintain an environment that consistently meet the needs and expectations of interested parties

- c. ensure effective monitoring and measuring activities
- d. maintain organizational knowledge
2. Ensure that our employees are competent
3. Create the appropriate awareness of critical information
4. Ensure effective communication regarding our QMS
5. Ensure the documented information we need to maintain our QMS is well controlled

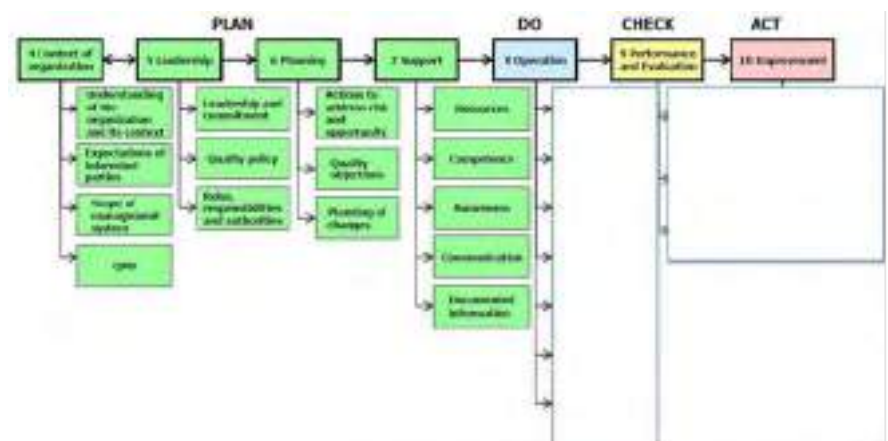
The risks of non-compliance with this process are:

- That we may become inadequately resourced
- That our resources may not be fully competent
- That there may be little to no awareness of critical information
- That ineffective communication and a lack of clearly defined processes may make it less likely to meet out intended outcomes.

The various company standards below, which support this process, are available in the policies library of DGH and should be well understood and implemented by all.

- Commitment Process
- Documented Information Company Standard
- Evaluating Performance Process
- Induction Company Standard
- ISO 9001:2015
- Organizational Knowledge Company Standard
- Performance Management Company Standard
- Pre-Operational Planning Process
- Recruitment, Selection and Placement Policy
- Relocation, Transfer and Secondment Policy
- SHEQ Communication and Participation Company Standard

So far, we have we have looked at the first 4 Processes in our QMS, which cover the ‘Plan’ element (shaded green in the diagram below) in the Plan-Do-Check-Act (PDCA) cycle - *as covered in Clauses 4 to 7 of the ISO 9001:2015 standard*. In the next article we will look at the ‘Do’ element (clause 8 of the standard) which is covered by process called **Operational Planning and Control**.



## CSI / CHARITY / SOCIAL



### RUNWAY PARK COMMEMORATES LIVES LOST FROM COVID-19



Five days of national mourning were announced by President Ramaphosa to remember the victims of both COVID-19 and gender-based violence and femicide. South Africans were asked to wear black items between November 25 and November 29 to signify their respect of the victims. Runway staff were issued with awareness pins, which were worn during the mourning period.

Front row L-R: Claudelle Diedericks, Stephen Smith and Rebecca Maduray.  
Back row L-R: Lana Steyn, Shane van Wyk and Len Pather.

### BOSS'S DAY AWARD FOR DEON

Boss's Day on Friday 16 October 2020 was celebrated at Wrench Road Airfreight department when Gauteng Airfreight Manager Deon van Niekerk received a beautiful gift from his team.

Explains Controller Nicolette Willemse, "Deon is not just a manager or boss to his team in Imports and Exports. He gives all of his staff the same care, attention and support where needed. When times are difficult, you can always knock on Deon's door to have a quick conversation. He goes above and beyond what is required of a manager. This is why our two departments all contributed to a wonderful gift which he can use at home with his family."

The team comprises Karin Schoeman, Gerhard Swart, Sipho Veco, Nicolette Willemse, Manogaran Naidoo, Mbali Maseko, Vincent Byl, Veronica Maruping, Patience Mogoboya, Faheem Essop, Yolandie Momberg, Zamokwakhe Khumalo, Angie Ramotopo, Ashmiralda Khoza, Dibuseng Mallane, Florence Mogomotsi, Khodani Mahaseni, Khutso Thobejane, Lerato Rapule, Martie Scharneck, Poppy Mashaba, Prudence Mokgoajane and Rudzani Luvhimbi.



Deon van Niekerk





## BIL GAUTENG HOSTS GOLF DAY

BIL Gauteng hosted a social golf day for guests representing clients from Bidvest Group companies. BIL hosts included Craig Mountjoy, Marius Geyer, Petrus Gerber, Shannon Welcome and Willem Bekker, all participating on the course. Fortunate Mboweni and Greg James also attended. The BIL hosts represented various operational divisions across BIL.

This was not a formal golf day type of occasion, but rather a very relaxed social round of golf. Played in perfect weather, the golf took

place at Royal Johannesburg and Kensington Golf Club (East Course) on Wednesday 25 November 2020.

The day started off with some relaxed interaction between the clients and their hosts from BIL. Five fourballs competed with prizes for the fourballs coming in first and second, plus some individual prizes for the four players closest to the pin on specific holes.

The day ended with a social get-together, refreshments and more social interaction. Overall, a very successful day.



## LONG SERVICE



### Rosslyn facility



Tina van den Berg  
20 years



Harry van der Riet  
10 years



Elby Bezuidenhout  
10 years

*Congratulations to the following on achieving long service awards from September to December 2020.*

### 40 years

Gary Chetty

### 35 years

Gavin Jarvis

### 25 years

Sharmila Lala  
David Farrell  
Christobella  
Goqwana

Stewart Ntuli

Felicia Garrido  
Belinda Visser

### 20 years

JD Van Der Merwe  
Marlene Kruger  
Jerome Mhlongo  
Trevor Christensen  
Nishi Singh  
Vuyani Sibengile

### 15 years

Lawrence Pillay  
Zawyer Jansen  
Raj Manilal  
Mbongeni Mbatha  
Emmanuel  
Mthembu  
Linda Zwane  
Zukiswa Bidi  
Lazelle Rous

### 10 years

David Zungu  
Ahmeth Mbengue  
Isaya Ndlovu  
Jen Byrne  
Elby Bezuidenhout  
Ntombizetu Diko  
Siwakhile Gumede

Frederick Mokgawa

David Maphumulo  
Thokozeni  
Mthethwa  
Natalie Davaney

# BIL LIFE IN PHOTOS



## AXLE PARK



## DENVER





## EAST LONDON



## DUBE





## ELANDSHAVEN



## FROSTERLEY PARK





## JACOBS



## MONTAGUE GARDENS OIL & GAS



## PAARDEN EILAND





## ROSSLYN



## ON THE ROAD





## ORT 1 & 2





## PORT ELIZABETH



## CAPE TOWN





## RUNWAY PARK





## HATCH



Congratulations to Siyabonga Mangwana, General Worker, and his wife Zimasa Magwayi on the birth of their baby girl Oyisa Magwayi on 22 July 2020.



Congratulations to Themba Mathenjwa, Warehouseman, and his wife Keabetswe on the birth of their beautiful baby boy Lethokuhle Giovanni on 5 November 2020.

## NEW EDITORS



### **Noxolo Hlomendlini,**

Business Liaison Officer, Wrench Road.

I am a Business Liaison Officer and have been with the company for nine years. I handle all our learnerships, bursaries, CSI and Socialites. I am passionate about growth and development. I believe in working hard and playing hard (fun element at work).



### **Iolanthea Myburgh,**

Administrator Controller, East London

I am kind and friendly and I enjoy life. Simplicity sums me up but if a situation arises where I need to get out of my comfort zone and take charge, I am always up for a challenge. I try to always show my best side so I can someday be an inspiration to someone.



### **Aiden Libbie,**

Creditors Controller, Montague Gardens, Cape Town

I joined the BIL Finance team in 2014. I am a very active person and I'm passionate about life. I enjoy running long distances for fun and to relieve stress. Family is important to me and I have a good sense of humour. I believe a day without laughter is a day wasted. I live by the saying 'Say Yes and learn how to do it later'.

## 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 Organisation is running with the Bidvest Group wellness programme and what campaign are they running during December?*

*Send your answer to: [marketing@bidvestil.com](mailto:marketing@bidvestil.com) by 28 February 2021.*



### COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 3



**1st prize:**  
**Zukiswa Bidi,**  
Imports Controller,  
Wrench Road.



**2nd prize:**  
**Aiden Libbie,**  
Creditors  
Controller,  
Montague  
Gardens.



**3rd prize:**  
**Umeshnee  
Pillay,**  
Imports Controller,  
Frosterley Park.

### Competition question from People's Press Edition 3:

In order to prevent the spread of COVID-19, which of the following rules is not true?

**The correct answer is:**  
4 and 5 were incorrect.

## EDITORS



### THE PEOPLE'S PRESS EDITORIAL TEAM

Please email your articles, comments, photographs and any interesting news you would like to share to:

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