

# PEOPLE'S PRESS

Lawrence Aldworth, National Compliance and Risk Manager, BIL



## THE DIRECTOR'S CHAIR



### SHEQ UPDATE

### BIL OBTAINS ISO 14001:2005 AND RETAINS ISO 9001:2015

By: Lawrence Aldworth, National Compliance and Risk Manager

No one can deny the increasing impact of human activities on our environment leaving us facing many challenges affecting our environment today, such as pollution, over-consumption of resources and the degradation of ecosystems and biodiversity.

"The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership." Source: <https://sdgs.un.org/goals>

Environment, Social and Governance (ESG) committees have been established at various levels within Bidvest to ensure that not only Bidvest International Logistics, but Bidvest Freight, the Bidvest Group and even South Africa as a country, contribute to the achievement of these Sustainable Development Goals.

The BIL ESG committee all agreed that the adoption of the ISO 14001:2015 Environmental Management System would give us the framework required to achieve our strategic objectives, the commitments made in our Corporate Governance Policy and to play our part in the achievement of these goals and so in 2021 we embarked on our certification journey.

There are many benefits to the implementation of an environmental management system such ISO 14001, including being able to use the system to identify, control and reduce the number of environmental incidents that occur and to improve compliance to legislated requirements or those arising from other interested parties.

This in turn not only delivers cost savings in terms of possible claims or fines, cleanup or remediation costs, but more importantly the potential negative impact on the environment will be reduced, as we focus on continually improving our Environmental Aspect and Impact management.



After an intensive round of audits which were concluded in November 2021, I can now confirm we have been awarded our ISO 14001:2015 certification and have also successfully converted our ISO 9001:2015 certification to a 'BIL-level' certification. I would like to thank everyone for their contribution and commitment to the successful implementation of our management systems and I continue to look forward to seeing the contribution these systems make to the success and sustainability of our company.



# EXPLAINING ENVIRONMENTAL, SOCIAL AND GOVERNANCE

By: Alison Wixley, Head of Legal and Risk, Bidvest Freight



As Head of Legal and Risk, Alison is responsible for running Bidvest Freight's risk portfolio. Last year the decision was made to separate Environmental, Social and Governance (ESG) from the Risk Committee agenda, with a forum of dedicated employees to drive the process. This new ESG Committee is chaired by Jackee Khumalo, Commercial Director, Bidvest Freight.

"ESG is based on the idea that companies are more likely to succeed if they create value for all their stakeholders. It follows the concept of "People, Planet and Profits", which was introduced in the 1990s. While many Bidvest companies are committed to and already implementing ESG, we are now formalising and tracking reporting throughout the group," explains Alison.

"Within Bidvest Freight, BIL is striding ahead, particularly around environmental and safety initiatives through Lawrence Aldworth, National Compliance and Risk Manager. He has entrenched and driven innovative and forward-thinking behaviour in safety and environment and put BIL ahead of the curve. For BIL it is a case of keep on doing what you are doing!"

## ESG is defined as follows:

### Environmental

- How a company performs as a steward of nature.
- Impact of resource consumption (carbon footprint, waste management, pollution, renewables).
- Climate change attitude and actions.

### Social

- How a company manages its relationship with its employees, suppliers, customers and the communities in which it operates.
- Internal policies on issues such as remuneration, working environment, diversity, training, sexual harassment etc.

### Governance

- How a company is led by the top executives.
- Internal practices, controls and policies that lead to effective decision making and legal compliance.
- Includes fair stakeholder engagement, transparent and honest financial reporting and appropriate executive remuneration.

**The Bidvest Freight challenge areas where we are placing focus are:**

### Environmental

Renewable energy projects; waste recycling; responsible sourcing (formalising ethical commitments from suppliers).

### Social

Diversity in top management; training and learnerships (post COVID impact); formalised fair remuneration and grading policies.

### Governance

Prompt ethics lines investigations; reducing customs fines and penalties; improving ALICE score (Bidvest ALICE is an automated IT audit platform deployed to manage IT governance).

### Why is ESG important?

"As millennials move into positions of decision making, they will choose to invest in and work at companies with a good ESG reputation. Investors will avoid companies that might pose a greater financial risk due to their environmental or other practices. Conversely sustainable practices will provide the greatest return on investment, making it easier for businesses to expand or enter new markets as governments facilitate access by giving licenses and issuing permissions to compliant companies. In the future ESG will likely become part of financial reporting for publicly listed companies."

### How will Bidvest implement ESG?

#### Bidvest Commitments

- Conduct profitable business in a responsible and accountable manner.
- Care for the Bidvest family and our connected societies; and
- Drive positive change through partnerships and social dialogue.

#### Bidvest Objectives

- Nurture people and business diversity.
- Unlock value through innovation and efficiencies.
- Represent responsibly made products.
- Maintain financial strength through growth, focus and discipline.
- Preserve empowering decentralised governance model.

"Our goal for 2025 is to reduce our carbon, water and waste footprint by a further 20%; to employ females comprising 35%-45% and African management comprising 50% of our South African businesses and to become South Africa's leader in supply chain transformation by targeting more than 90% local sourcing from suppliers with a Level 4 or better B-BBEE rating," explains Alison.

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### About Alison Wixley

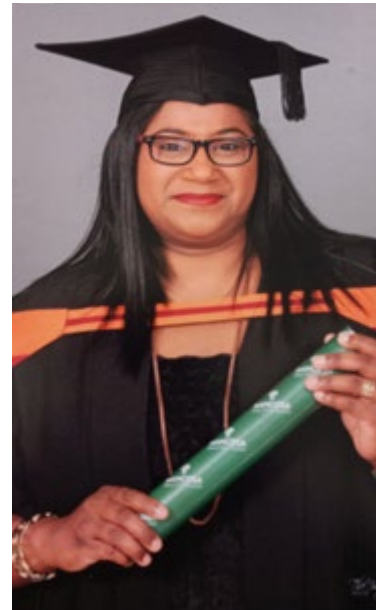
Alison completed her BA LLB and practised law for a few years before joining Rennie's Distribution Services in 2005 as a Commercial Assistant, being promoted to Legal and Risk Manager after a few years. After the merger with Safcor Panalpina in 2011, she was appointed Legal Executive of Bidvest Panalpina Logistics. In 2018 some changes at Bidvest Freight saw the need for someone to manage the division's insurance and risk portfolio, an area Alison had been involved in at BIL. She thus moved to Bidvest Freight as the Head of Legal and Risk. Alison's role also includes legal assistance to the various businesses who do not have inhouse attorneys. On the risk side, Nosiphehile Mbongwa, the CFO, chairs the Risk Committee and Alison assists with compiling all the information and reporting.

## BIL ACHIEVERS



### LOSHINI SINGH ATTAINS BCOM SUPPLY CHAIN MANAGEMENT DEGREE

Loshini Singh, Customs Brokerage - Quality Controller at Frosterley Park, says attaining her Bcom SCM degree was a defining milestone in her life. "Despite the struggles that I faced I made it! I find strength in having overcome these challenges. Although there was pain and hardship, it did not keep me from accomplishing my important dream. I give thanks to God and my very supportive family, without whom I could not have made it to the finish line. A special thank you goes out to BIL for affording me the privilege to study.



### LEE-ANNE KANNEMEYER PROMOTED TO FINANCIAL CONTROLLER CAPE REGION

Congratulations to Lee-Anne Kannemeyer, who has been promoted to Financial Controller of the Cape Region. She joined BIL in March 2016 and was previously Financial Controller of the Western Cape Region. We wish Lee-Anne all the best.



### ASHWIN BENSINGH PROMOTED TO FINANCIAL OPERATIONS MANAGER IL UNIT 2

Congratulations to Ashwin Bensingh, who has been promoted to Financial Operations Manager for IL Unit 2. Ashwin has been at BIL for 14 years. He was previously Senior Compliance Controller.





## HR CORNER



# EMPLOYEE SURVEY 2021 FEEDBACK – ARE WE WALKING THE TALK?

By: JD van der Merwe



The BIL Employee Satisfaction Survey was a success with over 50% employee participation, providing a representative and reliable picture of where we are currently.

BIL leadership sincerely thanks employees for taking the time to participate in the survey. Following the two years like no other, your feedback is more important than ever in helping us to sustain and improve our practices through your valuable responses. Your input is one of the most important tools for us to achieve our goals and we're committed to being responsive to your contributions.

The BIL Academy compiled a survey consisting of 17 questions. The survey was made available electronically, enabling anyone with a computer or mobile device to participate, as well as manual surveys (paper based). The manual surveys included a facilitation guide, empowering managers and supervisors with a structure for the survey to be conducted anonymously and easily. All these manual surveys were captured by the BIL Academy on the same system (MS Forms) to obtain the complete picture of where our BIL people find themselves. The aim was to make it possible for everyone to participate and let their voices be heard.

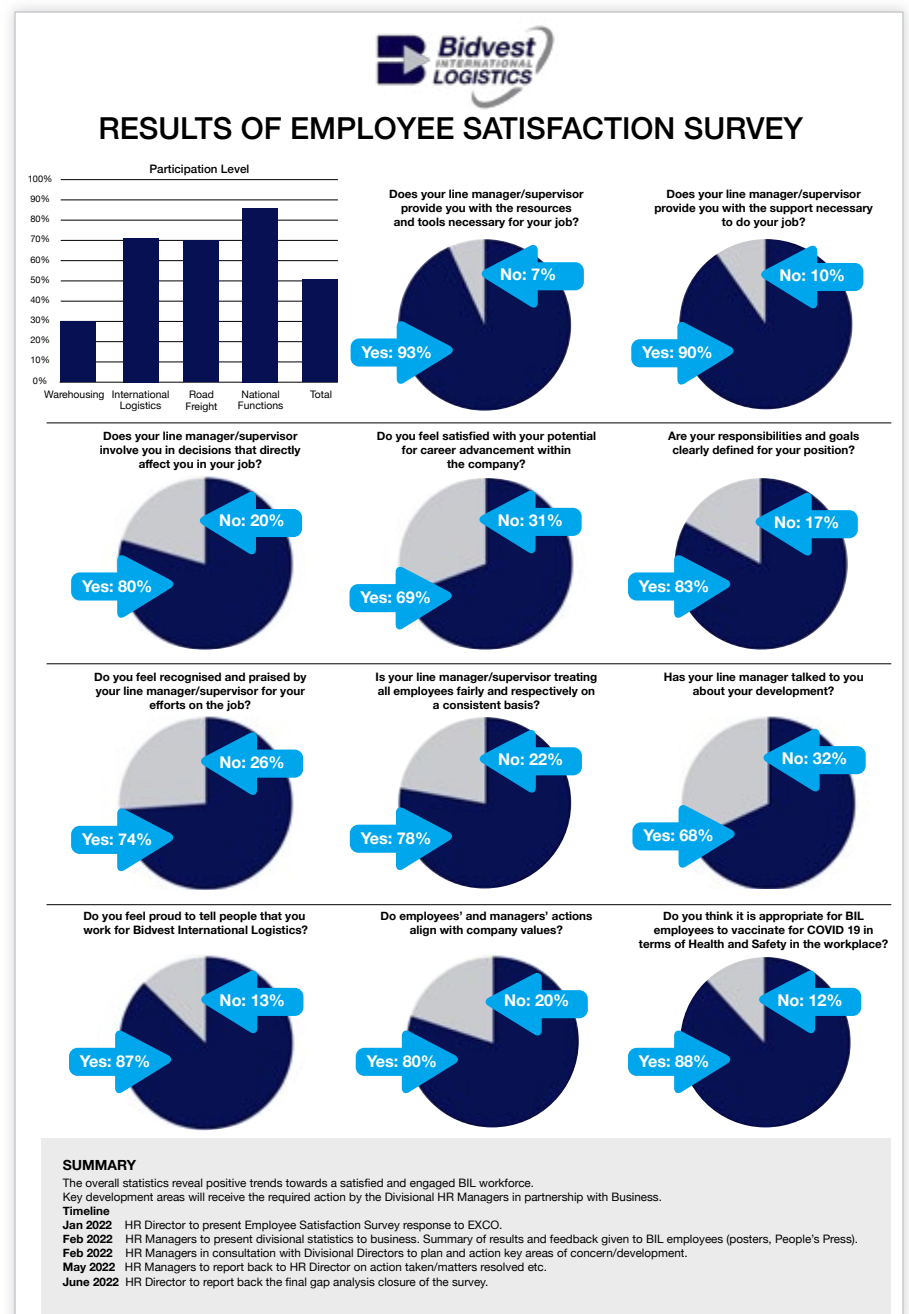
Not only did we survive the last two years, but we are rising and thriving as an organisation. The overall results reveal positive trends

towards a satisfied and engaged BIL workforce. Relevant areas of concern will receive the required actions that will be facilitated by the HR teams in partnership with business and employees. The focus group sessions to drive the relevant solutions will take place over the next couple of months.

Please refer to the BIL Employee Satisfaction Survey poster to see more detailed feedback

obtained from the survey. The information provides feedback at company level and more specific divisional and site information will be shared and communicated to employees.

BIL's people have a strong sense of belonging and it is showing in the results. The message from leadership is also clear – “we heard you, let's start working hard on finding solutions and growing even stronger!”





## TRANSPORT EDUCATION TRAINING AUTHORITY (TETA) ACCREDITED LEARNERSHIP THROUGH THE BIL ACADEMY

*By: JD Van Der Merwe, Head of Talent*

A learnership is a structured training programme with both theoretical and practical elements that enable you to obtain the National Qualifications Framework (NQF) registered qualification.

**The BIL Academy is accredited with TETA to offer the following qualifications:**

- National Certificate – Freight Handling Level 3
- National Certificate – Freight Forwarding and Customs Compliance Level 3
- National Certificate – Freight Forwarding and Customs Compliance Level 4
- National Certificate – Supply Chain Management Level 5

These qualifications are offered to BIL employees to develop and upgrade their skills and knowledge. The learnership runs over a period of 12 months and after the successful completion of the programme, the employee will obtain an accredited national qualification that will enable career growth within the company.

We have several intakes of learnerships that run throughout the year and entry requirements are dependent on the elected learnership. BIL Academy presented various accredited learnership qualifications to over hundreds of employees in the last 12 months.

For more information about the next intake and which learnership will be best suited for you, please contact the BIL Academy at [academy@bidvestil.com](mailto:academy@bidvestil.com)



## IT'S TIME TO LEARN SMARTER - INTRODUCING THE NEW 2022 BIL ACADEMY LEARNING MANAGEMENT SYSTEM (LMS)

*By JD Van Der Merwe, Head of Talent*

The one lesson life taught us over the last two years was that change is constant and rapid. Business requirements including Covid challenged the BIL Academy to do things differently as the need for innovation and an improved internal learning platform became stronger. We embarked on a journey for a better Learning Management System (LMS) that would offer much more than the LMS we have used for the past 15 years, which was mainly used to present the various accredited learnerships on offer by the BIL Academy.



An intense scoping exercise was initiated, listing all the requirements for an LMS that will evolve with time, is flexible, reduces learning time, increases efficiency, reduces costs and provides data intelligence for reporting. Suppliers were asked to pitch their LMS offerings to the BIL Academy, which ultimately culminated in electing one solution from Elite Learning Management Systems in partnership with Sage, which will take care of the reporting side.

The proposed solution was fully supported by the business and the project team and includes various subject matter experts from the business. The strong partnership with business forms a critical component of the roll out.

The new BIL Academy LMS will form the foundation of all learning within BIL and is highly customisable to grow with our needs and requirements, benefitting all BIL employees. The system will be hosted internally for better control and super users will be trained to optimise its usage.

The "go-live" date is planned for 01 April 2022 and the project team is working hard to make this possible. More information to follow over the next couple of weeks.

# WELLNESS CORNER



## WELLNESS UPDATE

The wellbeing of our employees is of utmost importance to us, says Simone Baatjies, BIL's newly appointed Rewards, Employee Benefits & Wellness Officer.

"Successful organisations are driven by an effective, strong and capable workforce. Employee benefits and wellness are at the core of a strong team and, over the last two years, companies have seen an incredible increase in the need for employee wellbeing," says Simone.

"What sets BIL apart from other organisations is our focus on employee satisfaction and acknowledging where we can improve to support our workforce. My role within BIL is to ensure staff have the information and support needed in these areas. The HR team and I work very closely to ensure that staff have advice, guidance and information required to make informative decisions around all company benefits throughout the employee's life cycle."

Tasked with enhancing the company's Employee Wellness and Benefits programme, Simone is looking forward to making this project a success.

"We acknowledge that employees may be experiencing problems at home or work and need trusted and professional support. In partnership with ICAS, BIL offers employees and their immediate families access to a variety of services, including trauma and stress counselling, legal and financial advice, information on family care, HIV/AIDS, relationships, substance abuse and so much more," she says.

"Employees can trust that their dealings with ICAS remain confidential and will not be disclosed with any manager or employee of BIL. The purpose of this free and confidential service is for employees to take control of their wellbeing, reduce stress related problems and facilitate higher levels of productivity. Employees and their immediate family members can call ICAS on toll-free 0800 333 997, request a call back by dialing \*134\*905# or by using the new and innovative ICAS on-the-go app. Download the free app to access 24/7/365 support for you and your family. Company code: BID002," says Simone.

With eight years of experience within the logistics environment, Simone's previous role as an HR generalist entailed successfully running various projects, including overseeing payroll, time and attendance and employee self-service. Simone prides herself on providing effective support to her team and has a passion for employee satisfaction.

Simone is currently studying towards her Honours degree in Business Management, specialising in Human Resource Management. She holds a bachelor's degree in Human Resource Management and several certificates in SAGE payroll processing and administration. She has been very happily married to Royce since 2013 and they have a charismatic son Ethan, aged 3, who keeps them entertained and very busy.

Simone will be replacing Betty Brondani who retired after nearly 33 years with BIL. We wish her good health and happiness in her well-earned retirement.



Simone Baatjies, BIL's Rewards, Employee Benefits & Wellness Officer.



Betty Brondani, BIL's Employee Benefit Administrator, who retired at the end of February 2022.

## WHAT IS THE ICAS ON-THE-GO APP?



The updated and innovative ICAS On-the-Go app is live! Download the free app on the Google Play or Apple App Store and access 24/7/365 EWP information and support for you and your family on all health and wellness needs.

The ICAS On-the-Go app now lets you chat via secure live text with an ICAS professional such as a counsellor, medical professional and legal advisor.

And gone are the days of remembering your toll-free number, as the app now provides you with the option to call ICAS directly within the app (remember calls are free from both cell phones and landlines). If you prefer, you can request an ICAS professional to call you at a time suitable to you.

If you'd like to get a grip on how to live your best life, the new Assessment Centre has assessments that will help you better understand your stress and how to more effectively manage your life.

Together with the added functionality, the content Library has been expanded with articles and short videos on a range of health and wellness topics.

Your company code required upon signup is: BID002



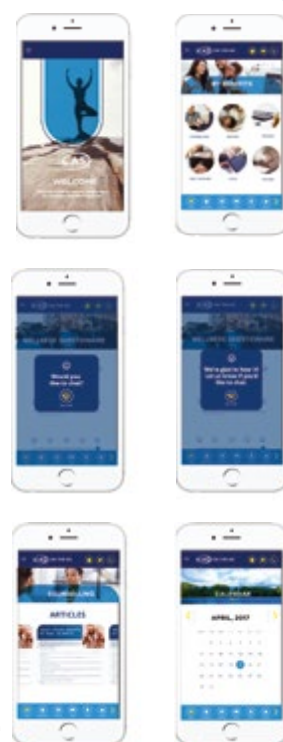
View health and wellness videos and articles in the Library.



Available 24/7/365, call or request a call from a professional counsellor anytime.



For further information or support related queries regarding ICAS On-the-Go, please email [mobileapp@icas.co.za](mailto:mobileapp@icas.co.za)



The ICAS on-the-go app



# NATIONAL COMMERCIAL TEAM



## MEET THE TEAM

The National Commercial (Servicing) team consists of 14 members across four regions, headed up by Lodi Borstlap (National Commercial Manager) and comprising Client Servicing Consultants (CSC) and Key Account Managers (KAM).

"The National Commercial team's role is to ensure that our company delivers a service that satisfies our clients' needs above and beyond their expectations, while remaining profitable. In addition, we focus on retaining business by providing personalised and customised solutions," says Lodi Borstlap.

"I am tremendously proud of the team and salute them for their hard work and dedication to BIL and our clients. The multiple challenges and obstacles faced by the global freight and supply chain industry made it difficult to keep our clients' satisfactory levels

high but the team did it – in conjunction with every BIL employee. Well done to all."

Logistics is indeed a team sport and the Commercial team would like to thank all the BD support functions and the business for their continuous support (Trade Lane, Supply Chain, Tender Desk, Sales, Estimating) and of course IL, Warehousing, Road Freight, Credit, Customs, Legal and Projects.

### COMMERCIAL TEAM:

#### Gauteng:

Lodi Borstlap; Christa Nel; Linda Evans;  
Karen-Sue Sacks; Fortunate Mboweni;  
Marvin Pillay; Iloshni Pillay; Marlené Kruger;  
Greg James (retired in February 2022).

#### KZN:

Ugeshni Naidoo; Nerissa Pillay; Nivashni  
Naicker; Colleen Pillay.

#### Cape Town:

Grant Bezuidenhout

#### Gqeberha:

Eleanore Eades



BD Sales and Servicing workshop held in Johannesburg in November 2021.

### The three pillars that the Commercial team focuses on:



# CHILLI AWARDS



## CONGRATULATIONS TO IL KZN WINNERS OF CHILLI AWARDS

At an awards ceremony on 18 February 2022 the following received awards in recognition of meeting criteria.

Presenting certificates by Xolani Sithole:



Sheldon Mohanram



Justin Moonsamy



Shobanie Rao Naidoo

Presenting certificates by Saloshini Reddy:



Umeshnee Pillay



Nhlakanipho Mkhize



Phumlile Ndlovu



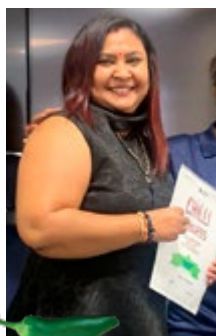
Joel Jairaj



Nirasha Ram



Shamim Munsami



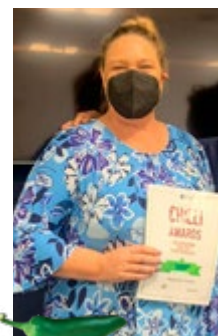
Keshni Ramdeo



Bhavna Naidoo



Radesh Sewnarain



Marguerite Thornes



# CHILLI AWARDS



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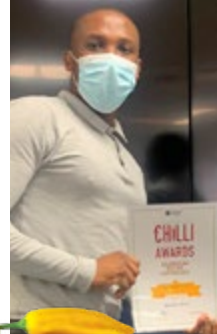
**Presenting certificates by Megan Ponnar:**



Nerina Tulsiram Narsingh



Amanda Nene



Ndumiso Shozi

**Dumisane Mncwabe presented a certificate to:**

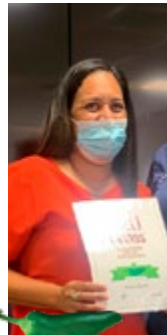


Moses Thobela

**Nicky Mackenzie presenting certificates to:**



Angelique Fuller

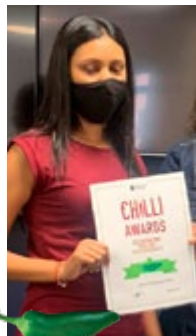


Robyn Miglietti

**Presenting certificates by Linda Govender:**



Leon Subramany



Shavina Inderpershad



Selvan Pillay



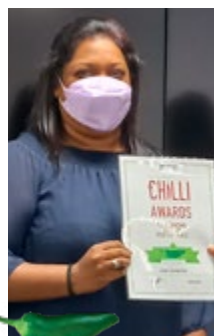
Simone Dorasamy



Sizwe Jali



Sindi Zungu



Julie Govender

**CONGRATULATIONS**  
to the following  
who were not at the  
awards ceremony:



Linda Palmer

Lloyd Gopaul

Ravi Thakoordeen



Amina Mahomed

Shannon Molefe



Christelle Jacobs

Lindelani Shabangu

Nishi Singh

Phillip Anthony

Preshina Rajpal

Resh Naicker

Risha Naidoo

Royce Naicker

Sugandhree Gurie

**Jerolene Yegambram**  
presenting a certificate to:



Kishan Vandayar

# THOUGHT LEADERSHIP



## INTRODUCING ISHAN HUTHERAM, WAREHOUSE ENGINEERING AND PROJECTS MANAGER



Joining BIL as a Supply Chain Solutions Engineer in 2016, Ishan has begun his newly created position, Warehouse Engineering and Projects Manager, primarily focusing on operational stabilisation, standardisation and optimisation. He will be working with a team of three and reporting to Stephen Smith, Warehousing Director.

### *How did your new role come about?*

Over the past six years, I have worked closely with the Warehousing Division, providing engineering services for new business opportunities, as well as operational improvement projects. Progressively, we have seen the market becoming more and more competitive, demonstrating the need for operational excellence in a variety of forms.

This role was created to ensure that BIL maintains its high-quality standards, while actively embarking on strategies that ensure operational excellence processes and procedures are developed, implemented and maintained. My areas of responsibility include:

- Systems Engineering – Providing Technological Solutions that meet operational requirements and customer expectations.
- Process Engineering – Providing Standardised Business Process Solutions that conform to operational and systems requirements.
- Commercial Engineering – Working with

the Business Development Team on new business opportunities.

- Continuous Improvement Projects – Assessment of BIL's operational baseline and ensuring improvement opportunities are well defined, measured, implementable and controlled.
- Operational Excellence Standards – Ensuring that operational best practices form part of the BIL way of working.

### *Can you give an example in layman's terms?*

A simple example of this is the optimisation of a warehouse picking process. A picking process can be evaluated based on two streams. The value adding stream and the non-value adding stream. The value adding activities refers to the actual picking of a product or products for an order. The non-value adding activities refers to the travel time taken for a warehouse picking operator or a forklift driver to travel to and from a warehouse storage location that has the product or products being ordered.

Any form of reduction to the non-value adding time, i.e. relocating products based on their frequency in which they are ordered closer to the point of dispatch will result in an improvement of overall activity time. Our warehouses are managed via a warehouse management system that allows us access to this type of information. We can therefore analyse this data, evaluate the outcome and make the necessary decisions that best suit the operational environment in which we operate.

### *What are the challenges currently faced by our industry?*

The economic impact of COVID-19, which is exacerbated by astronomical freight rates, global semiconductor shortages, as well as the knock-on effect from the July 2021 unrest have shaken up the industry. Today, more than ever, our key priority is on continuous improvement and innovation, with the intent of finding cost saving measures.

### *How do you plan to innovate and improve?*

Over the past two months, I have prioritised gaining further insight into our operations, i.e. our existing infrastructure, conformance to processes, systems integration and the use of technology as a management tool. This was crucial to determine the current state [baseline] and to develop a roadmap for any opportunities.

My team and I will be focusing on a more scientific implementation methodology of data-driven solutions with technological adoption and integration. In addition, educating the entire division on the team's capabilities is of utmost importance to ensure that we remain at the forefront of any, and all, improvement opportunities.

### *About Ishan*

My career began in 2012 as an Industrial Engineering Trainee at a logistics company. I was later appointed National Implementation Manager, responsible for warehouse development and systems integration nationwide. After completing a Graduate Programme at DSV in 2014, I was appointed Logistics Engineer within the Contract Logistics Division. I also held various positions, including Facility Manager, where I gained hands-on operational experience.

I hold a Bachelor of Technology Degree in Industrial Engineering from the Tshwane University of Technology and completed a Management Development Programme through the University of Stellenbosch Business School. I am currently awaiting examination to become a Certified Supply Chain Profession (CSCP) through the South African Production and Inventory Control (SAPICS) institution.

I grew up in Kinross, a little town not too far away from Secunda in Mpumalanga and am married to Seijal, a Speech and Language Pathologist. We have a two-year-old daughter, Nehal. I enjoy travelling, the outdoors, running and cars.



## LEGAL CORNER



### CYBER & SONA - A GATEWAY TO AFRICA

*By: Advocate Christo Erasmus, Head of Legal at BIL*

#### Cybercrime

It is said that Cybercrime could grow by 15% per year over the next five years, reaching \$10.5 trillion USD annually by 2025, up from \$3 trillion USD in 2015. Data is becoming the globe's most valuable and vulnerable resource. We have recently seen how data and cyber security were under attack in Russia and Ukraine, when a host of prominent media sites were compromised. We have seen that one can take part in a war from behind your desk in the comfort of your own home.

According to a recent report by Accenture, an Irish based company specialising in IT, South Africa has the third highest number of cybercrime victims worldwide, contributing to a loss of approximately R2.2 billion every year.

The COVID-19 pandemic forced businesses and individuals worldwide to trade and do business remotely, exposing them to data breaches while witnessing a feast for cyber hackers.

Locally we have witnessed Transnet being hit by a cyberattack, security intrusion and sabotage, with Transnet Port Terminals being among the hardest hit. The hack disrupted normal processes and damaged equipment and information, resulting in the declaration of a force majeure at the ports' container terminals.

Data is the new oil and the duty to protect and regulate the flow of it should rest on every employee, the moment they switch on their computers.

The upside of the flow of data and information is it also shows the flow of money. That is the tool that will be used to combat data crime, because there is always a digital footprint. The Zondo report is evidence thereof.

#### SONA

In the words of President Cyril Ramaphosa on 11 February 2022: "Our economy cannot grow without efficient ports and railways."

Over several years, the functioning of our ports has declined relative to ports in other parts of the world and on the African continent. Following the resolutions of the African Union Summit at the beginning of February 2022, trading is now possible under the African Continental Free Trade Agreement. The geographical position of South Africa having one of the best coastlines on the continent of Africa will be presented, with major opportunities for preferential access to other African markets.

The President also specifically mentioned changes to come in processes and legislation relating to cross-border trade, which one can argue will ultimately simplify and increase trade across our borders, specifically into Africa.

It was mentioned that Transnet will start to give the private sector access to its freight rail network as soon as April 2022, by making slots available on the container corridor between Durban and City Deep in Gauteng. The fight against cable theft and vandalism on our rail network will have to continue to ensure that our once successful railway system can function at its optimum again.

I have been practising law for the past 10 years now and enjoy working at BIL. My ambitions are to not only continue to share knowledge but to offer more than just legal advice at BIL by looking at consulting to clients, smaller business and enterprise developments who do not have the internal knowledge. Knowledge is power.



# CAPITAL PROJECTS



## HARDWOOD BALES ARRIVE IN RICHARDS BAY

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

BIL's Projects Division together with the Richards Bay branch recently handled an interesting project. Hardwood pulp bales weighing 25 000 tons arrived on a chartered vessel at Richards Bay port.

Wood pulp is a vital component in the manufacturing of a wide variety of paper products, most notably, the printing paper used in our offices. The wood for this product is sourced responsibly by Suzano in Brazil – they plant and cultivate trees which are then harvested to supply paper manufacturers such as Mondi and Sappi.

We were appointed by Mondi, who approached us towards the end of 2021 and requested a proposal to handle this mammoth task which included customs clearance, onboard stevedoring, tallying, port management, surveying and transportation to several warehouses in the area.

The bales, numbering 12 500 and each with a weight of two tons, required well over 1 000 truckloads to clear this vessel. The vessel (MV Citriodora) was loaded with half of its rated carrying capacity with our product and another 10 000 tons of the same for others. Fitted with four cranes, the vessel can achieve a maximum discharge rate of 200 tons per crane, but various factors played against reaching the optimal discharge rate.

### These were:

- The warehouse discharge rate was limited to 150 tons per hour.
- Port staff shortages and the general delays by port staff resulted in a maximum of three cranes being attended.
- Cranes had to be shared amongst the two consignees resulting in BIL often only having access to one or two cranes.
- Port equipment shortages – the platforms needed to perform off hooking once cargo was placed on our trailer were often limited.
- Traffic jams in Richards Bay port and town – this was mainly due to the conveyor belt fire in late 2021 resulting in bulk coal trucks being serviced at the multi-purpose terminal.

Annelie Jordaan, BIL Richards Bay, had her hands full in navigating all these challenges while ensuring that the vessel remained productive. Annelie skillfully adapted set plans to ensure that more trucks were sourced so that there was always a vehicle under hook – this to mitigate mentioned traffic delays.

By acting as the liaison between all the stakeholders in this 24 hours a day operation, Annelie was instrumental in keeping all parties performing at their peak. This resulted in a very happy client and we expect repeat orders for this ongoing business. We will now target warehousing and long-haul transport. It was a pleasure working with the Richards Bay branch on this project and we are looking forward to the next one.



## IL CORNER



### IL KZN EMBARKS ON T-SHIRT INITIATIVE

After two years of uncertainty due to COVID-19 with teams working apart, an unstable economy and our health at risk, things finally started to take an upward turn. Malls and businesses have opened again, we are allowed to be out and about and to basically start living again.

Our amazing KZN team has kept their heads high and worked through some big challenges. These include port constraints, shipping line issues, clients' demands on high as we headed into the festive season

and new year. Increased volumes have helped BIL's business to move forward quickly.

The KZN management team wanted to show their appreciation by purchasing branded golf shirts with the BIL logo and KZN A-TEAM, representing the team's excellent performance over the last few months. This small gesture created such a positive office environment, togetherness and high team spirit.



Bidvest IL staff at Frosterley Park.

#### ***A heartfelt message from Saloshini Reddy, GM***

*To our employees, thank you for all that you do and have done for the company. I know this required a lot of hard work, dedication, extra hours and most of all excellent work from each of you. Your efforts and resilience over these challenging times are really appreciated.*

*Well done and keep up the fantastic work! your efforts are being recognised across the board.*



L-R: Sheldon Mohanram, Sumeeth Thulasaie, Dumisani Mncwabe, Sandy Brijnarayan, Akhilon Naidoo, Siva Govender.



L-R: Ndumiso Shoji, Dumisani Mncwabe, Sheldon Mohanram, Sandy Brijnarayan, Siva Govender.



IL staff at King Shaka facility.

The Airfreight Team at King Shaka Airport are excited to show off their KZN-A-TEAM t-shirts.

This is always worn with pride as it shows team spirit and reminds us of the hit TV series THE A-TEAM where teamwork is vital for a plan to come together.



## WAREHOUSING CORNER



### INTERVIEW THABANG BOPAPE, SENIOR HR OFFICER, WAREHOUSING, GAUTENG DIVISION



As Senior HR Officer for the Gauteng Warehousing region, it is no surprise that Thabang describes his job of providing holistic HR functions as jam packed! Here are some insights into managing this demanding portfolio.

#### **How many warehouses are there in Gauteng?**

There are 11 warehouse facilities in Gauteng, namely Denver, Alrode, Elandshaven, Logistics Park 1, Logistics Park 2, Ford, Robert Bosch, Rosslyn, BMW VDC, Nissan after sales and Nissan container yard.

#### **What is the staff complement?**

Our staff complement is 432 permanent and 47 fixed term contract staff, some of whom have been with us for a while, so in total we are 479.

#### **What does your job entail?**

**Recruitment and Selection:** I am responsible for ensuring that all facilities are resourced as per business requirements. This means going into the market and sourcing the right calibre candidates who fit in with our business culture and values.

**Payroll & HR Administration:** This is a huge part of my job, basically ensuring that payroll receive all pay related documents to make the necessary changes on our system as well as ensuring all employee files are kept up to date.

**Industrial / Employee Relations:** This involves continuous consultations with employees and management, disciplinary issues, grievances and representing the company at CCMA, as well as consultation with legal representatives who handle matters at the Labour court.

**Change Management:** I provide management with guidance on S197, S189, shift structure changes and Terms and Conditions of employment changes.

**Adviser:** I advise the regional Facility Managers, Operations Managers and General Managers on day-to-day HR related issues, as well as advising employees on matters of policy, statutory requirements and procedures.

**Strategy implementation:** I execute divisional strategy at a regional level to ensure that key objectives are met in line with divisional requirements.

#### **What are the challenges you experience in this kind of industry?**

My environment is quite fast paced and demanding. I always need to ensure I am present emotionally and intellectually through every step of my day. No one day is the same, juggling multiple balls at the same time to ensure business is serviced. Reaction times need to be quick and I need to adapt to different environments and situations. As our industry keeps changing, I must ensure BIL remains competitive with our practices.

I have a great support structure in Veren Jackpersad, National HR Manager Warehousing and Chrisna Bruwer, National HR Manager Road Freight Division, who are both a phone call away and always willing to bounce off ideas and give advice. We have a unified HR team with a common goal and Harry Dimo is always available for us to turn to.

#### **How did you get into HR?**

By accident to be honest! My first choice was to do an LLB, when that didn't work out, I thought Marketing, as I am quite an extrovert. But the universe was pushing me to my third choice which was HR. My first job gave me a taste for HR. It sparked a feeling of joy to be able to give people opportunities to start their careers and progress. My real love for HR started when I was a graduate at Tongaat Hulett Starch, where I was involved in Centres of Excellence, Talent Management, Training and Development, as well as Compensation & Benefits. That confirmed for me that HR was the place for me.

#### **How long have you worked at BIL?**

I joined BIL in December 2017 as a Senior HR Officer, after receiving a call from a recruiter and going through interview rounds.

#### **What did you do before BIL?**

I started as an HR intern at a digital marketing agency, before moving to Tongaat Hulett Starch (now Ingrain SA) as an HR graduate. After 1 year 10 months I moved to Shoprite as a Trainee Regional Personnel Manager and after a year was promoted to Regional HR Manager responsible for full HR functions at over 22 stores and liquor stores across the East Rand. The role included the whole spectrum of HR

Continued to page 15



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from recruitment to liaising with community counsellors when opening new stores, meeting community leaders and requesting CVs from communities to create jobs, interviewing new staff mostly when I was opening a new store, sourcing new trainee managers for my region and CCMA representation. I worked there for two years before joining BIL.

**Give us an example of a time at BIL where you experienced that feeling of joy helping others.**

In 2020 we incorporated employees from another organisation into BIL. For many years the guys had earned only a salary. We were able to provide them with bonuses, provident fund and in essence long-term security. When they received their first bonus ever, one employee said he was able to take his family for the first time to Spur for a meal.

**What do people not know about you?**

One thing about me, I don't get angry. Only three people have ever seen me angry in my whole life, my mom, my wife and my good friend. When you evaluate anger as an emotion you realise you are using up a lot of energy for no reason. I learnt it early on in the manufacturing environment where, if you don't control your emotions, you will find yourself in hot water.

I am also a very free-spirited person who enjoys making people laugh, most famous for my "dad jokes" and I love being around people. I'm seen as a serious guy and not everyone sees my funny side.

**What are your aspirations for the future?**

My current aspiration is to do my Masters in Labour Law. I just need to find the time to do so, once I am done my aim is to keep getting better and better at what I love doing, the road is long and I just want to be the best version of myself.



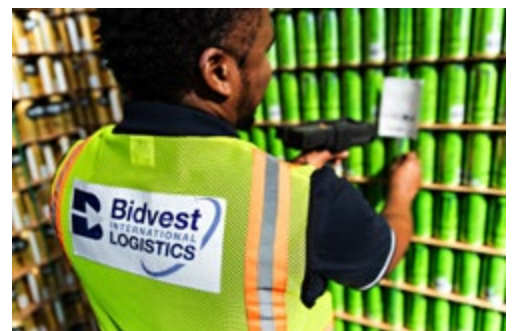
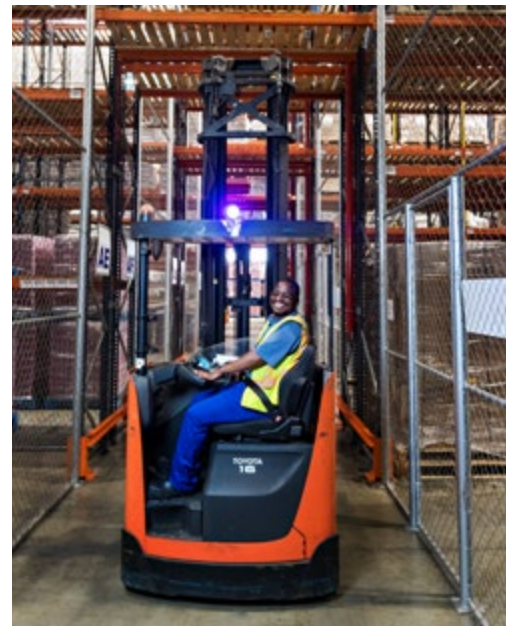
**Qualifications**

I have a BCom HR and a Postgraduate Diploma in Management from the Northwest University, Certificate in Labour Relations from Unisa, Postgraduate Diploma in Labour Law from the University of Johannesburg and Labour Dispute and Resolution Practice qualification from Wits.

**Some personal information**

I grew up in a small suburb of Polokwane called Westenburg, attended Laerskool Pietersburg Noord, then Hoërskool Pietersburg and Northwest University in Potchefstroom. I have a beautiful wife Patience and we have been married for six years. We live in Brakpan and Patience is a Business Studies teacher at Benoni High School.

I enjoy reading scientific journals and Case Law and spending time with my wife. There was a time I wanted to break into industrial psychology and now industrial relations is my first love. Essentially this is your IR employee engagement issues. I like to observe and understand the psyche of a person. I enjoy reading the DSM 5 on different Associative Identity Disorders (D.I.) and types of different disorders, huge Freudism fan and psychology books.



Denver, Elandshaven and Rosslyn warehouses.

# ROAD FREIGHT NEWS



## UPDATE FROM ROAD FREIGHT

By: Marcus Ellappan, Director

### Road Freight buying spree enhances fleet

Road Freight increased its fleet in December 2021 with the purchase of five new vehicles. These include two Mercedes Benz Actros RE for long distance and three UD trucks for local distribution.

"The new Mercedes Benz Actros RE is a truck ahead of its time. It meets the continually growing demands in long-distance and heavy-duty distribution haulage more effectively than ever. It boasts enhanced efficiency, unique comfort and exemplary reliability," says Director Marcus Ellappan.

### Why the decision to buy this vehicle?

"Our priorities are driver safety and reliability and these are the first two boxes the new Actros RE ticks immediately. We can remain competitive and actively relieve the strain on our drivers, at the same time enhancing the safety of our clients' loads."

### What are the outstanding features?

"The Actros does not have the traditional side mirrors but has digital side cameras that assist the driver with better visibility. It has electronic stability, auto braking, side guard safety and an innovative sensor and radar system. The aerodynamically optimised air deflector on the cab roof reduces fuel consumption significantly. It is rigid and is supplemented by concave side deflectors and a concave base cover. In combination with a longer rear axle ratio for OM 471 and OM 473 engines and the new Predictive Powertrain Control, fuel consumption of the new Actros can be reduced by up to 5%."

### Will you be adding more to the fleet?

"We will most certainly be acquiring more of these vehicles during the course of the year as we intend growing our long-distance footprint."

### Who is the lucky driver and/or client and what routes will it do?

"Routes will be national and this vehicle will not form part of a dedicated contract fleet so will be used to service multiple principles."



Merc Atros



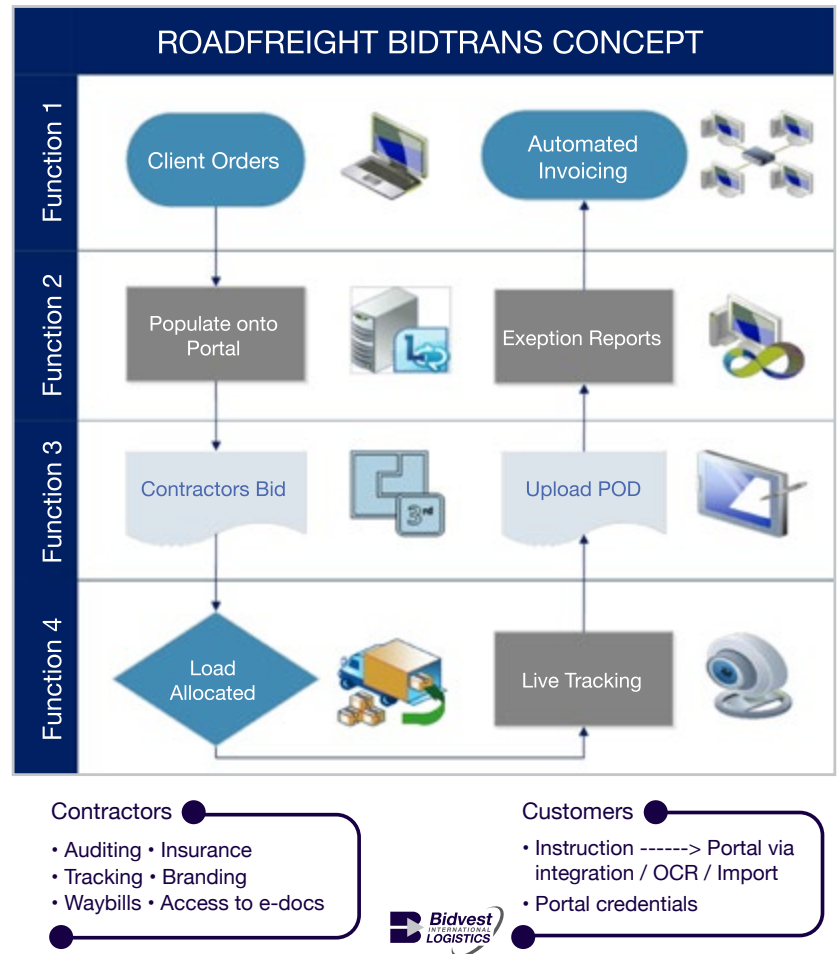
UD Trucks



## UPDATE ON THE BIDTRANSPORTAL

"The BidtransPortal has been running successfully in Road Freight's container operation. Plans have begun to roll it out to BIL's distribution business units in Gauteng. Being fleet owners we understand the costs of operating trucks. We therefore investigate rates that seem unrealistic, ensuring competitive but fair rates. The most popular requests are for triaxles and container loads.

The flow chart to the right explains more clearly how the bidding works," says Marcus.



## WELCOME TO THE FUTURE IN TRANSPORT

Welcome to the future in transport with Bidvest International Logistics' Bidtrans Portal. Place your order with the click of a button and the portal will plan and optimise your delivery, complementing our dedicated fleet of 1-ton to multi-axle truck-trailer combinations. Track your shipment from start to delivery, including access to electronic POD and invoice. We transport general, specialised, small parcels and hazardous goods for all cargo sizes to national destinations. Leveraging the best use of technology allows for better resource planning and improved carbon efficiency. Enjoy our fresh approach to logistics.

Our transaction fees include the following, all on one system:

- Order induction
- Cost management
- Purchase order management
- Access to our vast pool of owned assets and contractors
- POD Management
- Order tracking
- On-line access to invoices

  
**BIDTRANSPORTAL**  
 By Bidvest International Logistics  
[info@bidvestil.com](mailto:info@bidvestil.com)



# OIL AND GAS FEATURE



## OIL AND GAS – READ ALL ABOUT IT

Oil and Gas is a major industry and plays an influential role in the global economy. The processes and systems involved in producing and distributing oil and gas are highly complex, capital-intensive and require state-of-the-art technology.

The selection of service providers along the supply chain can make or break an oil and gas project and it is critically important to select suppliers and/or services that are cost effective, comply with the specified requirements and do not cause delays.

Below is some information and insights from some of the Oil and Gas team. We will feature other members of the team in the following issue.

### **Casey Lane, National Operations Manager for Oil and Gas.**

"Purely by the nature of the product the risk is inherently higher in various aspects, including documentation, physical cargo

and legislation," says Casey Lane, National Operations Manager for Oil and Gas. Casey manages Oil and Gas and Oil and Gas projects, together with a team of three based in Cape Town.

He also heads up the African Control Tower, along with Jen Byrne, GM Cape region. "The role of ACT is as a support service into and out of Africa. We act as the go between our agents and stakeholders shipping into Africa."

Casey says risk mitigation is a big aspect of both Oil and Gas as well as ACT. "It has been ingrained into our team. We ascertain the needs of our clients and our overseas partners and then dig deeper to find out how we can mitigate risks.

"We look at all eventualities and how we would potentially fix what could potentially go wrong. A lot comes with experience, but we ask the right questions and look at all angles and even then there is risk."

A recent example was the movement of a reactor from Durban port to a refinery 25 km away. The super abnormal load measured 26m long x 9 m diameter and weighed 280 tons. "Dealing with stakeholders, the planning stages can take six months to a year to thrash out all the details. We examined every aspect of the transport including route analysis for the crossing of bridges, overhead cables and obstructions, bolstering road surfaces and checking they could handle capacity, etc.

"A curve ball in this transit came in the form of an unforeseen breakdown of a rudder on another vessel. While it had nothing to do with us, the vessel was berthed in the quay behind our vessel and a big crane blocked access to our vehicles. I admit it is these challenges which make my job exciting! We had to arrange an on the spot meeting to get permission to move the equipment through another terminal to get it alongside the vessel for discharge in order to avoid additional costs."

Casey also manages general exports out of Cape Town and products ranging from Oil and Gas in tankers, to general products like granite blocks, chemicals and machinery, all over the world.

Day to day shipments into Africa also carry risk, he explains. "It can be very expensive if there are delays at borders or in clearing products. We must ensure everything is in order before the shipment takes place. Costs are unknown until you get them and can escalate into hundreds of thousands of Rands very quickly."



L-R: Gorette Henriques, Casey Lane, Jen Byrne, Sonwabo Nabanti and Zintathu Ntoli.



Ntuthuzelo Qobisile,  
Estimator.

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Casey went into shipping straight out of school, despite his father's warnings that once you are in shipping you will never get out. Words from a man who was in shipping too. Casey joined Safcor Freight in 1999 as a Breakbulk Clerk at Cape Town Airport. In the same year he became an Airfreight Export Clerk.

In 2001 he left the company to pursue other interests but was asked to return in 2002 by his team leader in airfreight. He returned in May 2002 as an Airfreight Export Controller. In 2008 he moved to Ocean Freight exports as an Export Controller and in 2010 to Oil and Gas as a Senior Export Controller. In 2012 Casey was appointed Operations Manager for Oil and Gas, a position he has held for 12 years in addition to now looking after general exports and ACT.

Casey has been married to Liezl for 16 years and they have two daughters aged 12 and 9. They enjoy going camping as a family, walking on the mountain, going to the beach for picnics and braais with friends and family. "Simple is good for me. I enjoy the odd Sci-Fi movie and listening to rock music and music from the 80s."

He believes BIL is a great company to work for with exciting times ahead. "With Jen at the helm in Cape Town, supported by our new IL Director Xolani and new frontiers opening, I believe our Cape Town office will blossom and grow into its new potential. Oil and Gas and ACT are a launching pad for business into Africa which supports our local internal stakeholders, clients and agents abroad with their movements into the continent. The industry is also on the up, with upgrades to the refineries to produce cleaner diesel and fuels and replacing aging infrastructure, as well as new offshore oil field finds off the east and west coasts. We have a fantastic team consisting of Sonwabo, Zintathu, Gorete and our new staff member Ntuthuzelo, with our team leader Jen Byrne to take us forward."

### Interview Sonwabo Nabanti, Estimator – Pricing and Africa Support

Sonwabo joined BIL in May 2012 when he was accepted for the NQF Level 3 Freight Forwarding and Customs Compliance



160-ton heat exchanger for an Oil and Gas project



280-ton reactor being moved from Durban port, another Oil and Gas project.

certification through the Academy learnership programme.

"After matriculating, I began as a general worker for a furniture company, before joining a security company as a guard where I worked for seven years. I was desperate to further my education and career so requested nightshift to be able to do a computer course during the day," he says. "Applying for the BIL learnership was another sacrifice, as it meant foregoing my salary and surviving on the learnership stipend, while meeting my financial responsibilities.

"I had to make the sacrifices and take my chances as I always believed in myself and my potential.

"During my learnership it was decided to split learners into different business units and I was fortunate to be sent to Oil and Gas, where Jen Byrne saw my potential and my hunger to learn. I was immediately given an opportunity to become involved in shipping by handling small amounts of airfreight shipments for two of our major clients."

Sonwabo went on to do NQF Level 4 and, on completion in June 2014, he was made permanent staff with the task of handling airfreight exports as an Assistant Controller. "I was then given the chance to learn about Ocean Freight in keeping with the Oil and Gas tradition and culture instilled by Jen Byrne to grow staff and let them learn the full operation of the business unit," he says.

After the successful handling of the account for two years, Jen moved Sonwabo to a totally different department, the pricing desk. "Jen wanted me to understand that everything starts with pricing."

Sonwabo oversees all Oil and Gas pricing, OLG projects as well as OLG tenders. He quality controls the work of other estimators to make sure that estimates are in line with current processes and to maintain competitiveness and win business.

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He is also involved in exports, imports and cross-trade for every single mode of transport that BIL OLG handles, i.e. ocean, air, road and courier.

"I love my job because freight forwarding is a challenging industry which always keeps me on my toes. It is interactive and you get to communicate a lot and build relationships with different people both abroad and locally. My job requires a lot of problem-solving skills which I have learned along my OLG BIL journey."

Sonwabo remains ambitious to grow his knowledge and his role in BIL and to share his experience and knowledge with his subordinates. He also plans to obtain a higher qualification, such as a Diploma/Degree in Transport Management or even on the financial side.

His mentor is Jen Byrne. "She's the reason I am where I am today due to her vision for potential in people. She wants you to be independent, manage every situation to the best of your ability and only seek help when there is risk or need to," he says.

Born in Tsomo in the Eastern Cape, Sonwabo is married to Nomawabo and they have a daughter aged 15, a son of 11 and a daughter of 7. He sees himself as an introvert, which helps him to focus more on everything he does.

#### **Interview Zintathu Ntoyi (Zee), Oil and Gas Controller for Imports and Exports (Air, Sea, Road)**

Zintathu joined BIL in October 2016 when she was accepted for the NQF Level 3 Freight Forwarding and Customs Compliance certification through the Academy learnership programme.

"After matriculating, I enrolled for short courses at South African Maritime School and Transport College in Durban, where I completed NQF International Trade Level 2, Freight Handling Level 3 and Shipping and Customs Level 4. On completion of my studies, I saw an advertisement for a learnership opportunity in Cape Town on Freight Forwarding and Customs Compliance and was successful in applying for the job.

During my learnership, I immediately became involved in shipping by assisting on airfreight shipments for a major Oil and Gas client. I was fortunate to start my learnership programme within Oil and Gas where Jen Byrne encourages all employees within the business unit to move around and learn various functions or operations."

Zintathu went on to do NQF Level 4 and, on completion in June 2018, she was made permanent staff with the task of handling airfreight exports as well as ocean freight as an Assistant Controller and then as a Controller. At the same time she completed her NQF level 5 in Supply Chain Management in 2019.

After the successful handling of exports for a year, Jen suggested Zintathu begin doing imports. "Jen Byrne wanted me to understand that the two operations are intertwined and one is the reverse of the other. I am now also doing estimates for Oil and Gas as well as imports for Oil and Gas. I also do exports using different modes of transports.

"I love my job because it is an interactive industry and you get to communicate and build relationships with different people, both abroad and locally. My job requires a lot of problem-solving skills which I have learned along my OLG BIL journey."

Zintathu says another challenge for urgent shipments is time differences. "Being flexible includes staying awake to contact clients in different time zones. It is an interesting but stressful industry. Your work is never done in shipping. You wake up to something new every day."

Zintathu is determined to grow her knowledge and her role in BIL in a more senior position and share what she learns with her subordinates. She also plans to obtain a higher qualification, such as a degree in Supply Chain Management.

Her mentors are Sonwabo, Estimator for Oil and Gas and Africa Control Tower, as well as great support from GM Jen Byrne and National Operations Manager Casey Lane.



Ton Reactor being discharged in Durban.



Ton Reactor being jacked up for loading onto trailer.



## OUR OVERSEAS PARTNERS



### OPERATIONAL UPDATE ON SITUATION IN UKRAINE

By Marco Rohrer, President and CEO, EMO Trans



Dear Valued Customer,

We, along with the rest of the world, have watched the events unfold in Ukraine with great concern. The world's response to Russia's aggression has been swift in the form of economic sanctions. As of yesterday, CNBC reported that the Biden administration has announced additional sanctions against Russia's central bank and Reuters reported that many Western businesses are exiting their Russia operations.

The cargo and logistics industry has also begun responding. According to Bloomberg, ocean carrier Ocean Network Express of Singapore (ONE) became the latest liner to suspend bookings of cargo to and from ports in Russia and Ukraine, joining a growing list of logistics firms halting operations in the region. Maersk and MSC have also announced that they are suspending bookings to and from Russia, as Hapag-Lloyd did late last week.

#### **Current operational impacts**

Air and ocean shipments to and from Ukraine have stopped.

Ukrainian air space is closed, and Russian air space is closed to most commercial flights. Many airlines are choosing not to use Russian air space even if they could. Airlines are using southern routes to/from Europe/Asia resulting in longer flights, which means they are taking on more fuel and less cargo.

Air and ocean shipments to Russia are subject to disruption amid announcements about suspended bookings. Our understanding is that ocean carriers will continue to accept and screen bookings for delivery of essential goods such as food, medical equipment, and humanitarian goods.

Asia-Europe rail shipments may be shifted to ocean or air due to possible disruptions, although most cargo trains do not transit through Ukraine.

#### **Projected impact of the Ukraine-Russia conflict**

- Higher energy costs due to fuel shortages, resulting in fuel surcharges and higher freight rates.
- Production capacity will be impacted due to shortages of raw materials from Ukraine and Russia.
- Demand volatility.
- Logistics routing and capacity restraints, as noted above.

#### **Cyber security breaches**

Severing Russia from the international banking system may result in stopping payments to/from Russia, potentially bringing global trade with Russia to a grinding halt.

#### **A note about cyber security**

EMO Trans takes cybersecurity very seriously and uses a dynamic adaptable approach to evolving threats. We embrace CISA/FBI recommendations in our security portfolios, and our infrastructure meets a broad set of international and industry-specific compliance standards.

EMO Trans' data is stored across globally distributed data centres that are interconnected via a resilient network, and we secure data using various encryption methods, protocols, and algorithms, including double encryption. We secure our endpoints with ransomware protection, firewalls, and MFA authentication for our Application authentications.

We also provide ongoing security and threat awareness training to all our staff on a recurring basis to ensure we maintain the highest standard of cybersecurity awareness.

We will keep you informed of developments in this fluid situation.

## SOCIAL



### FROSTERLEY PARK AND THE CHRISTMAS SPIRIT OF 2021

What is Christmas about? This was the Christmas challenge, to demonstrate through visual and creative skills what Christmas is about. The office environment and team spirit amongst everyone was outstanding and shows that as a team we are stronger than ever. Well done team Frosterley Park.

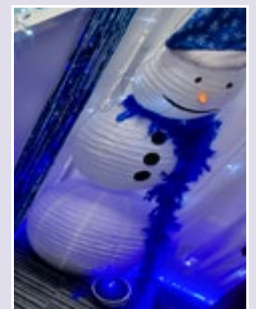
**1st prize: Exports: The origins of Christmas**



**2nd prize: Forwarding/Tradelane/BD/Transport: Santa's Bakery**



**3rd prize: Blue BU Channel: Winter Wonderland**





## RUNNERS UP

Executive Wing: Santa's Workshop



Entries: Christmas in South Africa



Finance:  
Diversity of  
Christmas



Green BU: White Christmas



## VALENTINE'S SPIRIT AT IL UNIT 1, ORT

By Susanna Nel, Admin Clerk

What is the true meaning of love?

The definition of love is a feeling of deep affection, passion or strong liking for a person or thing. Origin of the word Love comes from the Middle English word luf, derived from the Old English word "lufu".



David Farrell enjoying the fun day.

## BLUE BU FROSTERLEY IMPORTS TEAM SPREADING THE LOVE FOR VALENTINE'S DAY



L-R: Back row: Sizwe, Bongani, Justin, Busi, Lerone  
Front row: Sheldon, Simone, Sindi, Linda, Xolani, Resh, Shavina



## IL HOLDS ITS SPIRIT OF THE SEASON COMPETITION

Do you guys smell that? Oh yes, lovely roast beef, baked potatoes and malva pudding.

Yip, it's that time of the year again where most of us feel drained and tired, but the IL departments at Unit 1 fill the air with fun and joy by having their yearly "Spirit of the season award". This prize is given to the department that displays the best Christmas spirit in celebration of a good year of dedicated performance to keep our clients happy.

### *The judging criteria were as follows:*

Creativity, embracing the spirit of the season, presentation, effort and teamwork.

The winning team for 2021 was the Customs department. Well done guys! Your floor looked joyful and festive.

### *Customs quote to all:*

Let every day be Christmas. For loving, sharing and giving are not to put away like bells and lights and tinsel, in some box upon a shelf. The good you do for others is good you do for yourself.



## RUNWAY PARK TEAM ENJOY DESSERTERY

The BIL Runway Park Staff were treated to Plan B by the sites management as a Thank You for their contribution during the looting. Plan B is a dessertery with the most delicious meals and desserts.





## BIL WAREHOUSE SUPPORT SERVICES YEAR END LUNCH HELD AT BIL JACOBS FACILITY



## WAREHOUSING SUPPORT SERVICES VALENTINE'S LUNCH



## MPACT SAVING OUR PLANET AND BOOSTING OUR ECONOMY

Despite the challenges faced since the start of the COVID-19 pandemic in 2020, Mpact Recycling handed over R99 000 to 40 top performing schools for the Mpact Recycling schools competition of 2021.

The schools programme was hit badly by the pandemic, with recycling efforts slowing down drastically as schools moved to online teaching.

However, MPact was determined to not let recycling slip out of the minds of the youth and continued with its schools programme, which included the Ronnie Recycle video.

As the leading recycler in South Africa, MPact collects approximately 600 000 tons of recovered recyclables per annum. It runs numerous pick-up programmes via schools, communities and offices - not only do these initiatives raise recycling awareness and create income opportunities but they also push recycling levels to new heights.

Visit Mpact Recycling's website at [www.mpactrecycling.co.za](http://www.mpactrecycling.co.za)





## CHARITY



### IL KZN SANTA SHOEBOX PROJECT GIFTS MALVERN CHILDREN'S HOME

The Santa Shoebox Project 2021 for BIL kicked off with passion and finished with excitement and vigour as we raced against time to achieve BIL's target for the year. Even though the target achieved was a drop in the ocean of the Project's total of 63 099 boxes for 2021, it was certainly the best that IL KZN staff has achieved for this significant event.

The gifts were wrapped in vibrant colours and personalised to ensure that every child receiving his/her gift would feel the love and joy that comes with Christmas. The kids were pleasantly surprised as the BIL Frosterley Park team arrived with a bakkie full of gifts that made Christmas that much more special to them.

A huge thank you to all staff at BIL IL KZN who participated to make this event momentous and unforgettable for the kids, giving them hope in humanity that there are people who care for them. A huge thank you to the KSIA Airfreight team for assisting with the delivery.



L-R: Charles Gumedede, Shamim Munsami, Akhilon Naidoo, Umeshnee Pillay, Nivashni Naicker and Ernest Dlamini delivering gifts to Malvern Children's Home.



Driver: Charles Gumedede, Airfreight team



Gifts donated to Malvern Children's Home

### RUNWAY PARK SUPPORTS FLIP FLOP FRIDAY 18 FEBRUARY 2022

Donate R10, received a Flip Flop Day sticker, slip on your favourite flip flops and take a colourful stand in support of the brave children and teenagers of the CHOC Childhood Cancer Foundation who are facing the battle against childhood cancer. Well done Runway Park Support Services.





# LONG SERVICE



*Congratulations to the following on achieving long service awards from January to March 2022.*

## 35 years

Bruce Thoresson (2021)

## 30 years

Geoff Bold

Stephen Smith (2019)

## 25 years

Nick Taljaard

## 20 years

Jacob Mncube

Warren Kreusch (2018)

Praveshan Ellappan (2021)

## 15 years

Chantal Shunmugam

Clifford Letseka

Denise Steyl

Lawrence Ndlela

Morongwa Maya

Nasha Harris

Remando Nigrini

## 10 years

Abel Gama

Angeline Letsholo

Cedric Lubisi

Hendrick Nchwe

Jessica Mngqingo

Jimmy Manyathi

Kearabetswe Kopakae

Khutso Thobejane

Mahlomotse Mokgoatjane

Maria Mbuli

Maureen Subbiah

Ndumiso Shoji

Nokwanda Mlambo

Nompumelelo Mlumbi

Petrus Mokoena

Rachel Breytenbach

Rebecca Maduray

Seipati Ponto

Tshepo Motlhoiwa

Veena Kamrajh

Vincent Byl

Wiseman Tau

## LONG SERVICE AWARDS ROSSLYN 2021



Leslie Moleshoane (25 years)



L-R: Herman Pretorius (10 Years), Lucy Bopape (10 years), Leon Raaths (15 years) and Bernard van den Berg (25 years).



Left: Jan Labuschagne, Operations Manager BMW Wash Bay, receiving his 15-year award from Bernard van den Berg, BMW Facility Manager.

## LONG SERVICE AWARDS DENVER/ALRODE 2021



L-R: Robert Masejane, 15 years; Diponyane Mabiletsa, Facility Manager; Peter Mmbulaheni, 15 years; Nadia Ragavan; Lee-Ann Marais, 25 years; Stephen Smith, Warehousing Director; and Horatius Dlomo, 25 years.

## MATCH



Congratulations to Bennie Sethole and his wife Paulina who were married on 4 and 5 December 2021. Bennie works as a Quality Inspector at the BMW facility.



Congratulations to Robert Mhlakgane and his wife Windy Boloka who were married on 25 and 26 December. Robert is a Tyre Fitter at BMW.



Congratulations to Monoge Tau and his wife Magdaline who were married on 25 and 26 December 2021. Monoge works in the polish bay at Rosslyn facility.

## HATCH



Congratulations to Andrew Mogaladi, Picker, Denver, and his wife Lekgale Matlou on the birth of their baby girl Boikarabelo.



Congratulations to Anathi Mbete from Cape Town warehouse and Sandiswa on the birth of their baby daughter Ndalwentle on 6 November 2021.



Congratulations to Robert Mhlakgane and his wife Windy Boloka on the birth of their baby girl Thatego on 1 January 2022.



# IT'S COMPETITION TIME



Welcome to our new **Word Game** competition.  
It's quite simple and fun.

- Simply try and guess the 5-letter word. You have six tries.
- Each guess must be a *proper word*.
- Hit the **Enter** button to submit.
- A green block means you have the correct letter in the correct spot.
- A yellow block means you have the correct letter but in the wrong place.
- A grey block means the letter is wrong.

Send a screenshot of the completed game (and tell us what the word is), to [marketing@bidvestil.com](mailto:marketing@bidvestil.com). The first three correct entries drawn win a prize.



Link to this edition's word game:

**BIL Word Competition**

<https://mywordle.strivemath.com/?word=ymshe>

**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**

## COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 8

**Competition question from  
People's Press Edition 8:**

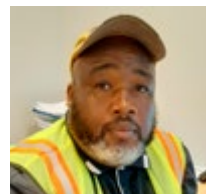
Which facility won the 2021 Best  
Excellence Charter score award?

**The correct answer is:**

Unit 2



**1st prize: Nichlan Rajah,**  
In-House Controller  
Adcock Ingram.



**2nd prize: Ndivhu Mukhithi,**  
Superintendent,  
Nissan Main Plant.



**3rd prize: Lazelle Rous,**  
In-house Controller Imp,  
East London.

# EDITORS



## THE PEOPLE'S PRESS EDITORIAL TEAM

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

**Noxolo Hlomendlini** - [noxoloh@bidvestil.com](mailto:noxoloh@bidvestil.com) – JHB

**Iolanthea Myburgh** - [iolantheam@bidvestil.com](mailto:iolantheam@bidvestil.com) – EC

**Aiden Libbie** – [aidenl@bidvestil.com](mailto:aidenl@bidvestil.com) - WC

**Chrisna Bruwer** - [chrisnab@bidvestil.com](mailto:chrisnab@bidvestil.com) – Transport

**Rebecca Maduray** - [rebeccama@bidvestil.com](mailto:rebeccama@bidvestil.com) - Warehousing

**Kelly Hirst** - [kellyh@bidvestil.com](mailto:kellyh@bidvestil.com) - Richards Bay

**Almira Reddy** - [almirar@bidvestil.com](mailto:almirar@bidvestil.com) - KZN

**Taryn Govender** - [taryng@bidvestil.com](mailto:taryng@bidvestil.com) - KZN

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