

PEOPLE'S PRESS

Bruce Thoreson,
IL Director



A NEW NAME, A NEW OPPORTUNITY



When a company re-brands it is a fantastic opportunity to refresh its identity and to change the way that things are done, where those changes result in benefits to our clients, staff and other stakeholders. It is with great pride that we have rebranded to Bidvest International Logistics.

After a 46-year relationship with Panalpina our company now moves into a new and exciting space with our new international partner EMO Trans, together with other independent agents represented in various countries around the world. We have therefore taken Panalpina out of our brand and we trade proudly with the backing and strength of the well-recognised and respected Bidvest brand.

The international element of our new name combines our global service offering with the strength of our South African logistics operations.

The new Bidvest International Logistics brand was rolled out to clients and service providers in all regions during November 2019 and was well received. By the end of February 2020, the physical external rebranding of facilities and vehicles had been completed.

Changing international network partners involves a great deal of focus,

attention, collaboration and hard work. The BIL team fared extremely well in that regard and, with few exceptions, our own controlled business was signed over to our new network by our clients. Our exclusive agency agreement with Panalpina ended on 31 January 2020 and from 1 February we

able to provide an amazing service level to our clients.

We have identified opportunities to integrate our systems with EMO Trans and some of the agents on a greater scale than we were used to in the past. This presents another



started transferring our own controlled cargo to the EMO Trans network. We have prepared ourselves to receive our clients' shipments through the new network and to handle them in a way that will delight our clients.

We have identified areas within IL operations that will change in dealing with our new partners. These changes have been documented and training has been provided to our staff to ensure that we are ready and

positive change in automating our shipment processes and improving communication, both internally and with our network partners and ultimately with our clients.

I am extremely encouraged by our EMO Trans and agent colleagues and their focus on superior service delivery and client satisfaction and we look forward to working closely with them long into the future.

The rebranding of our company internally took place on 14 February at all BIL facilities. Branded gifts were handed out and included a golf shirt and bag.



Jacobs



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SADC



Alrode Warehouse



Wrench Interior



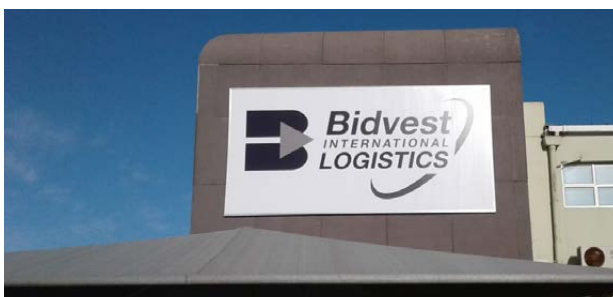
Deal Party



Cape Town Warehouse



Runway Park



Port Elizabeth

THE DIRECTOR'S CHAIR



MEET XOLANI SITHOLE, IL EXECUTIVE



Looking after International Logistics in all regions is an enormous portfolio for Xolani, who moved into this position from his role as MD of Sebenza. Here's some insight into Xolani - past, present and future.

What does your role include?

"I oversee delivery of service to our clients, IL profitability and our strategy to support the company's performance. I report to Bruce Thoreson, IL Director, and I sit on the Bidvest International Logistics executive committee."

How has your role changed from being MD of Sebenza?

While Bidvest International Logistics is a much bigger entity than Sebenza in terms of number of people and sheer volume of shipments, having been an MD has equipped me with an all-round knowledge of finance, HR, IT and strategy. This has enabled me to see IL challenges from all angles and to come up with wholistic solutions.

Give us some insight into our new forwarding partner, EMO Trans.

"EMO Trans was chosen as a result of submitting the best proposal out of a shortlist of three global forwarders. In Sebenza's 20-year history with them, we have enjoyed the intimate culture of a privately-owned family business where everyone knows each other. The company is managed by people who have skin in the game and it shows in their level of commitment.

"They are sales driven and continually seek new clients, new opportunities and new markets. They have grown their business by going into a country and assessing opportunities, then finding a small forwarding and clearing company in that country and buying into it, while keeping on the original owners with their shares.

How have you integrated with the staff?

"The GMs and their teams are very committed people; I see it in their performance and in terms of long service. They are hungry for more, hungry for growth, hungry for development, hungry for contribution. My role is to make sure that that hunger is satisfied and that we take it to the next level where people feel they are in a company that cares about their growth, in a company deliberate about making paths for them to develop.

"My leadership style is not to micro-manage people but to clarify and give them direction and a vision for where we are going. Everyone must know they have a role and their roles are important. If one person drops the ball, everyone suffers and if they do well the whole team succeeds."

What was your path that led you to where you are today?

"I grew up in Ladysmith, a small town between Joburg and Durban and matriculated in 2001 at Windsor Secondary School. I went to

Wits University from 2002 to 2005, where I obtained my Bachelor of Accountancy degree. I completed my articles at Deloitte and at the end of 2008 I qualified as a Chartered Account. While at Deloitte, I was asked to complete the Sebenza audit. The Financial Director at the time offered me a job which I turned down but when my articles were completed, I joined Sebenza.

"After 3,5 years as Group Financial Manager I left to join another company but took up a job at Makana Investment Corporation (currently one of the shareholders of BIL) a short while later. When the FD of Sebenza resigned, I moved to Sebenza to become the FD, while remaining CFO at Makana. I was appointed MD of Sebenza as well as FD after 13 months. Between 2012 and 2018, we doubled the volumes and billings of Sebenza through a strategy of streamlining processes and multi-skilling people.

Personal bests.

Xolani was among the top 35 Chartered Accounts in South Africa under the age of 35 in 2016. In his spare time, he teaches people to manage their personal finances. "It is my passion. I teach in churches and communities. I teach people how to have a better relationship with their money, how to invest, how to budget." He also reads non-fiction, mainly on organisational behaviour and human behaviour.

Xolani loves vegetable gardening, a skill he learnt while young to put food on the table. He grows peaches, mangoes, nartjies, oranges and lemons, as well as tomatoes, onions, green pepper, chilli, cabbage and lettuce and shares his passion with his two sons aged seven and four. He has been married for seven years. "And to remain physically fit I jog 5 kms at least three times a week."

BIL ACHIEVERS



ABOUT BIDVESTIL.COM AND MORE

Here are some facts about what it took to be ready on 1 January 2020 for our new name Bidvest International Logistics. Our sincere gratitude to IT Director Lesiba Sebola's team and especially to Morne Visser, IT Operations and Infrastructure Manager and his two Infrastructure Engineers, Johan van Tromp and Wayne Peinke.

- 2 700** hours spent by Morne, Johan and Wayne from 1 November to 17 January to build new infrastructure, starting at 5am every morning until 7pm or 8pm every evening, including forfeiting December leave.
- 188** servers migrated.
- 27** terabytes of user data nationally.
- 1 320** user accounts migrated.

Says Morne, "The project involved building an entirely new company infrastructure. That meant a new server infrastructure, new network, new security policies and a new active directory, followed by migrating all employees from the old BPL domain to the new BIL domain.

"We migrated the Office 365, One Drive and Cloud server infrastructure. While Johan, Wayne and I were working off site from home during November and December, Raj Padavattan and Shaun Nettmann remained in the office to look after the day to day escalations and issues to ensure the deadlines were achieved.

"Our support team assisted the end users, BIL employees, to migrate their computers from one domain to the other domain. This took place from the first week of December and took over 45 days. We had fantastic support

staff in the regions, who assisted with user migration. These include Charlie Sebenzi, Elsie Tshigo, Gregg Arnolds, Luyanda Tsikedi, Matimba Sambo, Melanie Jacobs, Michael Stenger, Radesh Sewnarain, Schalk Lavis, Thapelo Seate and Zain Sabjee.

"The team migrated 90 users per day over the December period. When the volume started building up, we had to do a forced migration to complete everything by end December for everyone to be live on 1 January. When 1 January arrived, everything worked! We then finished up the back-end work from the BPL side to clean up until 17 January.

"Prior to taking on the project, we asked some external parties if they could do the project. They all said it was a four to six-month project but we did it ourselves internally in two months. So well done to our whole IT team," concludes Morne.

JACOBS CELEBRATES ACHIEVING ISO9001:2015 CERTIFICATION



Congratulations to Bidvest IL Jacobs on transitioning from ISO9001:2008 to ISO9001:2015 certification. This was the first audit with auditing body DQS. Well done to the team.

NEW NATIONAL FORWARDING GM HITS THE ROAD RUNNING



Taking on the newly created role of National Forwarding General Manager from 1 January 2020, Marguerite Thornes was tasked with ensuring a smooth transition to BIL's new forwarding agent EMO Trans.

Prior to that Marguerite was Import Ocean Manager for KZN, making her the ideal candidate to take on the mammoth task of managing operational relationships between BIL and overseas partners. "My role is to maintain standard operating procedures for both our international network agents and BIL's operations departments. Part of my role is to optimise, monitor and measure work processes," she explains.

"We plan to move away from run of the mill service delivery to develop a forwarding product that is exceptional. We have spent the last three months preparing for the switch to EMO Trans. When February 1st came our operational people had everything in place so that customers would not even notice the transition to our new network."

Marguerite says the background work started with the Trade Lane development team identifying customers who use BIL's international network. They were supported

by the relevant departments. "We had to plan and implement all the aspects involved in changing networks. All the stakeholders worked very hard to achieve this in a short amount of time."

The preparations included Marguerite travelling to every office to assist with training of new processes. "Our BIL staff have been fantastic and so has the interest and participation from the EMO network. EMO is quick to respond, agile and open to anything. Take a potential idea to them and they will say 'How can we do this the best way?'. They have even visited our customers where necessary."

Marguerite sees massive potential on the international forwarding product. "While our initial focus is on client retention, we will build a fantastic modern forwarding product together with our new network partners. The outcome will be a superior service to all our current and potential clients. This will achieve our objective of considerably growing our market share.

Claiming to be a Cargowise nerd, Marguerite's other passion is to develop solutions that will benefit everyone in the business, ops staff, management and customers. "The industry is going in the direction of automation. A forwarding controller today is completely different to 10 years ago. Technology has enhanced customer service. However, we have to guard against automation diluting the quality of our personal contact with our customers. While emails are often necessary to confirm key information, never forget there is a person on the other side of the phone," she says.

Marguerite began her career with BIL Durban in 2010 as a Key Account Manager. After two years she was promoted to Forwarding Manager until 2015 when she became Import Manager Ocean for KZN.

Born and educated in Gauteng, she and her husband started their own forwarding company in 1996, building it from scratch to become an international forwarding agent, before selling it and moving to Underberg. "Forwarding has always been a passion for me. It is so diverse. My own business coupled with my experience at BIL has prepared me for this role," she explains.

In May last year Marguerite graduated with a BCom degree in Transport Logistics. She and her husband celebrate their 30th wedding anniversary in April this year. They have six sons and the youngest has started as a candidate attorney, having just finished his LLB degree. She loves living in Durban and since graduating has more free time to crochet and read.

IL ACHIEVER GRADUATES

Congratulations to Krishen Kisten, Admin Manager at Frosterley Park, on achieving his BA Degree in Disaster and Safety Management.



QUINTON SIMMADARI WINS **TWO** INNOVATION CHALLENGES



A passion for operations and knowledge gained over the years drove Quinton Simmadari to come up with two winning Innovations against some stiff competition.

"For the past nine years in my role as National Training Officer, I have experienced all the issues we face in our day to day operations," explains Quinton. "Last year I came up with the idea of a data platform to provide visibility to our operations and clients at the click of a button. I named it Status Oasis. My idea was chosen out of 38 submissions in

the 1st Innovation Challenge July/August 2019 - Data Quality.

"This was followed by my second idea, called Ops Digest, which took my first idea a step further. My vision is to create a live platform for our clients to view their operational portfolio, as most customer interface stems from operations. However, this platform will not be limited to operations only."

Quinton joined Safcor Panalpina warehouse in Durban as a contract general worker in 2005. His first job was tarping trucks, doing tally sheets and general housekeeping. He worked his way up, got his forklift license and did inhouse training. In 2008 he became permanent staff in Johannesburg as a Storeman Operator, followed by Receiving Controller, then Warehouseman. He moved on to become a Client Liaison Officer, then Supervisor. In 2011, after winning a forklift competition within the company, Quinton was offered the position of National Training Officer in Durban.

"I believe there is no greater time than now for the knowledge I have gained over the years with this company to be documented and put to use," says Quinton. A special congratulations to Quinton on this great achievement.

THE INNOVATION CHALLENGE



Willem Bekker, Supply Chain Solutions Manager, is Chairman of the Bidvest International Logistics Innovations Committee. He explains the objectives and goals of the Innovation Challenge.

Bidvest International Logistics understands the growing need for innovative solutions to everyday problems in order to remain competitive and differentiate ourselves in the logistics marketplace. The Bidvest International Logistics Innovations Committee was established to provide a platform for innovative ideas throughout the company to find a voice and be transformed into reality that creates value for our clients and keeps us on the cutting edge.

To date more than 150 new innovative ideas have been submitted by BIL staff! After careful evaluation by the Innovations Committee, a portion of these have been rated worthy of further investigation or implementation and, out of these, a total of 28 have been successfully implemented to date. There are also 9 high priority projects currently being implemented, mostly related to innovative process automation, visual management (dashboards) and paperless initiatives.

A reminder to all staff to send any innovative ideas to **innovation@bidvestil.com**. Simply state the problem and the innovative solution to solve it. You will also be able to submit your ideas directly via the intranet through an electronic form soon and we will also be launching new Innovation Challenges.

And finally, a reminder that the Annual Innovation Awards will be held during August of this year, with the following prizes for the most innovative and high-impact ideas submitted and implemented throughout the year:

1st prize R15 000

2nd prize R10 000

3rd prize R5 000

In addition to the cash prizes, the Awards also present an excellent opportunity for you to gain exposure to senior management throughout the organisation as a Champion for Innovation. So get those Innovations in!



IDEAS CHALLENGE UNDER 35 COMPETITION WINNERS

Congratulations to the winners of our Ideas Challenge for staff under the age of 35.



1st prize

Clifford Letseka, Dispatch Coordinator, OR Tambo

Despite millions invested in modern technology, most companies still don't have their supply chain metrics under control. In today's volatile markets BIL needs go back to basics and re-establish its supply chain metrics to benchmark internally and externally, it will help BIL to improve its value chain model. This is the first step to adopt an agile digital supply chain, which can efficiently address shifts in both supply and demand, as focus is needed on the value-added activities/services and processes that focus on customers' needs first.

Sustainability and competitive edge require flexibility to respond faster to competitors' environmental moves. BIL needs supply chain processes and operation strategies that are managed with a wide variety of innovative technologies to provide a customer-centric service. In our increasingly digital world, speed is more important than the time spent. Customers want products/services quickly and tailored to their unique specifications.

Most importantly invest in people.



2nd prize

Melinda Govender, Planning Controller, Lansdowne Road, Jacobs

Employees are more than numbers. They make the company tick and operate. Therefore, empowering them is crucial for internal development. Getting involved in team building initiatives such as 'A day in my shoes' whereby employees roleplay different jobs to see and feel what they are like. They perform the task but at the same time learn to appreciate/respect other peoples' jobs. Other initiatives include employee of the month recognition with monetary reward. Motivating staff will boost job performance.

Info is power but accurate info is more powerful. Therefore, set up online client platforms where clients can address their complaints/compliments. Encourage filling out online surveys to gain feedback, hence a cycle of continuous improvement. The suggestion box approach can review current practices and procedures. More customer engagement enables us to benchmark against competitors and, in return, meet the vision of BIL to become a world class supply chain.

3rd prize

Almira Reddy, SHERQ Coordinator, IL

Bidvest International Logistics should create an App for customers. This will enable better communication, fast track responses and improve our customer relationships. We can book almost everything using an App e.g. holidays, flights, doctor appointments. It is easy and convenient. Why not introduce our customers to this convenience?

Website link with 7 benefits for an App- <https://www.carmatec.com/mobile-applications/7-surprising-benefits-mobile-app-business/>



UNIWORLD LOGISTICS



UNIWORLD LOGISTICS WINS SCALE AWARDS



Uniworld Logistics celebrated winning the 2019 Supply Chain and Logistics Achievement (SCALE) awards for the Best Freight Forwarder and Best Project Freight Forwarder at an awards ceremony on 12 December 2019 in Bengaluru, India.

SCALE is awarded by the Confederation of Indian Industry (CII), a non-government, not-for-profit, industry-led and industry-managed organisation, playing a proactive role in India's development process. Founded in 1895 and celebrating 125 years in 2020, CII has more than 9100 members, from the private as well as public sectors. Every year CII benchmarks the best in class industry practices related to logistics and supply chain management and rewards, recognises and celebrates the successes across this industry.

Below is the case study leading to the winning award for Uniworld Logistics.

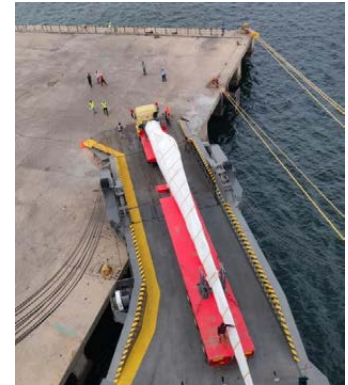
The main challenge

One of our customers in Chennai, India was looking to ship a Windmill Test Blade from Chennai to Tianjin, China, door-to-door. Since India-China is an import-oriented market, it was difficult to find the right carrier

and price for this cargo. The Windmill Test Blade was just 200 cubic metres in volume and 28 metres in length. Being a single blade with such low volume, the responses from the carriers were not good. This resulted in the cargo being stalled at the customer's facility for more than three months. The customer was desperate for a solution but also had in mind a fair price and transit time. Shipping it in breakbulk was also not viable as the cost was extremely high.

Result and our unique value proposition

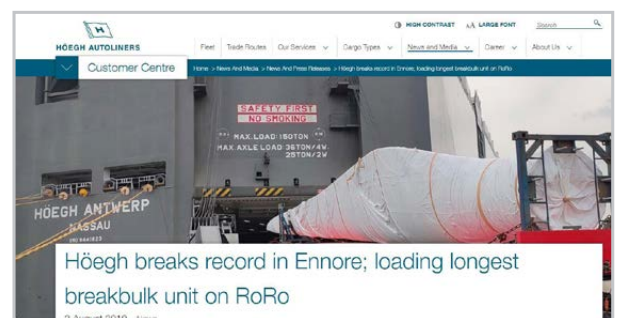
After a lot of unsuccessful research to accommodate the blade in different carriers, Uniworld approached Hoegh Autoliners to find out if it would be possible to load the blade onto their RORO vessel out of Ennore Port. As the wharfage was not enough, this proposition came with its own big challenge of accommodating a long telescopic trailer all the way to the vessel. This had never been attempted before. Uniworld prepared a detailed operational manual on how to handle the cargo and this was handed over to the carrier. Under expert supervision from Uniworld, the blade was loaded onto the



vessel. Project experts from the Uniworld team carried out inspections to check if lashings at all points were secure. The customer was also present at the site while the cargo was being loaded.

This was an entirely new solution provided by Uniworld to a customer, customised and built from scratch. It was the first time for Hoegh Autoliners as well, having loaded their longest breakbulk unit on a RORO. It was a win-win for both us as well as the carrier, but the biggest winner remained the customer.

Uniworld was able to meet all the requirements of the customer. We optimised the cost and provided the service they were looking for. The Windmill Test Blade reached the destination in a very short transit time of 20 days. Even though the method of transportation was unusual, it was another personal victory for Uniworld's project team.



CLIENT CORNER



THE TEAM BEHIND THE WHEELS

When Daytona management extended an invitation for a 'Daytona Experience', they went all out. Daytona's GM, Grant Dryden, said it was time to give back to the Bidvest IL staff who look after their account and to meet the team. "Our customers are very demanding and that pressure is passed on," says Grant, referring to air and ocean freight Controllers, Entries, Projects and Finance, as well as bond store warehouse staff and requirements.

Explains Linda Evans, Key Account Manager, Bidvest International Logistics, "We were greeted with a large sign displaying Bidvest International Logistics in bright lights at the new vibey showroom in Melrose Arch, oozing an atmosphere of chic and beauty. The dealership has a Naked Café well supported by customers and car enthusiasts and which provided delicious refreshments while we feasted our eyes on the marvellous cars on display."

The tour of the dealership started with the brand new Aston Martin showroom, where the recent launch of Aston Martin's DBX (SUV) took place. All components of the showroom were imported under tough time restraints set by the interior designers, including furniture, fittings,

flooring and accessories. In true James Bond style, Bidvest IL staff managed the pressure and all shipments were cleared and delivered in time to meet the deadline and grand opening.

Next was the Rolls-Royce showroom where the exclusive brand includes classic time pieces and the new Cullinan (SUV), named after the Cullinan Diamond, the largest diamond ever found. We gazed at star lit roofs and inhaled fresh smells of leather and were amazed at the attention to detail and pure size of these beauties, whose prices are unmentionable.

The impressive McLaren showroom claims to be the largest in the world and is home to super cars galore, with specs that couldn't be comprehended never mind remembered. "This is where the highlight of the day happened, a drive around the block at unmentionable speeds (you never know who is listening), but I can tell you it is not for sissies," says Linda.

"A great morning out, thank you Daytona. We will look after your precious cargo as well as you looked after us."



L-R: Grant Dryden, GM Daytona, with the Bidvest International Logistics team. L-R: Sugan Munsamy, Business Unit Manager Imports Ocean Freight; Cindy Sibiya, Projects Controller; Philane Maundlane, Ex-Bond Controller; Jacqueline Mokgopi, Ocean Imports Controller and Linda Evans, Key Account Manager.



L-R: Cindy Sibiya, Jacqueline Mokgopi and Philane Maundlane viewing the spotless workshop.



Linda Evans feeling so proud to see the bright lights welcoming Bidvest International Logistics.



Craig Mountjoy and Grant Dryden getting ready for a jolt!



The perfect opportunity to catch some enviable selfies! Cindy Sibiya in front of her dream car.

TEAM BLOEMFONTEIN DEPLOYED TO ASSIST CUSTOMER

Nowadays, excellent customer service is considered the highest badge of merit that a company can earn and is something Bidvest International Logistics strives to deliver.

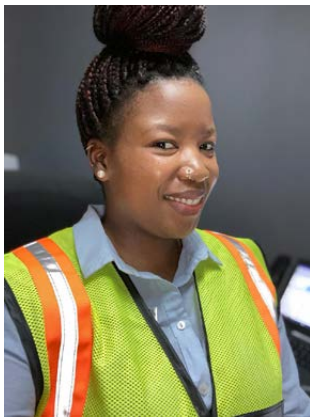
The opportunity arose last year when a leading provider of technology and services to the telecom operators asked BIL to assist with the logistics of its installation of network towers for Central South Africa.

Explains GM Ezelda Botha, "BIL's solution was to open a new warehouse in Bloemfontein and set it up as an identical facility to BIL's other warehouses. Racking and cameras were installed and in July 2019 the warehouse opened with staff from BIL sent to man the facility. BIL also does the transport from Johannesburg to Bloemfontein. The

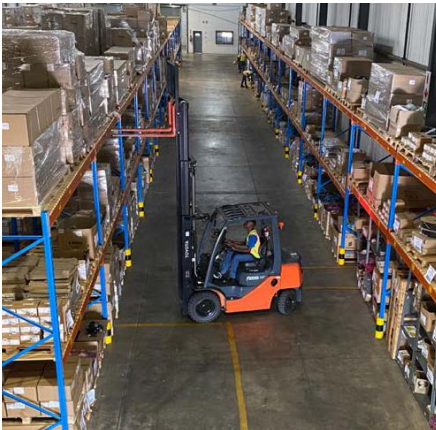
equipment arrives in Unit 2 in Johannesburg and is then forwarded to Bloemfontein."

Matshidiso Seroe, known as Tsidi, is a graduate trainee from Johannesburg who was sent to help set up the warehouse and performed so well that she was appointed Acting Operations Manager for the duration of the project. Warehouseman Linda Zwane, eight storeman operators and one admin clerk have also relocated to Bloemfontein for the project and report to Tsidi.

A stock count in December scored 99.98% accuracy. Well done team Bloemfontein.



Matshidiso Seroe (known as Tsidi)



Bloemfontein warehouse team

Back row L-R: Tlhologelo Mokgotjana, Ntokoze Yende, Jonas Maake, Kabalo Sekatane, Linda Zwane and Caephaz Ngobeneni.

Front row L-R: Sithembiso Masuku, Promise Mashile, Thulani Maphunye and Nhlanhla Nkosi.



ROAD FREIGHT CORNER



ROAD FREIGHT DIVISION ADDS MUSCLE TO ITS TEAM

The primary responsibility of a Business Unit Manager is to ensure that a business unit is meeting goals that contribute to the overall success of Road Freight. By appointing the Business Unit Managers the focus will be on back to basics, service delivery and growth of the business units.



KEVIN GOVENDER

Since joining BIL five months ago, I have had the opportunity and pleasure of working with a dynamic management team. I have been in the transport and logistics industry for the last 32 years. It is by far one of the most challenging but exciting industries to be involved in. The current markets are under tremendous pressure; however, BIL continues to forge ahead through its excellent service delivery to all customers. I look forward to a long and successful tenure.



DAVASHNI GOVENDER

I joined BIL in September 2019 as an Admin Manager for the Road Freight Division and recently decided to take on the challenge of Business Unit Manager for the Road Freight container business. I am proud and excited to be a part of such a dynamic and passionate team. Even through the challenges faced from operating in an economy in a downturn, I have no doubt that with the dedicated team that I have the business will soar and I look forward to making a valuable contribution in this new role.

CUSTOMER APPLAUDS BIL DRIVER

Bidvest International Logistics driver Charles Kolotsi, who is based at Road Freight's Denver site, was presented with a Thai Chilli award after numerous compliments from a customer.

Charles has shown impressive customer service, with emails received directly from the customer advising of his impeccable conduct and professional image. Charles has worked in the Road Freight Division for over four years and has not had a single accident during this time which is testimony to his commitment and passion for his career. At home Charles spends his time with his wife, two daughters and son. We wish Charles all the best and trust he will continue with his valued support for our brand.



SMS NOTIFICATION SOLUTION



Late last year, Bidvest International Logistics Road Freight Division embarked on developing an automated SMS notification solution to service a distribution client. The service went live in November 2019 and is already showing positive results.

The key functionality is to notify our customer as soon as a consignment has been loaded and scheduled for delivery. The SMS contains valuable information relating to the consignment, such as shipper reference, delivery address, vehicle registration and driver's name. A major benefit of this solution is that our proactive communication to customers results in reduced direct calls to Transport Controllers.

The solution will now be expanded to include email notifications to key clients in the near future.



OUR NEWLY BRANDED FLEET OF VEHICLES



THOUGHT LEADERSHIP



DIGITISED PROCUREMENT BECOMING A POINT OF DIFFERENCE FOR LOGISTICS FIRMS

The global procurement market is expected to grow by 7.6% over the next four years, from R77.7 billion to R112.2 billion by 2024, according to market research and consulting firm MarketsandMarkets' 2019 procurement research report. Automation with the help of advanced technology and a growing demand for lower costs typically associated with procurement operations are driving this incredible growth. Melita Ntsane, Head of Procurement for Bidvest International Logistics, explains:

"South Africa's logistics procurement market is heavily reliant on methodically and systematically sourcing the right kind of goods and services to be able to provide a service to clients who rely on companies like us to move, store or operate their goods and/or supply chains. And without question new technology like data analytics, automation, blockchain and the internet of things, or IoT, is helping reduce the cost of doing business, as well as stamping out corruption or non-reliability of suppliers.

"In a developing nation like South Africa, procurement is a vital means to controlling spend when organisations can fork out more than two thirds of revenue on procurement, or procurement's level of transparency can be used as a means to combat corruption (especially considering that the latter can add up to 25% of the cost of procurement contracts) or to protect a company's brand by maintaining a level of accountability," she says.

BIL has focused on digitising its procurement handling in order to tackle spiralling costs, combat market corruption and drive greater efficiency throughout the business. "We are increasingly using data mining to identify sourcing trends, patterns and anomalies to make better decisions as to who we buy from and how, and what sort of bargaining power we have, as well as how best to manage supplier relationships that ultimately will provide the best value for BIL.

"We use a system that helps us capture all items we've purchased, along with detail like price, units of measure, product codes and descriptions, source and delivery locations. This helps with analysing our buying frequency, from whom we buy and how much, what our price ranges are and which locations order in which product. And we're working on digitising this even further and providing real-time analytics to enable faster decision-making."

BIL is also using total cost of analysis (TCO) analytics to evaluate the cost and efficiency of what it sources, taking into account all direct and



indirect operating costs over the lifetime of the product/service (eg, maintenance, warranties, disposal cost, transition, training, upgrades, support). This is central to how BIL selects the right suppliers and how it negotiates the best possible prices.

"Although we still operate in some areas on a manual basis, our focus is very much about bringing the procurement department onto a fully digitised, automated basis. But as with everything, this involves the necessary manpower, skills and investment."

Melita said part of this digitisation journey will see procurement beginning to evaluate suppliers through electronic surveys rather than subjective paper-based assessments, with the surveys backed by additional data and more advanced performance tools that can assess key performance indicators (KPIs) such as compliance, on-time in-full deliveries, quality conformance and invoicing accuracy.

"We have just issued a Request for Proposal (RFP) for implementing an automated procurement platform as part of our formal Procurement Digitisation Roadmap strategy rollout. The aim is to create efficiencies across the board, including greater visibility, cost savings and improved governance, by linking data and workflows across modules such as vendor management, sourcing, procure to pay, contracts, spend analytics and supplier performance management.

"We want to change the landscape of our efficiency and bargaining power and also elevate how we collaborate with suppliers in our supply chain. Taking a calculated leap into the 4IR realm will give BIL the competitive edge and progression it needs and wants," says Melita.

FUTURE LEADERS UPDATE



L-R: Charlotte Sookraj, Lumashini Govender, Sonwabile Jakavula, Sheldon Mohanram, Iolanthea Myburgh, Sandy Brijnarayan, Justin Moonsamy, Zama Luthuli, Bruce Thoresson, Jared Pillay, Kelvin Williamson and Trevor Christensen. Absent is Lloyd Gopaul.

As the sun started to set on the year that was 2019, there were two last highlights for the Future Leaders, namely participants submitted their written Learning Journeys and the winners of the Finance Assignment were announced.

Learning Journeys

At the first Future Leaders session, participants were given a branded notebook to serve as their private journals, the purpose being to record their learning journey highlights, lowlights, what they liked and disliked, as well as any other notes or reminders. They were told that as much as this was their private space it was also to be the source for a paper to be submitted at the end of the year, describing their Learning Journeys.

It was truly humbling to read some of the heartfelt comments that came out of these submissions which left absolutely no doubt that the programme is a rewarding, personal development experience.

Finance Assignment

In August 2019, Financial Director Anthea Myatt travelled around the country to present a module based on "The financial environment in which we operate". Anthea took the Future Leaders through an overview of the economy, a perspective of Bidvest Panalpina Logistics (as we were at the time) within Bidvest Freight and an interactive discussion around Value Leakage in the business.

Explains Trevor Christensen, Forwarding Compliance and NVOCC Manager, "Value Leakage can be described as a dripping tap. Action needs to be taken or water will continue to be wasted and eventually there may be significant structural damage. We introduced the group to the concept that value (Rands and cents) may be leaking from our business through poor service delivery, inefficient systems and

processes etc. The idea was for the teams to look at their areas of the business for symptoms of Value Leakage and put together a business case to support their ideas for remedial action. They were told that we are looking for them to be brave, bold, controversial and prepared to take risks and be original."

It was suggested that submissions be structured on the GROW Model below.

The GROW Model

- Goals** What do you want? Set out your objectives.
- Reality** Where are you now? What is the current reality?
- Options** What could you do? Consider possibilities.
- Way** What will you do? What is the way forward / your proposals?

Participants were encouraged to submit ideas on Value Leakage, opportunities to add value to BIL's product offering and any other ideas. They were advised to pay attention to cause and effect. For example, if you make a proposal (that's the cause), what impact will the implementation of the proposal have (that's the effect).

"The quality of the submissions was exemplary, each of which had something special to offer. In the end however, there can be only one winner. Once again, the combined Kwa Zulu Natal and Eastern Cape Team came out as winners. The winning team members each received a certificate in recognition of their high achievement, as well as a small cash prize. Xolani Sithole, IL Executive, will now be working with the teams to seek ways to implement their ideas," says Trevor.

So, here's to the next intake of Future Leaders. "If a man neglects education, he walks lame to the end of his life," Plato.

LEGAL CORNER



SETTING THE BAR WITH ADVOCATE CHRISTO ERASMUS, HEAD OF LEGAL



At 32 years old, BIL's new Head of Legal boasts a string of degrees and became an Advocate at the young age of 28.

Christo studied at North-West University in Potchefstroom, obtaining an LLB and LLM (Master's degree in Import and Export law). He completed his articles in Pretoria, practised as an attorney for two years, completed his one-year pupillage to become an advocate and after passing the bar exam he started practising in October 2015 until joining BIL.

What attracted you to logistics?

During my Master's degree I realised that the whole import and export industry is something I am interested in. This ongoing machine never rests, it's like New York City. There will always be something coming in or going out. It's nice to be involved in an industry that is alive. The law, contrary to belief, is a living animal, a growing creature that changes every day. This industry offers one the opportunity to be faced with challenges, not just locally but even globally as the nature of the industry is cross border.

Why Bidvest International Logistics?

The position gives me the opportunity to be part of something far bigger than just practising law locally. I knew I had to sharpen my knives, to litigate, to get to know the know-hows of being a lawyer and being able to understand clients. I was a client, then an attorney, then counsel, I have sat in all the chairs, which has equipped me to make a success of this new position.

First impressions of BIL?

I have received such a warm welcome both at Frosterley Park and Wrench Road offices. This company is a big name in the industry. It is a privilege to be associated with a company whose reputation is so good. I have never heard anything bad about the Bidvest brand. When I got to the interview stage and they disclosed the client I said I want this job!

What is your job description?

To summarise, I am responsible for overseeing all legal and compliance aspects of the business.

What experiences have stood out for you?

In-between LLB and LLM I was privileged to represent the North-West University at an exchange programme at the University of Tilburg in the Netherlands. Our focus was on Constitutional Development in South Africa. It was a highlight to see what we could learn from the EU for our Constitutional Development.

Where are you from?

I grew up in Koppies, a little town in the Free State and went to school in Kroonstad and then to University in Potchefstroom.

What are your passions outside of work?

I play the piano and the organ. I am artistic and collect art. I love photography and water sports. I enjoy gym and most of all my Boston Terrier named Rupert.

SHEQ UPDATE



In previous articles we touched on what quality management is and how the ISO 9001 Quality Management System is based on the principles of the Plan-Do-Check-Act cycle, risk-based thinking and a process approach.

There are many documents which form part of our Quality Management System, starting with the Corporate Governance Policy. This document is effectively a combination of our Quality, SHE and Corporate Governance Policies and 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.

Sitting directly below the Corporate Governance Policy is the Quality Manual. This document provides a summary of how our system is structured and introduces the 7 Processes which form the basis of our system. These processes (available in the Policies library of DGH) are:

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

Each of these processes will reference various company policies and standards - which are the next tier down in terms of our document structure - that are used to manage the specific requirements of each process. In this article we will look deeper into the 3rd process - Pre-operational planning.

The purpose of this process is to:

1. Ensure that we adopt a planned approach to our quality management system to:
 - Ensure that the actions we take address risks and opportunities.
 - Give us assurance that our QMS will deliver the results we expect from it.
 - Enhance desirable effects and prevent or reduce undesirable effects.
 - Achieve improvement.
2. Ensure that any changes to our QMS are made in a planned manner, to ensure we consider any potential consequences of the change, maintain the integrity of the QMS during the change and provide appropriate resources, with clearly defined roles and responsibilities.

The risks of non-compliance with this process are:

- By not effectively managing the actions to address risks and opportunities, we will increase the chance of undesirable effects in our business and decrease the chance of capitalising on opportunities.
- Neither we nor our clients will have confidence in the effectiveness of our QMS.
- It will be extremely difficult to improve our business.
- Uncontrolled changes could cause catastrophic failures in our QMS, making it hard to obtain and/or retain our ISO 9001:2015 certification.

The process will require a full risk assessment of the business be conducted using the Bidvest Freight risk tables and objectives targeted at managing or reducing risk exposure. It will also require you to identify opportunities and to manage any changes to the QMS in a controlled manner. The various company standards below which support this process are available in the policies library of DGH and should be well understood and implemented by all.

- Commitment Process
- Enterprise Risk Management Company Standard
- Evaluating Performance Process
- How to determine our Context Process
- ISO 9001:2015
- Legal Guidelines
- Management of Change Company Standard
- Provision of Support Process
- SHEQ Objectives, Targets and Plans
- Quality Manual

I urge all of you, especially the management team, to familiarise yourselves with the content of our Corporate Governance Policy, Quality Manual, the Pre-operational Planning Process and its referenced company standards.

In the next issue we will look at Process 4 in more detail. Until then be safe and provide quality services, both internally and to our clients and remember safety protects people, but quality protects our jobs.

CSI / CHARITY / SOCIAL



CARGO CAFÉ OPENS ITS DOORS

Wrench Road opened its new Cargo Café on 31 January 2020 amid much excitement after a three-month closure for renovation. Cutting the ribbon with MD Craig Mountjoy was Carmen Maduray, who submitted the winning name after an in-house competition was held.

"Cargo Café was voted the best name out of 32 submissions as cargo is our business and we wanted to create a café style," says Melita Ntsane, Head of Procurement.

"We partnered with Bidvest Catering to find ways of cost saving on our food offering and maximising on the productivity of the space, while maintaining healthier options and creating a better interactive environment for BIL staff. BIL has handed over the canteen operations to Bidvest Catering, who in turn contracted the services of Obsessive Compulsive Designs to design a canteen with more of a grab and go feel, as well as offer a workspace and communal ambience. This

is a place where you can host your clients and where employees can engage with each other," she explains.

Anthea Myatt, Financial Director, and Craig Mountjoy were involved in choosing the look and the new menu. "We have tried to balance our new menu with a choice of satisfying meals and healthier options, as well as a café style grab and go. New drinks include smoothies and Sir Juice," says Melita.



The lounging area offers a relaxed setting for informal meetings and a cup of coffee with your guests.



The installation of booths has created a private feel where staff can sit down with colleagues or clients and hold a private meeting.



Staff enjoying a Sir Juice tasting at the opening of the Cargo



Carmen Maduray, who submitted the winning name Cargo Cafe.



A large eight-seater table caters for groups or individuals.

ROBBEN ISLAND WORLD HERITAGE TOUR

It was a year-end party with a difference for the flammable store staff at Paarden Eiland when they embarked on an exciting and much anticipated outing to Robben Island on 30 November 2019.

Says Chesna Hill, Administrator, "It was the first time for many of us and what a memorable and informative adventure we had. We embarked on the Robben Island Museum yacht from the Waterfront Cape Town, which was a scenic and refreshing trip.

"On arrival we were escorted to our buses for

a guided tour around the Island. The guide showed us significant places, such as the Lime quarry and the Church where people with leprosy were treated. We learnt that only permanent employees may live on Robben Island and no changes can be made to the buildings as it is a World Heritage site.

"Our final stop was the prison, where many freedom fighters such as Robert Sobukwe, Sonny Venkatrathnam, Neville Alexander and Nelson Mandela were incarcerated. By this time there was such a build-up of emotion



Happy staff, happy moments!

L-R: Chesna Hill (green dress), Micheal Duva, Ndimiso Mfaka (standing on the ground back row), Siyanda Ndema (red pants), Eugene Petersen, Jerome Zuma (sitting) and Shadrack Nondwangu (Freedom fist).

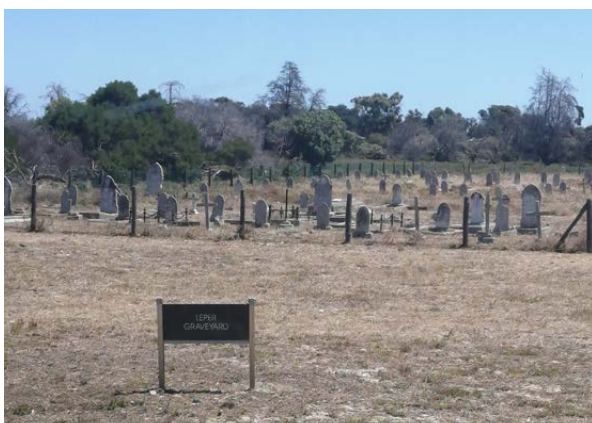


Madiba's cell.

that when they showed us the tiny match box cells of these selfless fighters, it was the climax where tears were shed and a moment of silence followed.

"Thank you to our legendary pioneers and leaders, who paved the way for us to partake in the freedom we have today to go to many places as we please. Thank you to Bidvest International Logistics for granting us this opportunity, we forever treasure it in our hearts!"

Thank you Chesna for your heartfelt submission to People's Press.



Cemetery for leprosy deaths known as Leper graveyard.



Lime quarry.

IL YOUTH DAY

The Social Club at Frosterley Park decided to celebrate Youth Day in true South African style.

Each department was asked to re-live their youth by remembering their school days. Among the different set-ups, we found the magical school of Hogwarts which was enacted by the Forwarding and groupages department. The judges were treated to butter beer and some mystical potion classes.

The fun didn't stop there. The Business Development team introduced us to the School of Rock and the judges got to witness their first concert. The Credit Control department had their delinquents sitting in detention.

Finally, we had the Imports department who reminded us of the significance of Youth Day. The entire department came dressed in their school uniforms. They had showcased the "Soweto uprising" with posters and a song tribute. This was done in the spirit of what began on the 16 June 1976 in Soweto and spread throughout South Africa which changed the country's socio-political landscape. The enactment reminded us of our heritage and why we celebrate youth day.



Credit Control



Imports



School of Magic



School of Rock

RUNWAY PARK EVENTS



Sunflower Day



BIL Warehouse - Runway Park donated mugs for the senior citizens Christmas Party.



BIL Warehouse staff donated a new toy to East Coast Radio's Toy Story Campaign with Toys R Us & Babies R Us. The campaign aims to make wishes come true for little people across KZN one toy at a time. All the toys collected were donated to underprivileged children in Government hospitals, orphanages and children's homes in KZN.

BIL WAREHOUSE SUPPORT SERVICES - YEAR END LUNCH.

The theme for the lunch was Hippies.



KZN SOCIAL CLUB DOES IT AGAIN

After an amazing year, the KZN Social Club hosted its final event of the year with a Wild West themed party at the Rod 'n Reel. Members were required to dress according to the theme and they didn't disappoint.

The entertainment was provided by one of the best bands in the country, Out of the Blu, as well as some amazing dancers. The Braai Master catered a sumptuous braai menu as well as starters comprising of hot chips and fried sweet corn. Members were surprised with delicious desserts by Plan B Dessertery.

The competition was on for the Most Wanted Cowboy & Cowgirl dressed according to the theme as well as BIL's Got Talent, where members showed off their amazing talents.

BIL Talent winners:

Exports (Joel Jairaj, Naaman Govender and Dumisane Mncwabe)

Credit (Colleen Murthi)

Runners up:

Imports

IT - Shalene Maharaj

Best dressed Cowboy/Cowgirl:

Radesh Sewnarain and partner



Radesh Sewnarain and partner

Fun was had and memories made. Members were spoilt with a photo booth to capture this event and some amazing photos were taken. 2019 was a huge success for the KZN Social Club and we would like to thank all of our members for their continued support as well as our dedicated committee members for all their hard work throughout the year.



Johan Hugo (Adele's partner)



Linda Govender



Linda Palmer



Simone Dorasamy

WELCOME



A warm welcome to the following people who joined BIL between September - December 2019

Alrode Henkel

Patience Nkosi

Durban

Katlego Lephogole
Mbali Ndwandwe

East London

Niel Littleford
Olwethu Maqashane
Sinazo Sipikeleni

Jacobs

Melinda Govender
Phumlani Gumede
Prasanthi Reddy
Wendy Ximba

King Shaka

Yogan Pillay

Logistics Park

Silas Chauke

Pinetown

Brian Duma
Davashni Govender
Kevin Govender

Port Elizabeth

Christopher Jephtha
Franklin Williams
Kelly Meyer
Zolanie Silumko

Pretoria

Matthys Taljaard

Runway Park

Akhona Ngcobo
Amandah Khumalo
Ashvir Balchand
Nicole Wyngaardt
Ronelle Williams

Umbilo

Bandile Makhanya
Chanel Govender
Jennifer Chetty
Mahan Lutchmiparsad

MEET THE JACOBS TEAM



Wendy Ximba, SHERQ Assistant, joined Bidvest IL in December 2019. She holds a BTech in Environmental Health, specialising in Occupational Health & Safety and Waste Management. She has acquired training in Construction Regulations, HIRA and Incident Investigation and is currently studying towards the SAMTRAC qualification.



Melinda Govender, Admin Clerk, joined Bidvest IL as a Planning Controller in September 2019 and moved to the admin team in January 2020.

Prasanthi Reddy, Admin Controller, joined Bidvest IL on 16 October 2019 and is enjoying her function at Bidvest IL as well as all the staff in her team.



Andile Zulu, Bond Store Controller, has been with Bidvest IL for just over a year. She joined the Runway Park facility shortly after it opened as a CLC, where she oversaw various customer accounts. She has also taken over the control of our bond store clients.



Phumlani Gumede, Stock Controller, joined Bidvest IL Jacobs on 11 October 2019. He comes from a retail background in Store Management positions at Woolworths and Clicks, as well as a Jnr Account Executive for Barrows looking after the Revlon Account in Southern Africa for installations, maintenance and warehousing.

HATCH



Congratulations to David Xaba General Worker at DCR and Angel on the birth of their baby girl Nobuhle on 30 December 2019

Congratulations to Nthabiseng Vuma, Administration Clerk, and Peter Masinga on the birth of their daughter Amukelani Masinga on 3 October 2019.



LONG SERVICE



IL LONG SERVICE AWARDS CEREMONY



45 years: L-R: Gokulanand Thupsee, Raj Ramit and Paras Mungroo.



35 years: Poovan Govender



30 years: James Sinayhakh



20 years: Joel Mthembu



15 years: L-R: Cyril Ndlovu, Tammy Govender, Kesagie Munsamy and Leon Subramany.



10 years: L-R: Sarah Uppink, Sthembiso Sibiya, Ashnee Rathanalal and Nivashnie Naicker.

Congratulations to the following on achieving long service awards from January to April 2020

45 Years

Dan Cooposamy

40 Years

Clement Mbonambi
Sadha Govender
Glenda Malan

30 Years

Thandi Nkosi
Pravesh Shrinundh
Linda Govender
Grey Phungula
Sugan Munsamy

25 Years

Emmanuel Khumalo
Moses Thobela

20 Years

Tina Van Den Berg
Thamon Naidu
Sonwabile Jakavula
Nicoleen Nielson
Theresa Bezuidenhout
Cyril Majola

15 Years

Tiffany Matthys
Kimmy Maseko
Pamela Sigamoney

10 Years

Willem Bekker
Vashnie Padayachee
Handsome Majola
Dalo Shangase
Desmond Mkhize

Mpume Nkosi
Andile Khuzwayo
Linda Sikhosana
Joseph Ngubane
Raymond Ndlovu
Emmanuel Nzimande
Vusi Mokone
Nomvula Tshetu
Emmanuel Shoji
Phumlani Zondo
Xolile Mngcisi
Ronelle Moodley
Joseph Msimango
Linda Shangase
Collen Mathivha
Dibuseng Mallane
George Gxagxiso
Surasha Ramnarain

MATCH



Congratulations to Monde Mhlongo, Entry Clerk Sebenza, and his wife Londeka Portia Mhlongo, who celebrated their wedding on 21 December 2019.

IT'S COMPETITION TIME



THREE PRIZES UP FOR GRABS:

1ST PRIZE - R1 000 PICK N PAY VOUCHER

2ND PRIZE - R500 PICK N PAY VOUCHER

3RD PRIZE - R250 PICK N PAY VOUCHER

Stand a chance to WIN by answering this question:

How many processes form the basis of our Quality Manual System and where can this be found?

**Send your answer to: marketing@bidvestil.com
by 29 May 2020.**

Competition question from People's Press Vol 1:

What competition did Fortunate Mboweni enter and what was her prize?

The correct answer is:

Fortunate Mboweni entered a competition held by The FIATA Young Logistics Programme in Cape Town on 1 October 2019. She submitted a winning motivational letter to attend the Programme.

COMPETITION WINNERS FROM PEOPLE'S PRESS VOL1



1st prize:
Meri Wewege,
SHERQ
Administrator,
Rosslyn
Warehouse.



2nd prize:
Rosemary Mogagabe,
Data Analyst,
Wrench Road.



3rd prize:
Monde Mhlongo,
Entry Clerk,
Jacobs.

EDITORS



NEW EDITOR ROAD FREIGHT

Welcome Chrisna Bruwer, HR Manager Road Freight who has joined our editorial team. Chrisna joined BPL in 2006. "I am a high adrenaline, fun loving individual who is passionate about interacting with people. I enjoy a good laugh and my motto is – life is my friend, we journey together."



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