

# PEOPLE'S PRESS

## THE DIRECTOR'S CHAIR



### UPDATE ON THE IL GROWTH INITIATIVE

The year 2021 has arrived and the IL Exco team has dedicated a significant portion of their efforts in driving our projects aimed at generating meaningful growth for the IL business. It is extremely encouraging to be able to report that our initial short-term objectives are nearing completion, despite the December/January period when many staff were on annual leave.

Extensive meetings have taken place with our colleagues in Business Development to ensure that we jointly address every possible area of service and relationship that will make our clients committed to retain BIL as their preferred service provider. In addition, we are progressing opportunities in securing new business while maintaining market related pricing to our clients.

The team has already recorded successes in automating certain processes and savings in time and errors have been realised by reducing manual interventions. Reporting tools have been developed to manage our forwarding operations, highlighting areas of improvement and eliminating wastage and write-offs.



We are developing our capabilities with new services in packaging and airfreight charters.

Communication across the business is being enhanced and training in this area will be rolled out in the near future. Weekly meetings are being scheduled with staff to address areas where motivational opportunities can be further enhanced.

We are working closely with our Training department on items highlighted above but also in general to train new skills that will make us even better prepared for the road ahead, as our automation and IT developments accelerate.

### INDEX

<b>THE DIRECTOR'S CHAIR</b>	<b>1</b>
<b>BIL ACHIEVERS</b>	<b>3</b>
<b>HR CORNER</b>	<b>4</b>
<b>ROAD FREIGHT CORNER</b>	<b>6</b>
<b>THE BUSINESS OF BIDVEST</b>	<b>8</b>
<b>SHEQ UPDATE</b>	<b>9</b>
<b>OUR PARTNERS</b>	<b>10</b>
<b>IL NEWS</b>	<b>12</b>
<b>CSI / CHARITY / SOCIAL</b>	<b>13</b>
<b>BIL ON INSTAGRAM</b>	<b>14</b>
<b>LONG SERVICE</b>	<b>15</b>
<b>CONDOLENCES</b>	<b>15</b>
<b>HATCH</b>	<b>15</b>
<b>IT'S COMPETITION TIME</b>	<b>16</b>

All these initiatives are designed to grow our business. We extend our gratitude to all other divisions and functions who are so willingly participating in these developments. As one BIL team we will work together to grow our business into the future.

## NAME THE PROJECT COMPETITION

As part of our project we held a competition to give it a name. The winning name is **Siyakhula** and the winning team that came up with the name is KZN Finance, led by Ronelle Moodley.

Explains Ronelle, "We began by brainstorming words, phrases and ideas that represent our company's vision for growth. Growth for our team means: flexibility, development, success, ambition, sustainability, innovation, endurance and competitiveness.

"When we put these words together, we formed **Siyakhula**, which means 'We are growing' and which signifies our journey of growth as a company and as individuals. As the seed is sown and the tree grows, the bough bends and so does the organisation. Watch this space for a BIL anthem **Siyakhula** ...".

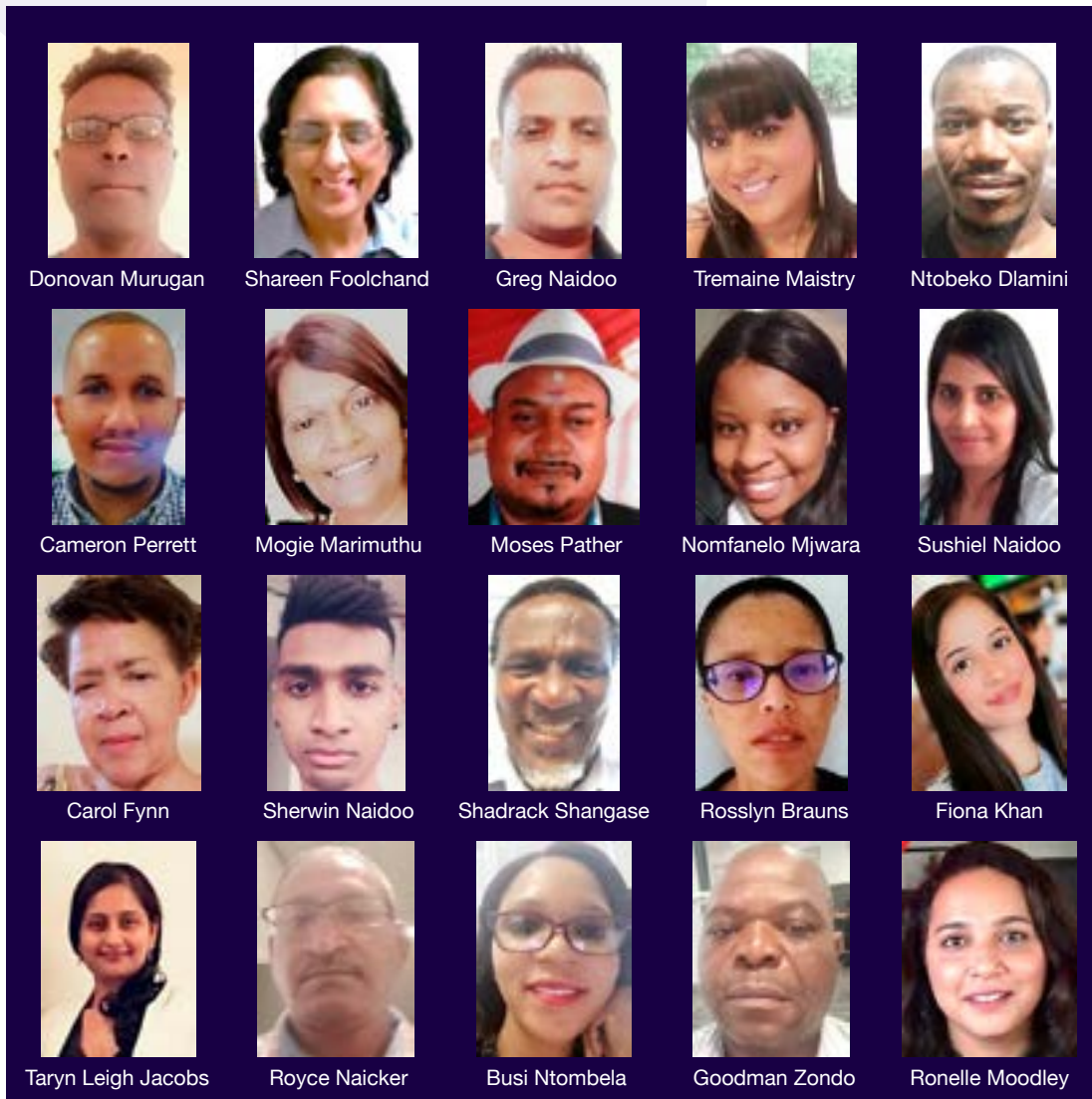
Adds Xolani Sithole, "**Siyakhula** means 'We are growing' in Zulu and Xhosa. There is no better word to capture what we are doing as IL. It is inclusive ("Si" which means "We") because these growth

projects involve everyone in IL. The process we have followed has pulled together different departments in IL and different divisions in BIL (Warehouse, Credit, Finance, Business Development, Transport, HR and IT) to work together on the growth vision for IL. It is also phrased in a present continuous tense, meaning we will continually grow and will be responsive to changes that we meet along the way with one thing in mind – growth!".

**Siyakhula**



*Winners of the Name The Project team competition  
KZN Finance team*



# BIL ACHIEVERS



## RHETT OERTEL APPOINTED HEAD OF SALES

"When economies are tough, unexpected opportunities often come around. I believe that BIL is flexible and agile enough to flourish during these challenging times and I'd like to develop processes that enable BIL to identify these opportunities and run with them." These are the words of our new Head of Sales, Rhett Oertel.

Rhett joined BIL in late 2014 as KZN Commercial Manager looking after the servicing team. His portfolio then expanded to include the coastal regions of Western Cape, Eastern Cape and KZN. He also took on key corporate BIL accounts.

With the restructure of the sales and commercial teams, Rhett was asked to take on the national sales role. "While the current market is difficult, it has put a big spotlight on the supply chain. People are open to new ideas, which leads me to believe this is the perfect timing for me to take on this new role.

"I believe everything starts with the sales department, it's where the energy of a company is created. I would like to push that energy through BIL by securing small wins that lead to big successes for the business as a whole. Sales touches on all areas within a business, from tenders to operations, finance, transport and warehousing. This means that it's incredibly important for the sales team to work together with, and for, the larger BIL team.

"My vision is not to exceed target, that's something that will take care of itself, but rather to ensure that the sales team really understands what sets BIL apart from its competitors. If my team moved from a role at BIL to working for one of our clients, would they choose to sign BIL as a service provider? Once the team believes and understands why they would and should choose BIL, it will be a lot easier for them to sell to prospective clients. After all, we have fantastic resources and expertise in our business."

Rhett gained valuable insight into logistics, prior to joining BIL. He worked as regional sales manager for KZN and Swaziland for



Maersk, joined the procurement team at Damco, was the Regional Client Retention Manager at UTi and headed up the Massmart account when Wallmark acquired Massmart – this included the integration with the vendor teams in Hong Kong and Shenzhen.

Rhett grew up in Tweespruit, 45 minutes from Bloemfontein, matriculated at Grey College and completed a post matric year at Maritzburg College. He started studying a BCom degree at University of Stellenbosch but put his studies on hold and grabbed an opportunity to play semi-professional cricket and hockey in the UK. He returned to South Africa after three years abroad and completed his degree in Marketing and Logistics while at UTi. Rhett was recently selected by BIL to study the IEDP at GIBS this year.

Asked about his ambitions for the future, Rhett said, "I would like to settle into my new role and to see people in sales and servicing succeed with their accounts. The market needs to understand who we are and what we offer to businesses and clients. I believe we can and will do so by tapping into our creativity and by exploring what is possible in the market. If we do what we do best and work together in transport, warehousing and IL there is absolutely no reason for anybody

to be able to compete with us.

"I feel very fortunate to have been given the opportunity of this new position as well as the chance to complete the IEDP during such tough economic times. I understand that it's a privilege, which is why I'm determined to embrace both opportunities with open arms."

Rhett's mentorship advice to BIL employees is to take everything you do at work as a lesson. "You will call on all these learnings again and again. I clearly remember my first job - I was tasked with climbing into containers that had arrived with vehicles. I'd wipe down the cars, roll them out of the container, jump start and go park them. The cars would be chain locked and then released to car containers. There was a lesson somewhere in there! It's up to you as an individual to make your career happen, embrace the opportunities that you're given and then ask for more."

Rhett lives in Durban with his girlfriend, son Oliver (7) and daughter Anna (4). He plays premier league cricket for Maritzburg and men's over 35 hockey for KZN.

Great inspiration from our new Head of Sales – good luck for your future with BIL.

# HR CORNER



## ONLINE ACADEMY LEARNING OPEN TO ALL

**THE BIL ACADEMY**  
is proud to introduce the **new ONLINE ACADEMY!**

**On offer are our**

- Accredited full qualifications,
- Skills programmes
- Critical skills
- HR Benefits & Systems-Training

**Academy Online**

- Facilitated by internal subject matter experts
- Outcomes based approach
- Certificates upon course completion
- Register on our online academy system

**Please follow the steps to register for your training. Click on BIL Intranet**

On the home page hover over 'electronic forms' & then click on 'Academy Training Request'

"Take advantage of our new online training courses, which are open to all BIL employees. We have developed numerous learning opportunities to upskill our most valuable assets, our people," says Taryn Govender, National Training and Compliance Manager.

"From fully accredited qualifications like Supply Chain Management to Critical Skills for future development, we have a fantastic basket of skills to cater for all BIL staff. What is more, these skills can be attained by joining a live internal online facilitator for only two hours a week. At the end of the training the participants will be emailed an assessment to complete.

"The benefits to our staff and company are numerous. For instance, our internal facilitators are subject matter specialists, which means we have the expertise we need inhouse. We are able to leverage on BBBEE score. And, by offering online short courses, more BIL staff will be able to find the time to participate. Bookings are made on the online academy platform which means there is no drawn-out process to register.

"We also have an HR module with a wonderful line-up of facilitators. Thank you to all those who completed the online survey and assisted us with pertinent information to roll out further offerings. We had positive feedback and are extremely pleased at the number of staff willing to facilitate online learning as subject matter experts," concludes Taryn.

**BIL ONLINE ACADEMY**

**How to register?**

**FULLY ACCREDITED QUALIFICATIONS**

- National Certificate Supply Chain Management NCP 3 - Two Year Course Local, includes Practical Building Assessment (2 months)
- National Certificate Freight Handling NCP 3 - Two Year Course Local includes Practical Building Assessment (2 months)
- National Certificate FPOC EA FETC FPOC EA Learning in Schools (200 (2 months)

**CRITICAL SKILLS**

- Regulatory Development - 4 weeks
- Product and Operating Skills - 4 weeks
- Communication Skills - 4 weeks
- Customer Skills - 4 weeks
- Basic Management - 1 month
- Public Speaking - 1 month
- Project/Event - 1 month
- Change Management - 1 month
- Conflict Resolution - 1 month
- Public Writing - 1 month

**HR TRAINING continued.**

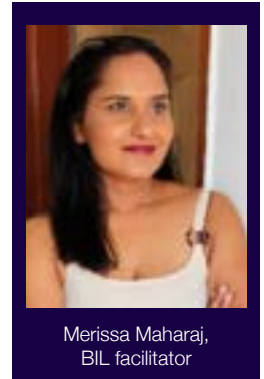
- Registering Council Agreement - 1 hour 30 min
- Recruitment - 1 hour 30 min
- Workplace Safety - 1 hour 30 min
- Asset Protection - 1 hour 30 min
- Employee Welfare - 1 hour 30 min
- Business Ethics - 1 hour 30 min
- HR 101 - 1 hour 30 min
- Employee Social Media - 1 hour 30 min
- Body Language - 1 hour 30 min

# BIL ACADEMY ACCREDITED FOR SUPPLY CHAIN MANAGEMENT QUALIFICATION

Bidvest International Logistics Academy is excited to announce its accreditation and roll out of the National Certificate in Supply Chain Management NQF Level 5. "We applied to the Transport Education and Training Authority (TETA) for funding in order to offer this much anticipated programme inhouse and were duly awarded," says Taryn Govender, National Training and Compliance Manager.

"We subsequently employed our own inhouse facilitator who is a Supply Chain Management Qualified Assessor and Moderator, Merissa Maharaj. Due to the pandemic, Merissa has been facilitating virtually. However, the learners do not seem phased and, in fact, they have coped and excelled with their studies under these circumstances.

"The subject matter and core criteria within this qualification speaks directly to our core business at BIL, which is why we now have plans to offer it to all employees as a full online qualification," says Taryn.



Merissa Maharaj,  
BIL facilitator

The six BIL employees who have been funded by TETA to complete this programme are: Peter Mokoena, Yard Controller at Rosslyn warehouse; Patience Nkosi, Operations Administrator, Alrode Road Freight; Stanton Crowster, Operations Manager, Cape Town warehouse; Melanie Samuels, Operations Administrator Elandshaven Road Freight; Bliss Manamela, Inventory Supervisor Rosslyn warehouse and Nigel Soobramoney, Exports Controller, Frosterley Park.

Says Shannon Wellcome, General Manager Road Freight, "We are proud that two of our team have been accepted on the programme. Melanie Samuels and Patience Nkosi work at Elandshaven and PPG Alrode sites, which fall under the Road Freight inland department. They commenced training in pure lockdown mode (online) and are enjoying it. They both envisage completing the qualification with great scores."

## FEEDBACK FROM LEARNERS

### Bliss Manamela



It is a great opportunity for employees who are trying to better themselves within their line of work without being away from work for too long. Although the technology factor has its own challenges like network and IT problems, the convenience outweighs the challenges. Overall, it is informative and exciting. Thank you Merissa for being selfless enough to do this line of work and for having the passion for it.

### Patience Nkosi

Class has been exceptional. Merissa is truly invested in our education and growth as learners. I have personally gained confidence in participating in class ... I enjoy my Tuesdays.



### Melanie Samuel



The first few weeks of class were slightly challenging in the sense of being in a new environment. With deadlines, attending class and studying, I had to make it work. Find time and prioritise. I am enjoying the course, learning lots and the interaction between our group because we are from different departments and we tend to learn what the others do. Merissa has been great. Always available when we

need assistance and she does not let us forget that she is here if we need anything. Our sessions are informative and constructive and there is always room for a joke or two.

### Nigel Soobramoney



Personally, I think this is a great opportunity for us as individuals to learn something new, a programme that is quite versatile and not only based on our client field of employment. It has turned out to be a highly informative course, which allows us to learn new things at different levels and allows us to improve our knowledge in Supply Chain as a whole. Being able to participate in live discussions and group activities has allowed us to grow as individuals in certain areas of our lives.

### Peter Mokoena

My class activities comments: It is informative, intuitive, participatory and supportive as well as fun to be in. Thank you Merissa.



### Stanton Crowster



Having a little bit more experience, and having studied previously, I find that this class is far superior in terms of content, collaboration and interaction between our facilitator and classmates. The fact that the group is so diverse is refreshing as everyone can draw from their past experiences and contribute in class. Additionally, Merissa's input and effort are commendable as remote teaching a bunch of busy BIL staff is not always easy. I find that she handles the pressure and challenges very well and I look forward to class each week.

## WELCOME NEW FREIGHT HANDLING LEARNERS

A warm welcome to our new freight handling learners who were accepted into our learnership programme on 1 November 2020. During their induction, the learners were taken through our company Policies and Procedures, dress code in the workplace, communication and telephone and email etiquette.

“The learners will be rotating through different departments within the warehouse environment. I am confident they will learn a lot and would like to take this opportunity to wish them well on their learnership journey,” says Noxolo Hlomendlini, Business Liaison Officer, BIL.



Learners based at Logistics Park, L-R: Ansley Marais, Phumzile Sithole, Mmathapelo November, Gugu Ramaisa, Siziwe Mahangwana and Welcome (Siboniso) Mtimane.



Thuli Maqa, based at Elandshaven warehouse.



Cebisile Mapumulo, based at Denver warehouse.



Sesona Mali, who is with the Transport division of Elandshaven/ Denver.

## ROAD FREIGHT CORNER



### A ROAD FREIGHT ACHIEVER

Congratulations to Jazrick Macpherson, who was promoted from Transport Coordinator to Transport Controller, based at Unit 1 Logistics Park.

Jazrick joined BIL in August 2017 as Operations Admin. After one year he was promoted to Transport Coordinator, a position he held for two years before being promoted to Transport Controller. His main function is to service a major client in the Telecoms business. “It is a fast-paced complicated industry where we have to meet the high targets set by the client for his company.

“It is not just about collections and deliveries. We work on the client’s system for pick-ups, arrivals, POD loads, customer complaints and tracking. We communicate before deliveries go out and update when they arrive

at destinations. It is all about technology.” Jazrick reports to Zaahid Limbada, Operations Manager, and works with a team that includes Ops Admin, Loading Coordinator, Ops Manager and Quality Control representative.

With three modules left, Jazrick will graduate next year with a Diploma in Road Transport Management from the University of Johannesburg. “I began studying when I was promoted to Transport Coordinator and was assisted by BIL’s Training Academy in my second year of study. I find the course interesting. It is easier to study when you can apply your work experience.”

Jazrick’s advice to other aspiring BIL employees is to “keep on pushing, equip yourselves by studying and learning new technologies”. Outside of work Jazrick enjoys



playing golf and riding his quad bike. He is engaged to be married.

Well done Jazrick.

## ANOTHER SUCCESS STORY IN ROAD FREIGHT

### *“Courage and Consistency breed success”*

Congratulations to Nteseng Moabi, who was promoted to Transport Coordinator, Denver in December 2020.



In 2017 Nteseng Moabi was accepted to enter BIL's two-year graduate development programme. He was afforded the opportunity to gain exposure in every division within BIL, experiencing warehousing, transport, IL and business development.

While employment is never guaranteed, Nteseng secured permanent employment as Operations Admin based at Denver before being promoted to his current position.

“My role, together with my colleagues, is to prepare the daily planning of transport deliveries and to ensure all drivers complete their deliveries within the prescribed times. We have 11 trucks at Denver, including one super link, six x 12 tonners, two x 8 tonners and two panel vans. While most of our deliveries are in the Gauteng area, we also do long distance deliveries, occasionally as far as Durban, Nelspruit, Bloemfontein or Upington,” he explains.

Nteseng grew up in Hammanskraal and completed his schooling there. He obtained a BCom Transport at the University of Johannesburg and joined Kuehne + Nagel, Linde Material Handling and the National Department of Transport's Maritime Infrastructure and Industry Development as an intern prior to joining BIL.

“I really enjoy my new role at BIL. At Denver we are not on 8 to 5 jobs. We are sometimes required to work weekends or start very early and leave late. I enjoy it all. Not every day is the same in the work we do, we experience challenges daily and we make sure that

we come up with industrious solutions that satisfy our clients. What is also great is that I work with many of the people who were my mentors during the graduation programme. Knowing who we are talking to makes the job easier,” says Nteseng. He reports to Balan Gounden, Transport Superintendent and Zaahid Limbada, Operations Manager.

“Working during the pandemic (Covid-19) has shown us as a company the resilience that we have, in making sure we service our clients irrespective of the current situation. I have worked throughout the lockdown and the loneliness in the office and our roads was very strange and now we have hope for economic recovery and creation of jobs,” he says.

Nteseng's advice to other aspiring BIL employees is, “I believe to be successful you need to improve on your weaknesses daily. That is what I am currently working on, to be the best that I can be within this role and to unlock my potential. People will notice if you work hard and then opportunities will always come your way.”

## BIL CERTIFIED UNDER INTERNATIONAL CYANIDE MANAGEMENT CODE

A huge accolade to BIL on this fantastic achievement, making our company the only one outside of the mines certified to transport cyanide. Congratulations and thanks to Taryn Wenlock, Road Freight SHERQ Manager, and her team for securing this accreditation for BIL.

On 25 January 2021, the International Cyanide Management Institute (ICMI) announced that BIL, a cyanide transporter based in South Africa, had been certified in full compliance with the International Cyanide Management Code (Cyanide Code). This announcement followed a Detailed Audit Findings Report prepared by independent professional third-party auditors who evaluated BIL against ICMI's Transportation Verification Protocol and found it in full compliance with the Cyanide Code's Transport Principles

and Standards of Practice. BIL will be independently re-audited every three years to evaluate continuing compliance with the Cyanide Code.

The Cyanide Code is among the most established certification programmes in the mining sector, focused on the safe and environmentally responsible management of cyanide by companies producing gold and/or silver and by companies producing and transporting cyanide. It was developed under the aegis of the United Nations Environment Programme by a multi-stakeholder Steering Committee. The Cyanide Code is intended to promote and help ensure the safe and environmentally responsible management of cyanide used within the gold and silver mining industries.



# THE BUSINESS OF BIDVEST



Bidvest Business Unit  
L-R: Marius Geyer, Greg James, Fortunate Mboweni, Sukan Govender and Lodi Borstlap.

Doing business with Bidvest-owned companies is not a prerequisite, says Sukan Munsamy, Bidvest Business Unit Manager. "When Covid started, Bidvest companies were urged to support each other more but if your service offering is not good, a Bidvest company has options not to use BIL," he says.

BIL decided to set up a dedicated Bidvest Business Unit (BBU) at the end of 2019 to target companies within the group. "Initially it was challenging to break through to some Bidvest companies, but we are gradually gaining more and more business, which is no doubt due to referrals from happy clients," he says.

The Bidvest Business Unit comprises of Sukan Munsamy, Marius Geyer, Lodi Borstlap, Greg James and Fortunate Mboweni. This strong team with a combined range of skills is receiving accolades and referrals from Bidvest companies.

"We came up with specific solutions to the logistical challenges caused by the Covid pandemic," explains Marius, GM Operations. "This had to be done to ensure our clients' goods move as allowed in time and to ensure the costs are kept to a minimum. We use software that gives daily updates on shipments and provides clients with access into our system if a client wants to download documents such as a bills of entry, or documents for a SARS audit or for internal use. For a client to have all his or her shipments on one system has enormous benefits. Some opposition companies may offer lower rates on some charges but overall the BIL solution is more cost effective. It also makes sense for clients to have all their shipment information stored and available 24/7 on their suppliers' system."

What keeps the business unit interesting is the enormous diversity of clients within the Bidvest group. But with their skills and experience, the team clusters different skills sets to ensure clients' expectations are

met and exceeded. "We are working with companies in food, electrical components, plumbing, consumer goods, motor vehicles, retail, FMCG and many more so we must stay abreast of what is required by the relevant authorities," says Marius.

"Finding air and ocean space has become like an auction scenario. Whoever pays the higher price gets the space. All our clients' products are imported and the increase in shipping costs, as has been seen, results in a higher price to the end user compared to one year ago," adds Sukan. "Consumers today are price sensitive. As such price plays a bigger role when deciding between a brand or a lower priced alternative, making competition fierce and cost the biggest factor," says Sukan.

BIL offers the full logistical suite, including warehousing, clearing, forwarding, customs consulting and transport nationally. "We work as a team," says Marius. "With Lodi Borstlap, National Commercial Manager and our two dedicated account managers, Greg James (KAM) and Fortunate Mboweni (CSC), we are delighting our Bidvest partners with what we can offer."

Back at the office, currently Wrench Road, a dedicated team of supervisors, controllers, invoicing clerks and forwarding staff sit within proximity of each other to execute a seamless air, ocean and customs service to clients. Says Sukan, "We have 97% of our staff back at the office, with only IT and commercial working partly remotely. We have split the office teams physically for social distancing and are very cognisant of people wearing masks and sanitising.

"We are making good inroads and there is still a fair amount of Bidvest business out there which we are targeting in conjunction with our Business Development and Commercial team. We have the expertise and the service levels and the future is looking good," he concludes.



# SHEQ UPDATE



In this article we continue with our journey through the seven processes that form the foundation of our ISO 9001:2015 Quality Management System (QMS), delving deeper into process number 5 - **Operational planning and control**.

We have learned how there are many levels of documents within 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 seven processes.

**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.

The purpose of the **Operational planning and control** process is to ensure:

1. We plan, implement and control the processes needed to meet the requirements for the provision of our services to our clients.
2. We implement the actions determined in the Pre-operational planning process.
3. We can meet the requirements for the provision of our services before committing such to the client.
4. We review, control and properly manage any changes to the requirements for the provision of our services and that these changes are properly communicated to the relevant people.
5. That any externally provided products and or services conform to our requirements and do not adversely affect our ability to meet the needs and expectations of our interested parties.
6. We have properly defined our requirements before communicating these to external providers.
7. We determine and apply the criteria for the:
  - 7.1 Evaluation of external providers.
  - 7.2 Selection of external provider.
  - 7.3 Monitoring of performance of external providers.

7.4 Re-evaluation of external providers based on their ability to provide products and services in accordance with our requirements.

8. That when we provide services, these are done under controlled conditions.
9. We have identified, verified, protected and safeguarded clients' or external providers' property provided to us for incorporation into our services.
10. We implement planned arrangements at appropriate stages of our service provision processes, to verify that the services have been met.
11. Non-conformances are identified and resolved prior to performing the service for the client, or if only identified after the fact, that these are identified and resolved.

**The risks of non-compliance with this process are:**

1. That client requirements will not be clearly defined and our operations may not be properly positioned to meet these requirements.
2. That we do not exercise adequate control over our external providers, which may lead to failed service delivery on our behalf.

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.

- Business Development Tender Procedure
- Collaborative Planning Procedure
- Documented Information Company Standard
- Evaluating Performance Process
- ISO 9001:2015
- Management of Change Company Standard
- Non-conformity Management Company Standard
- Procurement Policy
- Provision of Support Process
- Supply Chains Solution Procedure

It is important to note that all employees with access to DGH should have their 'Alert Me' set up so that they receive automated email notifications when any changes are made to the documents within our QMS.

Lastly, and perhaps most importantly, please ensure you all remain vigilant in the fight against COVID-19 by complying with the various measures we have implemented via our COVID-19 Business Continuity Plans.

# OUR PARTNERS



Tom Bayes

## EMO TRANS - THE INSPIRING TOM BAYES, VICE PRESIDENT BUSINESS DEVELOPMENT ASIA

In 2019 on a trip to visit their EMO Trans offices in China, three friends stood on a street corner and marvelled at the fact that their fathers had stood together on the same street corner 35 years earlier.

Today Jenni Frigger-Latham and Sven Frigger are shareholders in EMO Inc. USA and VPs (sales and compliance). Tom Bayes holds a Vice Presidential position within the EMO Trans organisation and is also a shareholder in some of the Asian companies. The three grew up together and spent lots of time at EMO JFK in New York, where they even cleaned the offices, developing a bond that began with their parents.

### How it began

Paul Bayes and Joachim (Jo) Frigger were working together in New York in 1972 when EMO Trans Germany founder Eckart Moltmann saw an opportunity to bring EMO to the USA. Jo, Karin Frigger and Paul opened the first office in New York at JFK airport in October 1972 and were the initial employees and shareholders of EMO USA. Next the expansion with branches in Hartford and Atlanta occurred, which then snowballed into more offices throughout the USA and international into Canada, Japan and Australia, to name a few of the early ones.

Today EMO USA is the leading EMO Country, surpassing EMO Germany as the largest entity in the organisation, and an achievement that exceeded their wildest dreams.

### The EMO Trans expansion into Asia

Tom's own career began 28 years ago at the age of 18 when he was employed first as a messenger and then learning the various desks of Import and Export, Air and Sea operations in EMO JFK.

He tells us his story. "In 1995 I was transferred to San Francisco to begin my sales training as well as assist the Regional Manager in various positions while developing my management skills.

"At EMO's first ever global meeting in 1998 hosted in San Francisco, EMO's USA partner and owner of Royal Cargo, Michael Raeuber, and Jo Frigger decided it was time to strengthen the Philippines USA trade lane. I was just 24 and had never left the US but was posted for what was to be a six-month period.



L-R: Tom Bayes, Thomas, Daniel, Dylan and Denise.

"In my first year, the trade lane business was developing well and EMO decided with our partners to expand into Asia. After five years in the Philippines, Jo decided to send me back to the USA for other important developments."

EMO Trans is now represented across the continents in Asia between China, Hong Kong, Taiwan, Japan and Korea to Singapore, Malaysia, Thailand and Vietnam, over to the Philippines as well as Australia, New Zealand and Papua New Guinea.

Tom was promoted to Vice President and has become a partner and shareholder in five of those locations. "It confirms the recognition EMO Trans has for my involvement and dedication to the company. My first customer that I brought onboard in Manila in 1998 is still 23 years later a very good and large customer for the EMO Trans Group."



Tom and Marco in Asia.

### EMO Trans and BIL join forces.

Fast forward to early 2019 when Bidvest International Logistics acquired Sebenza, the long-term partner of EMO Trans in South Africa. In Germany the EMO Group was shown a presentation of Bidvest International Logistics. Tom was asked to visit India to meet with Maria du Preez and Laura de Villiers to facilitate the introduction of Uniworld Logistics, which is the EMO India partner of BIL.

"We learned so much about each other's companies during those two days and a few months later I met Maria and Laura again, this time in Shanghai, and introduced them to our China and Hong Kong teams. Those were two of the biggest lanes of traffic for BIL and the relationship started with presenting each other's companies, meeting the key operations staff, visiting clients together, understanding the needs on both sides and working to create good relationships all round."



Tom, Jenni and Sven in Shanghai.

continued on page 11

*continued from page 10*

Tom was invited to represent EMO Trans in South Africa during the BIL launch functions in November of 2019, which he attended in Cape Town, Durban and Port Elizabeth. "The best thing about those events was that we were able to meet BIL management, staff and key personnel, see the various offices and gain first-hand knowledge of the size and capabilities of BIL, which far exceeded our understanding of this company."

#### ***The relationship in 2020 and 2021.***

"The year 2020 was a year like no other. These unprecedented times have seen ocean freight rates quadrupling, port congestion and four-to-six-week delays in securing space. Airfreight has extremely limited capacity with the removal of passenger flights and is causing those companies that survived lockdown to struggle to keep their doors open."

However, EMO believes that client relationships were strengthened a lot more than any other year, with clients appreciating the support they received during these tough times. "The EMO group did far better than expected through 2020 and we continue to do whatever we can to find space for our clients to move their cargo. The technology and communication tools like zoom enable us to stay close to our clients and partners."

EMO Trans owns a NVOCC (Non-Vessel Operating Common Carrier) company called EM Lines, which handles Ocean contracts for EMO group around the world. Tom is a member of the international management team of EM Lines and their goal is to make sure they secure ocean space on major trade lanes. "I am excited about our future together and our reciprocal business going forward as this partnership really strengthens our ability to grow the SA market. One of my roles is to be the EMO Trans liaison for Maria and Laura or any of the BIL team and I am happy to assist with development, strategic planning and problem solving relating to BIL and EMO Trans offices in ASIA and USA."

#### ***The mentors who helped shape Tom's career.***

"My father was my greatest mentor, his work ethic and values inspired me. Freight forwarding is not for everyone, but it is in my blood. Every morning when I wake up, I am excited about what I do. EMO Trans continues to be a true family business, the leadership inspiring us all with their dedication and team spirit."

"Jo Frigger, our chairman, who is always accessible for any advice, is a reminder that while we are a global company we are not part of a multi-national conglomerate but a family-owned business now in the second generation."

"My third mentor is EMO Trans current President CEO Marco Rohrer, who together with Tom Harlin our CFO, are facilitating our growth worldwide."

#### ***On the home front.***

Tom lives in Dallas, Texas, with his wife Denise and three sons Daniel, Thomas and Dylan aged 26, 21 and 16 respectively. "Our first son was born in New York, our second son in Manila and our third in Dallas. We have a few horses which is a nice hobby, and we enjoy spending time together as a family. I am grateful for the opportunities that have been given to me," he concludes.

## UNIWORLD LOGISTICS - HOT PROPERTY IN THE COLD CHAIN MARKET



Uniworld Logistics has cemented its place as a force to be reckoned with in the cold chain sector, with years of experience in transporting temperature-sensitive, perishable products to countries in Europe. By rapidly scaling to meet the needs of the global pandemic response, Uniworld has equipped itself to manage the overwhelming demand for temperature-sensitive products.

"We are transporting valuable emergency medication and drugs for various national and international public health agencies, providing active and passive temperature-controlled cold-chain solutions like vaccines and vital medical machinery," says Mr Prem Kumar, Chairman and MD, Uniworld Logistics.

"We forayed into the cold chain segment eight years ago. With the focus now on vaccine delivery, we can maintain temperatures below 70 degrees and have braced ourselves for the vast portfolio of single-use and reusable items needed for Covid."

Cold-chain includes the movement of temperature-sensitive products through a supply chain using controlled settings and thermal packing approaches; this essentially entails cooling systems, cold storage, processing, cold transport and distribution. Pharmaceutical products, high-value cold-chain shipments and temperature-sensitive products are highly dependent on an effective cold chain.

Since 2010, Uniworld has successfully carved a place for itself in the cold chain segment. Besides transporting sensitive medical products, packaging solutions like dry ice and thermal blankets are provided. To cater to the increasing interest in organic, exotic fruits and vegetables from around the world, Uniworld employs advanced cold chain measures to meet the demand, thereby guaranteeing stable temperature, humidity conditions and freshness. The company recently shipped vaccines through active temperature-controlled containers called Envirotrainers.

Food and pharma companies rely on the cold chain to guarantee their products are not compromised. As cold chain processes are not their forte, they turn to expert cold chain logistics shipping companies like Uniworld to suit their shipment requirement. Uniworld provides cold-chain solutions at the logistics standards of the World Health Organization (WHO) and the western world. Uniworld is also Goods Distribution Practices (GDP) certified.

# IL NEWS



## BIL ON THE AUTOMOTIVE INDUSTRY IN THE EASTERN CAPE

General manufacturing contributes a significant portion to the Eastern Cape economy and is predominantly driven by the needs of the automotive sector, which represents the biggest manufacturing sector in this region. The province boasts four of the seven OEMs operating in South Africa and up to 100 major component manufacturers. The industry is starting to recover, great news after the challenges Covid-19 brought to this region.

BIL's East London and Port Elizabeth branches manage a variety of functions for two of the larger OEMs based in the Eastern Cape. Falling under Cape Regional GM Jen Byrne, she explains, "The Original Equipment Manufacturer (OEM) business includes fully built up (FBU) and completely knocked down (CKD) units for ocean freight imports and exports, airfreight imports and exports, customs, warehousing, stock yard management, disassembly, packaging, pretty much everything."

Jen explains that it is a very complicated industry, where one client can have eight different components, but believes that what sets BIL apart from its competitors in this market is the company's specialist approach to integration of its clients.

In East London Hudson Thomas and his team manage the large volumes of shipments arriving. "We process customs clearance on shipments all day every day to ensure we meet KPIs when vessels arrive in Port Elizabeth, East London, Coega and Durban, which are the main ports for OEMs. A lot of our cargo comes through Durban as well, but most of the cargo arriving is via the feeder vessel service from PE to East London.



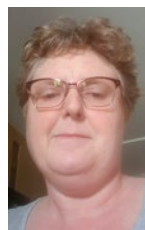
The EL auto team  
Inhouse L-R: Elize Williams, Lazelle Rous, Tamryn Luff Francis (FJ), Zintle Ndundula and Francis Deudney.



The PE auto team  
L-R back row: Arno Wessels, Youlundi Van Heerden, Danelle Du Preez, Belinda Engelbrecht, Heidi Van Der Merwe, Tiffany Kuscus, Carlisle Cambell and Gerrie Nel.  
L-R middle row: Edwina Booysen and Sonja Fortuin.  
Front row: Ashraf Gajjar



PE  
L-R: Len Joshua, Johan Botha and Kelvin Williamson.



Zjaneen Mattheus,  
Business Unit Manager



Amanda Sikwebu, EL



Yanga Mshweshwe, EL



The EL auto team

*continued on page 13*

continued from page 12

“Production planning is key to the smooth production of vehicles. Timing of vessels arriving changes constantly and our job is to ensure customs clearance in advance so any urgent containers called for can be pulled from the Port. We monitor vessel arrivals so, when documents become available, we can customs clear without any delays.”

Currently 20 BIL staff in East London manage a variety of functions, including an inhouse team at client. “Our team is well structured and multi skilled, as everyone has at some point worked in a different position at the branch. We work well together and we have the support of an amazing national team dealing with the various OEMs in the country,” says Hudson.

In Port Elizabeth Business Unit Manager Zjaneen Mattheus manages a large automotive client, with a team of staff at the branch and inhouse at the client, under the leadership of branch manager Len Joshua. Explains Len, “We have 18 people in total working on this account, which is very much volume driven both for imports and exports. We are measured on KPIs and must perform well to meet them. It includes getting cargo registered, Customs cleared and released by Customs with various shipping lines before the vessels arrive.”

All in all, a great service delivery by BIL to this important region.

## CSI / CHARITY / SOCIAL



### BIL AXLE PARK OPENS ITS HEART TO SPECIAL NEEDS KIDS

Team BIL Axle Park got together during December and collected funds for a children’s home in their community called Likhon iThemba. They purchased groceries, toiletries and medication for the kids and arranged for a drop off at the home on 15 December.

Likhon iThemba is a registered NPO based in Durban. The charity runs five projects: HOLAH baby house, Bowl of Plenty, Charity Hop Shop, Vikela Baby Saver and HOLAH Networking. It focuses on supporting children with special needs and currently has 12 children in its care aged from six months to nine years. <https://likhonithemba.co.za>



L-R: Derrick Ngidi, Brian Pillay, Yolanda Samuels and Xolani Ntsiba delivering to Likhonithemba.



### BIL RUNWAY PARK DONATES WHEELCHAIRS

The Issy Geshen Lamont Home for the Aged is based in the township of Lamontville in Durban. Its mission is to provide invaluable frail care and nursing care to 69 elderly people who are on a Government pension. The home also offers specialised care for those residents who suffer from dementia. Due to insufficient public and private sector contributions, the home depends on support from the public.



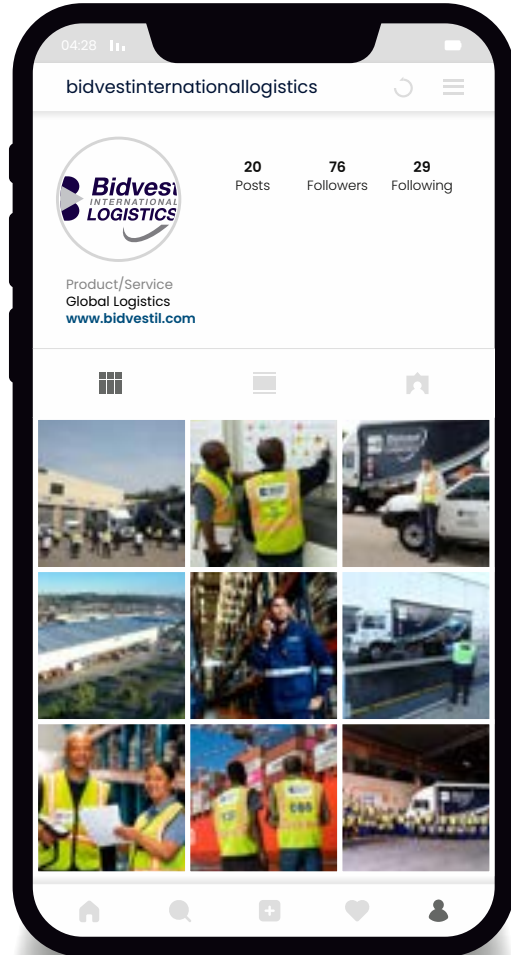
# BIL ON INSTAGRAM



We are now on Instagram as **@bidvestinternationallogistics**

Please look for us on the Instagram app or click on the below link from your mobile phone:

<https://www.instagram.com/bidvestinternationallogistics/>



# LONG SERVICE



*Congratulations to the following on achieving long service awards from January to April 2021*

**40 years**

Barbara Haig-Smith

**35 years**

Linda Palmer

**30 years**

Ernest Dlamini

Neel Juthan



Ernest Dlamini  
30 years service

**25 years**

Megan Ponnar

Greg James

Lee-Ann Marais

**20 years**

Fly Mabunda

Vusumuzi Nkabinde

**15 years**

David Shozi

Tovqo Khanvile

Milton Ndlovu

Dees Sunkumar

Amina Mahomed Sadick

Cyril Dube

Lee Anne Kannemeyer

Taryn Davel

Yolande Hackney

Lumashini Govender

**10 years**

Sam Mogomotsi

Menzi Zondo

Freejohn Mtshali

Bradley Naidoo

Nosipho Mkhwanazi

Refiloe Legodi

Trevor Msimango

Glenn Tshabalala

Cindy Sibiya

Hamida Amod

Angelique Fuller

Melissa Mostert

Michaela Abbott

Ezelda Botha

Xolani Mncwabe

Herman Pretorius

Joseph Malapane

Julius Vumendlini

# CONDOLENCES



King Shaka Branch suffered the loss of colleague Ricky Sappani in early January 2021. Ricky was the Air Import Controller who was dedicated to his job and loved what he did. He joined Bidvest IL in 2018 and in a short space of time he became family to the airfreight team. He was loved by his clients, colleagues and all those who interacted with him regularly. He had a bubbly personality and there was never a dull moment when Ricky was around.

Ricky will be sorely missed by his colleagues and all who had contact with him.

# HATCH



Congratulations to Akhilon Naidoo, Exports Manager Frosterley Park, wife Terina and big sister Aria on the birth of their baby girl Teia Naidoo on 19 Feb 2021.



# IT'S COMPETITION TIME



THREE PRIZES UP FOR GRABS:

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

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

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

*Stand a chance to WIN by answering this question:*

*Under what code was BIL Roadfreight recently accredited?*

*Send your answer to: [marketing@bidvestil.com](mailto:marketing@bidvestil.com) by 5 May 2021.*

### *Competition question from People's Press Edition 4:*

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

*The correct answer is: ICAS*

### **COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 4**



**1st prize:**

**Nigel  
Soobramoney,**  
Exports Controller,  
Frosterley Park.



**2nd prize:**

**Miranda  
Stander,**  
Credit Controller,  
Wrench Road.



**3rd prize:**

**Lusekelo  
Mdungwana,**  
Administration  
Clerk, Pinetown.

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