

# PEOPLE'S PRESS

## THE DIRECTOR'S CHAIR



### FAREWELL MARIA DU PREEZ

BD Director, Maria Du Preez, has retired after a 46-year career with the Bidvest group. We asked her to share her experiences and advice for the future.

*Interview on page 3.*



### WELCOME TO ATTISH HARICHUNDER, BIL'S NEW FINANCIAL DIRECTOR



Attish Harichunder,  
BIL's new Financial Director.

#### *Please give a brief overview of your background before joining BIL?*

As a seasoned finance and operations executive, I have accumulated a wealth of commercial experience across highly competitive and specialist businesses, ranging from finance to stakeholder management and client engagement. My ability to be highly analytical yet operationally astute ensures I streamline the businesses run, creating highly efficient and profitable companies. I was approached to submit my CV to BIL and was fortunate to be appointed to this role, effective November 1, 2023.

#### *What are your initial impressions of BIL?*

The people at BIL are friendly, motivated, professional and passionate about this company. You don't find this in many large businesses, so I am excited to be working in this kind of environment. My induction was the best I have ever had. The HR team goes out of its way to ensure that people who join the company are well taken care of and understand every aspect of the business. I was given presentations and met with various business executives and the senior management team.

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You can see from meetings held with EXCO that executives are enthusiastic about the company and its growth opportunities. I have visited all branches except for Eastern Cape. There are some extremely impressive sites and, again, a lot of passion among staff.

#### ***How do you see your past roles contributing to your success in this position?***

In every role I have worked, I have learned new sets of skills and honed my existing skills. Working with different leadership styles and different business strategies has helped me develop in my career. Once I understand the business, I can start sharing my knowledge and skills.

#### ***Can you outline your short-term and long-term goals for BIL? Are there specific areas where you see potential for improvement or innovation?***

It is early days and I am still getting to understand the businesses. There are some very impressive projects in the pipeline and, once they go live, I will get a better understanding of how to make the business more efficient and agile. I will be working closely with various Directors, as well as the head of Procurement, head of Legal, National Credit Manager and National Finance Manager.

#### ***What would you consider to be your biggest professional achievement to date?***

There is always room to grow and achieve, so stating one thing caps the ceiling. Every target is a stepping stone to the next achievement and beyond.

#### ***Is there a particular role model or mentor who has influenced your career?***

My parents came from humble beginnings and built themselves up. Their achievements were my inspiration. Bandile Mogiba, CEO of Vukani Gaming, was one of my former bosses. He gave me the freedom and confidence to make decisions and do what was necessary in the business. That was a stepping stone to growing rapidly in my career. Another role model is Dr Oupa Monamodi, Chairman of WPP SA, who I have known for many years. He has been a massive figure of support. These role models and mentors continue to inspire me to achieve beyond the milestones I have achieved.

#### ***Can you share a bit about your leadership philosophy?***

I let staff do what they need to do with the caveat that they will let me know of any issues in advance so we can address them. I am not a micromanager unless I need to be involved to unclog bottlenecks.

#### ***Working in finance is demanding and time critical. How do you personally handle stress and what strategies would you recommend to the team?***

You must prioritise. Use your discretion and business requirements to determine how critical the deliverables are. It is important to have a good support structure within the finance teams, the right people in the right places who can function autonomously. And, while AI will make daily tasks more fluid and efficient with fewer errors, it cannot make business decisions.

#### ***Outside of work?***

I used to play football and cricket. I am homebound and spend a lot of time with family and friends. I look forward to traveling again when I find the time.

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## FAREWELL TO BD DIRECTOR MARIA DU PREEZ

### *How did the opportunity come about to join what was then Safcor Freight?*

I stumbled into the industry straight after school in 1976. I saw an advertisement for a job in airfreight export invoicing. Back then, it involved completing handwritten forms for processing. I was based at the office in Electron Avenue, Isando, which had a garage that served as a warehouse, branded Safcor Freight. After a short while, I was asked to go and assist at the airport office, located in the New Agents building, where all the agents and customs had their offices. I remained there until 1991, when I left Safcor to join Lee Botti's for an eighteen-month period. I returned to Safcor in May 1993 after it acquired a competitor.

### *What are some of the most memorable milestones during your time with the company?*

#### *The development of airfreight.*

When I joined Safcor, the relationship with Panalpina was three years old and it was the start of the development of airfreight. Commodities that moved by air were different from today. All computer and telecommunication equipment moved via air and only transitioned to ocean freight at cheaper freight rates after the 2008 global economic crisis. There were a lot of freighters operating in those days and it was an exciting time managing bulky but sensitive equipment up to the point of installation.

#### *The CompuClearing era.*

Another exciting time was in 1983 when CompuClearing was started by Arnold Garber and his brother Manual. Safcor was one of their first clients and they spent most of their time in our offices learning how to develop their programme with our input.

Prior to the introduction of CompuClearing, everything was manual. From receiving all the shipment documents after the arrival of the aircraft, registering files in the manual shipment register, calculating customs values, duties and taxes on a calculator with carbonised telly slips, to doing Customs bills of entries by hand with carbon paper in between the pages. Customs values, duties

and taxes were done on calculators with carbonised telly slips. Calculations of invoices were completed by hand and a massive computer at the back would spit out the invoices.

#### *Post-1994 growth.*

During the period of sanctions against South Africa, global companies faced pressure not to do business in the country. Global accounts operated under different names in South Africa or were not present at all. Safcor was listed on the stock exchange in 1989, and in 1993, the Bidvest group acquired Safcor. After 1994, sanctions were lifted, and trade with South Africa flourished. It was a magic period with cargo pouring into our country.

The period after 1994 also saw the growth of Safcor and Panalpina acquiring global accounts, which set the stage for a lot of growth for both companies in the preceding years. Locally, we secured the first fully outsourced logistics contract with a leading computer company, including incorporating their shipping department, warehousing and

distribution into our operations. Towards the latter part of the 1990s, we managed to secure contracts in the automotive, manufacturing, engineering and high-tech industries.

It was as a result of the success of managing these complex global accounts, as well as our long-standing relationship with Panalpina and the fact that Bidvest was growing rapidly, that a decision was made to rebrand to Safcor Panalpina in 2000.

In 1998, Bidvest acquired the Rennies Group and we found ourselves competing against Renfreight, which had also been using the Panalpina network for a short while. It was a very challenging time. Renfreight was incorporated into Safcor in 2001.

Infrastructure at the airport could not cope with the increase in volumes, and we were given the opportunity to get our own degroup facility off the airport. It was a concession introduced at short notice with few rules and many manual controls. Fortunately, we had an empty warehouse in Skietlood Street Isando, previously occupied by Safcon,

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2006 Management conference.



2009 Safcor directors at conference.



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Safcor's Express Parcel operation at the time. We had to expand the warehouse within a short period due to increased volumes and demand for bonded and free store warehousing. We also expanded to the Wrench Road warehouse when we could not expand any further on the Skietlood site. We operated from those sites until 2007, when we moved into Unit 2 at Logistics Park.

While operating from this site, we also became one of the first TAPA A high-security accredited facilities. Our high-tech clients required this accreditation as the threat of theft and hijacks increased, not only locally, but also globally.

Due to the high volumes of airfreight and the capacity constraints, Panalpina started its charter operation out of Luxembourg to Johannesburg. That gave us a massive competitive advantage in the market as we had full control of our cargo from Luxembourg and into our degroup facilities, where we broke down the airline pallets and checked in our own cargo. At the height of our airfreight operations, we managed daily and sometimes up to ten 747 freighters into our facilities.

**What other accomplishments are you most proud of?**

#### Units 1 and 2, ORT

In 2004, one of our major clients approached us to find them alternative warehousing with the purpose of taking over their full logistics functions, but we had a three-month deadline to make it happen as they had to

vacate their warehouse that was sold. Bidprop managed to find us an interim warehouse while finding a more permanent solution. Bidprop signed a partnership agreement with ACSA to build warehouses adjacent to the airport. Logistics Park Unit 1 was designed and built and we moved into the facility with our client and our cell phone operations.

There were many challenges designing the warehouse to our client's specifications while dealing with ACSA restrictions of operating on airport ground, such as the navigational systems. We had to source radar reflective cladding, which we had to import by air to ensure the work on the site was completed on time. There were also stringent security requirements.

As our airfreight volumes were growing, we started the design and development of Unit 2 immediately after we moved into Unit 1. Brian Joffe took a keen interest in the warehouse's design. He insisted that Bidprop and the developer fly to Europe to ensure we incorporate best practices and install equipment that would allow us to manage the growth in airfreight. Both Units 1 and 2 also incorporated high-security features in line with TAPA A security standards.

An additional benefit of the Logistics Park facilities was that we managed to incorporate into the lease agreements the right to move our cargo directly off the airport from airside onto the service road into our facilities. As the risk of hijackings on public roads increased, this was another competitive advantage and still a good selling point for our airfreight services today.

#### Consolidation of ocean freight and airfreight and moving onto CargoWise.

By 2010, the CompuClearing system no longer met our requirements, as we needed a Windows-based system to keep up to date with client requirements and compete with our global competitors. We visited CargoWise in Australia in 2010 with CompuClearing and saw a paperless operation operating on CargoWise and, from what we saw, convinced us that it was a good alternative. The system changes involved training all staff on the new system and we went live on 1 April 2011. It is one of the biggest, the most stressful, but exciting projects we ever undertook, involving all our staff.

#### Rennies Distribution Services and Safcor merge to become Bidvest Panalpina Logistics

In 2011, Bidvest Freight decided to incorporate Rennies Distribution Services into Safcor Panalpina and we rebranded to Bidvest Panalpina Logistics. In 2013, I took over the role of Business Development Director, while Bruce Thoresson and John Cummins moved into operations.

In this role, we established supply chain engineering, a tender desk and an estimating team. We had to drive this process and convince the business that these roles were necessary. Our involvement was fortuitous, as it prepared us for the environment today where companies award business through RFQ, tender processes and compliance. To be considered for an RFQ, you must produce all the requirements, such as certification and BEE.



2011 Board of Directors.



2011 Launch of BPL.

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### EMO Trans and our rebranding to Bidvest International Logistics

In April 2019, the news broke that Panalpina was sold to DSV. This caused a lot of uncertainty for us at the start, but also opened up the opportunity to chart a new direction for the future. We had to find another global partner and work on a new name, as we could not continue to use the Panalpina name after the contract came to an end. We had to design a new logo, plan for the transition of our controlled forwarding business to the new network partner, plan for the rebrand of all our facilities, vehicles, stationery and communication to clients. We managed to transition our business to the EMO network in a short period of time. When we exited the Panalpina contract at the end of January 2020, news of COVID in China was making headlines, and we then went into hard lockdown at the end of March. During the COVID period, we managed to complete our rebranding, grow our forwarding business and move our clients' cargo, despite all the challenges the industry faced. This time was another example of the dedication



2014 Board of Directors.

and resilience of the BIL management and employees.

### Accreditations

I was part of the ISO implementation in 1996, emphasising the importance of certification and accreditation. Today, it is a non-negotiable requirement. We have achieved many accreditations, including ISO 9001, ISO 14001 and Authorised Economic Operator.

### *It was a remarkable achievement to progress to the role of Director in an era of male-dominated leadership in the logistics environment. How did you do it?*

The industry was extremely male dominated, no matter how hard you worked. My short stint at Lee Botti was due to my frustration with the industry. In May 1993 I rejoined Safcor after a call from Henry Visser, National Logistics Manager. He believed that women could bring value to the workplace and was supportive in my career advancement until he retired. After I returned, I continued to study and learnt to navigate the corporate political landscape. It was extremely important to be astute in this environment.

In 2003, I was appointed as alternative Director Airfreight and an alternative director to a company in which Safcor had shares, called AMS. I was appointed as Airfreight Director in 2003, after my predecessor Henry Visser retired.

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2019 Rebranding to BIL Cape Town function.



2019 Rebranding to BIL Gqeberha function.



Maria and her husband Joe at the Johannesburg rebranding function 2019.



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In 2005, MD Pete Williams asked me to take over ocean freight and consolidate Gauteng air and ocean operations into one. I was appointed Regional Director Gauteng and moved into the role of Business Development Director in 2013.

***You attained some outstanding academic achievements along the way – please share.***

In the early days, few or no qualifications or courses were available for the industry. People were reluctant to share knowledge, and you had to learn by watching, doing, making mistakes and then learning again. I started my studies in the early 1990s and, after completing my BCom degree, I studied law as there was a need in the changing landscape and few people, including lawyers at the time, understood our industry. After completing my LLB, I completed an MBA, all while working full-time and paying mostly for my own studies.

My journey in completing my Doctorate was particularly challenging, as I had a number of starts that were interrupted by work pressures and disruptions. I eventually managed to find a private Swiss university that made it possible to study and work around work challenges. It turned out to be one of the best experiences as I attended residencies in Ghana, Vienna and Dubai and successfully defended my dissertation in Malta in 2013. It gave me exposure to an international faculty and students of all nationalities and from all kinds of industries. It was phenomenal to do syndicate work remotely, long before Zoom or TEAMS!

***How did studying help your work achievements?***

My one frustration was that people in the industry were not interested in or focussed on developing employees. Studying and challenging myself to make sense of things I didn't understand taught me the value of education. I vowed that when I gained a position of authority, I would encourage our employees to improve their skills and do training. Studying opens your mind and gives you the ability to deal with many things. I made sure that the staff who reported to me were educated and upskilled.

When the learnership programme was introduced, we participated in the pilot projects. We added value and training interventions to the service provider's work. We kept on tinkering with training programmes and then developed in-house programmes.

We registered the BPL academy with TETA and engaged Charles Day to assist. I fondly remember a year-end function with people on stage wearing T-shirts that said, "BPL Academy". If there is one legacy I am proud of, it is that I have helped turn this organisation into a learning one where there is a lot of hunger for knowledge and a focus on skills development.

It is such an achievement to have so many degreed people, with bachelors, honours and masters in one company. When you look at CVs of job applicants, BIL employees stand head and shoulder above them all. We also have a lot more engineers employed, in whom we saw value a long time ago, going back to

the days of Anthony Verploegh. Our industrial engineers have changed our approach to our business processes and are adding immense value.

***Looking back, is there anything you wish you had done differently or any opportunities you wish you had seized?***

I have no regrets and would do the same all over again. I am immensely proud of the team I leave behind. I have always empowered them to be their own people and they can work independently. I leave the company knowing it has a great future. I see so much growth potential, with the right people in place. I will remain the BIL SAAFF representative and continue as the chairperson of SAAFF, as my ongoing commitment to the industry.

***How do you feel about leaving the company after such a long tenure and what are your plans?***

I am excited to start my second career in the family businesses, which include engineering, mining and consulting. I have my own training company, which I acquired in 2017, and can now focus much more on expanding our service offering in engineering, supply chain and social service training. I will also focus on creating opportunities for people through my NPO, which I registered in 2018 with Jackie Sebe, a like-minded lady from the Eastern Cape. I have met wonderful people and travelled extensively, but now I will travel for business and pleasure. The best part is I can retire when I am ready one day.

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2019 Board of Directors.

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### What message would you like to leave with your colleagues and the company as you depart?

My message to staff is to appreciate the organisation you work for, give your best, work hard, grab any opportunity to learn new things and have fun. For me, it's never been a job. I never had to drag myself out of bed

and say I was going to work. It has always been an absolute pleasure to come to work and give my best.

Spend your money wisely and save! Appreciate the training and the services that BIL offers through the ICAS system. Listen to the specialists.

You have a great Board of Directors and EXCO in Craig, Lesiba, Harry, Xolani, Marcus and Attish, as well as Ntombi, Lodi, Petrus, Glynis and a wonderful team to lead and guide you. Go well.



EMO Asia meeting Feb 2023.



EMO Asia meeting at Sun City March 2023.

## BIL IT DIRECTOR RECOGNISED AMONG TOP 50 CYBER IT LEADERS IN SOUTH AFRICA

Lesiba Sebola, BIL's IT Director, was recently recognised as one of the Top 50 cyber leaders to watch at the Cyber Security Summit South Africa 2024. This recognition highlights his significant contributions and leadership in information and technology security.

The Cyber 50 comprises a select group of top cybersecurity leaders who are making a substantial impact in various domains, including cybersecurity, artificial intelligence, data protection and cloud security. These individuals are selected through a comprehensive process involving nominations, direct applications and thorough evaluations of their achievements and dedication to advancing cybersecurity.

Lesiba's inclusion in this prestigious list underscores his unwavering commitment and passion for enhancing digital security. "I am grateful for the recognition, which is a testament to the collective efforts of my

team. Their hard work and dedication have been instrumental in reaching this milestone," said Lesiba. "The importance of collaboration and continuous learning in confronting cybersecurity challenges cannot be stressed enough."

The Cyber Security Summit serves as a platform for cybersecurity experts to share strategies, action plans and best practices. It aims to develop South Africa's cybersecurity

sector and create a next-generation digital cyber vault, addressing the country's ranking as the fifth highest globally in cybercrime density. The summit highlights the importance of collaborative efforts and knowledge-sharing among tech pioneers to secure a digital future that is safe and resilient against cyber threats.

<https://lexito-e.com/cybersecuritysummit/south-africa/cyber50/>





# OVERLAND LOGISTICS



## BIL RECOGNISED FOR EXCELLENT SERVICE AT DOW CEREMONY



Above and below: Runway Park warehouse team

Dow hosted its first S4Star virtual awards ceremony on 29 November 2023. It was an extremely proud moment to hear BIL receiving three prestigious awards on a global platform.

Dow SA met with the Overland Logistics team to congratulate and honour them by personally presenting the awards. Patricia Bizaare, who is part of the S4Star committee, said, "This was no ordinary achievement, particularly in the regional competition, where BIL Warehousing competed against industry giants in the IMEA region (India, Middle East and Africa).

S4Star is a programme initiated by Dow to promote business growth for Dow and its partners in a sustainable manner. Its evaluation criteria focused on four key performance indicators: Safety, Sustainability, Social Responsibility and Service Level, setting the stage for a rigorous assessment of supply chain partners.

Marcus Ellappan, Overland Logistics Director, expressed gratitude to Dow for fostering a strong and collaborative partnership, resulting in mutual learning derived from shared best practices.

With gratitude to all those at BIL, whose dedication and hard work resulted in these fantastic accolades.



**BIL's achievements were recognised as follows:**

**Service Award:** BIL Warehouse - Regional Level IMEA.

**Social Responsibility Award:** BIL Transport - Country Level, ZAR.

**Service Award:** BIL Transport - Country Level, ZAR.



Dow with Warehousing team: Back L-R: Marcus Ellappan, Len Pather, Kumaran Padaychee, Sifiso Madonsela, Clement Hadebe, Nevesh Jadhu, Deenesh Maharaj (Dow), Ayanda Myeza and Sandile Ngubo. Front L-R: Thuli Gutshwa (Dow), Kelly Hirst, Patricia Bizaare (Dow), Kenneth Ngema and Namishka Mothilall (Dow).



Dow with Transport team: L-R: Thuli Gutshwa (Dow), Marcus Ellappan, Taryn Wenlock (BIL), Kevin Govender (BIL), Patricia Bizaare (Dow), Deenesh Maharaj (Dow), Namishka Mothilall (Dow) and Bradley Naidoo (BIL).



## CELEBRATING THE INAUGURATION OF THE AMS BIL WAREHOUSE



L-R: Bonnie Masuko, Samuel Maotla, AMS, Maria Du Preez, Xolani Sithole, Lana Woolfson, AMS, Currie Pisapia, Anelise Fiuza, AMS, Craig Mountjoy, Ezelda Botha and Ntsika Rayi.

On 19 February 2024, the culmination of a meticulous plan initiated in August 2021 came to fruition with the official inauguration of the new warehouse for Africa Mobility Solutions. AMS is a subsidiary of CFAO Mobility and the warehouse forms part of the Toyota parts own facility, called Toyota South Africa Motors (TSAM).

Samuel Maotla, Assistant General Manager Parts, AMS, was host for the event and extended a warm welcome to all attendees. He thanked all stakeholders for the successful collaboration and said the business has expanded phenomenally into Africa, exporting to an additional 18 countries in West and Central Africa from April 2024.

Philippe Franiatte, Deputy CEO (Corporate & Development), CFAO South Africa, lauded the collaborative efforts of AMS SA, BIL and TSAM, emphasising the seamless execution of the project with a paramount focus on safety and continuity of operations.

Anand Pather, Vice President of Toyota SA, thanked everyone for their patience and hoped their new home would be comfortable. He highlighted the pivotal role of aftersales in sustaining the business, stressing the importance of customer retention and experience, as well as exploring new income streams.

Martin Fourie, Senior Manager Logistics and Supply Chain Planning, TSAM, provided a

comprehensive overview of the warehouse's evolution, outlining the strategic expansion initiatives that have bolstered operational efficiency and facilitated enhanced customer service. The integration of a roller bed between TSAM and AMS SA stands as a testament to the commitment to optimise logistical processes for the benefit of all stakeholders.

Craig Mountjoy, Managing Director of BIL, reflected on the enduring partnership that has evolved over 18 years, notably from when Safcor and Toyota collaborated on a unique solution for the export of Toyota parts and accessories out of South Africa. This solution is still in place today, thanks to strict compliance and adherence to the required processes and procedures. He highlighted the shared vision, values and commitment towards safety and compliance that strengthen the longstanding collaboration between the three entities.

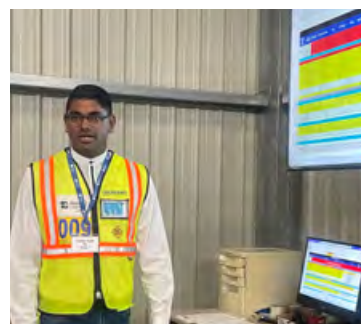
Kelvin Ankhah, Head of Safety, CFAO South Africa, concluded the ceremony by stressing the paramount importance of safety as a collective responsibility ingrained in the fabric of daily operations. The symbolic act of signing the safety flag served as a commitment to prioritise safety above all else.

Ezelda Botha, General Manager at BIL, along with Customs Executive Currie Pisapia and their dedicated team, were instrumental

in ensuring the seamless transition and operational success of the new warehouse. From a relationship that began in 2005 at a warehouse in Isando, the newest motivation approved in February 2022, was to eliminate the four to five daily road trips of bonded stock from the TSAM warehouse to the AMS bond store at BIL, Unit 1. Work was completed at the end of October 2023, followed by an application to move the bond store. The physical move took place from 18 to 22 December, just five days after approval was given.



Samuel Maotla, AMS



Sheldon Reddy, BIL

## DRIVER OF THE YEAR AWARDS

By: Sivan Govender, GM

Drivers form a vital part of Overland Logistics. They face many risks and challenges on the road daily in execution of customer deliveries. Being able to do this safely and at the highest level of efficiency on a consistent basis is a huge challenge. This is a challenge that the OL drivers embrace and those that excel in achieving the various KPIs are

rewarded accordingly. This drives healthy competition within the team and the highest ranked driver over the financial year is declared the 'Driver of the Year'. The last year was extremely competitive with first and second place separated by less than one percent. Congratulations to the top three drivers.



Driver of the Year  
Mthokozisi Mvelase



Second place  
Velo Dube



Third place  
Kenny Moonsamy



## FELIXTON SITE AWARDED BEST SAFETY RECORD FOR 2023

The logistics department at Felixton warehouse has showcased exemplary performance, as one of only two departments with zero incidents and the best safety record throughout 2023. This achievement is testament to the diligence and dedication of our team members, who prioritise safety in every task they undertake. Once a month, Mpack management holds a monthly safety talk to reinforce this commitment.

Following these talks, employees who have demonstrated exemplary safety practices by avoiding Lost Time Injuries (LTI), Recordable Work Cases (RWC) and Medical Treatment Cases (MTC) for the previous month are eligible for the safety lucky draw. Congratulations to all the staff at Felixton for this remarkable achievement! Let's continue to prioritise safety together.





## SUCCESSFUL LEGAL AUDIT AT JACOBS WAREHOUSE

The Overland Logistics Jacobs site recently achieved a successful legal audit to ensure compliance to ISO 14001:2015 clause 6.1.3, Compliance Obligations.

Compliance obligations encompass various legal requirements that an organisation must comply with, such as laws and regulations, contracts and codes of practice. An organisation can also choose to comply with voluntary commitments, such as industry standards. Well done to the Jacobs team on a good audit result.



Team L-R: Ayanda Myeza, Antoinette Mkhabela, Celine Maharaj, Carolyn Lochan, Taryn Wenlock, Vanessa Eaton, Nancy Oosthuizen (Auditor), Kelly Hirst, Kenneth Ngema and Richard Mhlongo.

## ELANDSHAVEN UPGRADES

By: Shannon Wellcome, GM

### *Racking infrastructure project*

Phase three of the racking project for BIL Elandshaven facility was completed at the end of January 2024. The additional racking for the facility has increased our storage capacity by 1 888 pallet positions. The infrastructure is equipped with three levels of wooden decking and an integrated water sprinkler system. The new racking will allow the Elandshaven facility to store close to 10 418 pallets, which in turn improves our position to achieve better financial returns.

### *Security infrastructure upgrade*

Elandshaven's security infrastructure upgrade kicked-off at the beginning of December 2023 and was completed at the end of February 2024. The security upgrade ensures staff, clients, contractors and suppliers are within a safely guarded environment 24 hours a day. They include automated vehicle entry gates and an enclosed security checkpoint manned by security guards. The entrance to the warehouse canteen will be electronically managed and secured. Lastly, the admin block will be safely guarded by two separate automated glass doors. The entire site will be access controlled with unique identification parameters.



## CHILLI AWARDS GAUTENG ROADFREIGHT

Congratulations to our Chilli award winners for Gauteng Road Freight second quarter.

Stanley Bugana, Transport Ops Manager; Ash-Leigh Kaasbert, Transport Controller; and Kennedy Malaudzi, Transport Controller. The awards were presented to the winners by Shannon Wellcome during the OL Inland quarterly ops meeting.



Stanley Bugana



Kennedy Malaudzi



Ash-Leigh Kaasbert



## CHILLI AWARDS GAUTENG

Congratulations to the following Chilli award winners:



Donald Moya (left), Adjustments Controller, received a Chilli award from Prega Sangerelingum, Customs Manager, for operating out of his comfort zone when assisting with shipments.



Prega Sangerelingum, Customs Manager, received a Chilli award from Bonnie Masuku, General Manager, for meeting all three criteria by living the BIL values; operating outside of comfort zone and receiving excellent customer reviews.



Senior Freight Estimators Jamie Eland and Ann-Marie Togher received Chilli awards for meeting all three criteria by always going the extra mile in their work and always being willing to assist with estimates.



## IT CORNER



# REVOLUTIONISING LOGISTICS - BIL'S TECH JOURNEY INTO AI, ML AND OCR

*By: Ashan Naidoo, Business Solutions Specialist*

BIL has embarked on a transformative journey into harnessing the power of Artificial Intelligence (AI), Machine Learning (ML) and Optical Character Recognition (OCR). Ashan Naidoo explains why.

"The logistics industry has long been reliant on paper-based processes, which are not only time-consuming but also prone to errors. Recognising the need for innovation, we conducted several time and motion studies to identify areas of manual intervention. It became evident that eliminating these manual processes would significantly enhance our internal business processes," he says.

The conclusion was that Optical Character Recognition was the solution. "Following thorough research by our team, including Applications Specialists Leaveil Sasman, Katlego Lephogole and Warren Kreusch, as well as National Customs Executive Riaan Pienaar, we found that OCR seamlessly converts documents like PDFs into electronic data, which can then be captured onto the system, eliminating manual data entry.

"It's a game changer and marks a significant milestone in streamlining operations and enhancing productivity at BIL," says Ashan.

After careful research, BIL collaborated with international experts in OCR technology and went live with phase one of the solution in October 2023. "We initially targeted the Entries departments nationwide, aiming to alleviate the burden of manual data entry for our top 20 most work-intensive customers."

Ashan says the process is user-friendly, with OCR extracting all relevant information and sending the electronic data back into CargoWise. The technology also incorporates machine learning. "Through user corrections and feedback, OCR corrects the information, improving its accuracy in the proceeding runs. While our users are in the learning phase, the machine learning capabilities are not 100 percent switched on but will be introduced in phases over the next few months.

"The primary purpose of OCR is to remove repetitive tasks within BIL operations, so that staff can focus on servicing customer requirements. Ultimately it will lead to improved efficiencies and accuracies, reduced errors and improved costs within the organisation.

BIL's Customs Executive, Riaan Pienaar, says staff have positively embraced the technology. "Processes that used to take three hours are now completed in under 10 minutes, allowing staff to focus on servicing our customers and taking on new business. The positive feedback underscores the transformative impact of this technology."

Adds Ashan, "OCR technology will be introduced to other departments within IL. Our goal is to roll out for medium work-intensive customers across all our regions for imports and exports. From there we will plan on incorporating the technology into Overland Logistics."

IT Director Lesiba Sebola is excited at the results and power of collaboration and innovation between IL operations and IT. "This technology has been positively embraced within the operations and, through the seamless integration of numerous cutting-edge technologies such as Artificial Intelligence (AI) and Robotic Process Automation (RPA), BIL will enhance its operational efficiency to deliver exceptional service to our customers. This is only the beginning and we have many more automation initiatives on the horizon across all our business operations, which we will aim to finalise within the next year. We have a busy 2024 year ahead!"

Adds IL Director Xolani Sithole, "This has been an amazing project where we use technology as a reliable partner and enabler to our staff. It is amazing to see the collaboration between operations and IT at both senior management and the engine room (our experienced IT and Customs personnel). This is the type of innovation that is a game changer for our operational excellence and our competitive advantage. For our employees, it provides much needed relief from many hours of capturing data which creates a risk of errors. But it also helps our employees to showcase their excellent technical skills and give our customers the best service now that their time is freed up from capturing data."



Ashan Naidoo



Leaveil Sasman



Katlego Lephogole



Warren Kreusch

## IL CORNER



### NICKY MACKENZIE'S PASSION FOR CUSTOMS

Nicky Mackenzie's journey into customs began over two decades ago. Her story is one of dedication, passion and a lifelong commitment to the intricacies of customs management.

"In 1992 I was working as a cashier at Pick n Pay and a guy came to the till and said, "Here is an application form, let's see if you can work at customs". I started my career in Customs and Excise at SARS and subsequently ventured into various roles within customs, including stints at Hellmann and Safcor, before finding my way to BIL.

"In 2018, an opportunity arose for me to join BIL as a Customs Compliance Manager/Specialist. It was a pivotal moment in my career and I seized the opportunity, also taking on the role of Customs Manager in 2022.

"Customs isn't just a career for me; it's a passion," she says. "It's something that chose me, rather than the other way around. Once it becomes ingrained in your psyche, it's hard to envision doing anything else."

As the Customs Compliance Manager at BIL, Nicky's role entails overseeing the Entries, Adjustments and Processing team, comprising a dedicated staff of 23. "Managing a dynamic team in the ever-evolving landscape of customs compliance is both challenging and rewarding. Every day brings new hurdles, but there's a sense of fulfilment in overcoming them, particularly when it involves navigating the intricacies of SARS regulations."

Nicky says a goal is to encourage clients to embrace AEO accreditation, which will result in enhanced efficiency and less administrative burdens. "Its potential implications on our operations with clients are significant," she explains.

"However, the prevailing challenges within customs are skill shortages and bureaucratic hurdles. There's a noticeable lack of expertise, both within our organisation and at SARS," she says. My goal is to empower and uplift my team through comprehensive training initiatives. By equipping them with the necessary tools and knowledge, we can navigate through the complexities of customs compliance more effectively, ensuring optimal outcomes for our clients and stakeholders."

Outside of work Nicky's passions include reading, hiking and cycling. She lives in Durban with her husband, who is also in the customs industry, and their two children.

*Among Nicky's hard-working team are Sne, Shobanie and Angelique.*

#### *Sinenhlanhla Sibisi (Sne), Entries Clerk*

"I am a Senior Entry Clerk in the entries department. I have been with BIL for a proud 10 years, playing a crucial part in facilitating international trade. My responsibilities include ensuring that all the required documents are correct to facilitate customs clearance for goods entering or leaving the country. I also prepare customs declarations and ensure goods are correctly classified and that correct duties and Vat have been paid."

#### *Shobanie Rao, Entries Processing Supervisor*

"I am the Entries Processing Supervisor and this is my 17th year in the company. My responsibilities include overseeing the submission of EDI to customs as well as the detentions for OGA (other government agencies). It is very challenging dealing with government departments. However we try our best to ensure our clients receive the best service possible."

*Continued on page 12*



Nicky Mackenzie (front right) with some of her Customs team in KZN.



Continued from page 11

### **Angelique Fuller, Adjustment Controller**

I commenced my employment in 2011 at age 20 as a Permit Clerk with what was then Safcor Panalpina. While working in this role, I pursued further education, completing courses in Customs Clearing and Forwarding. Through perseverance and a steadfast commitment to learning, I progressed to the role of Junior Entry Clerk in 2012 and subsequently attained the position of Entry Clerk in 2013. In this capacity, I compiled import, export and bonded bills of entry, while continuing my academic pursuits. I ultimately obtained a Degree in Supply Chain Management in 2015.

Within the Entries department, there is a range of sub-divisions, one of which is the adjustments section. When I moved to that section, I was tasked with addressing SARS queries, rectifying errors, managing refunds and drawbacks of duty from SARS, overseeing lodgements of provisional payments, as well as handling customs stops and acquittals. In 2019 I was promoted to the role of Adjustment Controller, a position I have held since then.

I express sincere gratitude for the opportunity to engage in work that aligns with my passion, and I remain committed to continual professional growth in the foreseeable future.



## INTERVIEW WITH LUYANDA TSIKEDI, LANDING ORDER CONTROLLER

### ***Tell us about your journey at BIL***

I joined what was then BPL in January 2019 as an IT Support Engineer. Over the course of 4 ½ years, I gained valuable experience in the IT department. When I saw an opportunity available in operations, I eagerly seized it, as I believed that it would give me a chance to grow and that my IT background would add value to the role.

### ***What are your responsibilities in this position?***

In my current role, I provide support to operations in KZN with Business Intelligence. This involves creating user-friendly live PowerBI reports, departing from the traditional approach to extracting and viewing reports. These reports facilitate informed decision-making and enhanced management of key performance indicators. I also assist the Imports department with their Work in Progress and Accruals and plan to automate certain processes to improve efficiency.

### ***How has the shift in your career path impacted your development?***

I can confidently say that changing my career path within BIL has been rewarding. I am constantly learning about operations, supported by a wonderful team and management. This move has not only broadened my skill set but provided me with valuable insights into operations.

### ***What qualifications do you hold?***

I hold a Bachelor of Science in Information Technology degree and a National Certificate in Technical Support. I recently enrolled in BIL's NQF 5 Supply Chain Management Learnership to further enhance my capabilities for my current role.

### ***What are your career aspirations within BIL?***

My goal is to continue honing my skills and expanding my expertise in areas like data analytics and emerging technologies to stay abreast of industry trends in my own time and pace. I aspire to grow within BIL and contribute to its overall success by driving continuous improvement and fostering a culture of excellence. By leveraging my experience and knowledge, I aim to make significant contributions that propel the company towards sustained growth and success in the years ahead.

### ***Tell us about your passions, hobbies and family life outside of work.***

Anyone who is close to me will tell you that my family is the centre of everything I do. I have a lovely wife and two amazing boys and these guys are my biggest supporters. I am someone who is passionate about working with or interacting with people. That's why I have a lot of hobbies lol. I love football, which is why I'm heavily involved in the soccer team here at Frosterley Park as a player/coach/organiser. My other hobbies would include making music, writing, directing screen plays just to name a few...

## HR CORNER



### CONGRATULATIONS TO OUR BIL GRADUATES OF 2023

*By: Shamona Chinnappa, National Training and Compliance Manager*

The 2022/2023 BIL Graduate Programme commenced with seven graduates, who were strategically placed in different Business Units within the organisation.

This 12-month journey comprised of various learning interventions, including on-the-job training, coaching, LMS courses and Powerskills training. The programme concluded with a presentation by the Graduates to Exco on the projects they have been involved in and how this has added value to the organisation. Thank you to the managers who have supported and guided the Graduates, you have played a pivotal role in ensuring that they are ready for the next step in their careers.

*We are extremely proud of our Graduates who have all been offered permanent positions – congratulations!*



Directors with the graduates  
L-R: Xolani Sithole, Attish Harichunder, Craig Mountjoy, Maria Du Preez, Harry Dimo and Lesiba Sebola.



Celebrating a wonderful achievement.



#### **Mpumelelo Jili**

Warehousing and Process Engineer

Joining BIL was a life changing opportunity and has allowed me to develop essential professional skills to navigate my career and strive to always do my best. The 12 months went by so quickly but, looking back, I have had the opportunity of working closely with the awesome operations team from Runway Park and Jacobs who taught me a lot about the warehousing business and operations. I am grateful to have received full support from Jenaylen Naidu, Preshan Moodley and Marcus Ellappan throughout the whole journey and many others who contributed to my development. The end of the programme was the beginning of a new role for me as a Warehousing and Process Engineer and I am excited to take on this new role and to add value to the business in every way I can. Special appreciation to Shamona and JD for holding our hands throughout the journey, providing support and guidance that ensured we became the professionals that we are today. Special gratitude to the executive team for allowing a great opportunity to have such a life changing programme.



#### **Frans Masango**

Process Improvement Engineer

My BIL experience has been very Informative, insightful and an eye-opening journey. Lots of personal and career growth happened. Solid networks were formed. Everything worked very well, from the support received through making sure that proper settlement and adaptation takes place, to availability of superiors to assist whenever there are challenges faced. I am currently very excited about my new role of being a Process Improvement Engineer (which is all about determining the root causes for problems that occur in the business and implementing permanent, reliable long-term solutions to resolve those problems). I have a strong belief that I will discover a new and better version of myself while travelling on this journey.

*Continued on page 14*



Continued from page 13



### **Tokelo Motshegare**

Export Controller

Working with many departments within the organisation and gaining a great deal of experience have been the highlights of my career adventure with BIL. I came to BIL with a degree in hand and a strong desire for exposure and experience and the company exceeded my expectations in every way. The company's values matched my personal

values and helped me develop a solid work ethic and enhance my unique skills, all while helping me create a respectable image for myself. Since the company places a high value on continuous growth, we were offered multiple opportunities for learning through coaching, Powerskills programme and LMS courses. The journey has been a ton of fun and a fantastic learning experience but it is the challenges that have really put my learning to the test. Above all, I have made friends and have had the best support system and wonderful mentors. Numerous memories have been made, from getting together to celebrate Youth Day, Heritage Day, and Christmas as a team, to taking part in the launch of a community app, being part of an initiative of a BIL truck doing a cross border load to Mozambique and winning a ticket for the burna boy concert. I, Tokelo Motshegare, am now an Export Controller, have participated in multiple projects within the organisation, handled both road export and import, have handled complex client accounts and am currently placed within the Sea Imports department, kickstarting a new project and looking forward to more growth and exposure.



### **Sihle Maphumulo**

Junior Applications Support Engineer

The BIL graduate journey has been an incredible and fulfilling experience for me. From the very beginning, I found myself surrounded by wonderful people who made the journey enjoyable and memorable. I have the best team at BIL and I consider myself fortunate to have Shane as my manager. He is undoubtedly the best manager a graduate

could ever ask for, providing guidance, support and a conducive learning environment. I am grateful to Adrian and Petro, my team members, for their constant guidance and for teaching me everything I know. The coaching sessions with Siyandiswa were enlightening and I appreciate the knowledge and skills gained from those interactions. Special thanks to Shamona and JD for ensuring that the graduate experience was not only educational but also enjoyable, making sure we were happy throughout. I am enjoying my new role as a Junior Applications Support Engineer, thanks to Shane for giving me this opportunity to be in his highly skilled team. I am actively involved in interesting projects, learning new things every day and lastly supporting and assisting warehousing operations. It's been a journey filled with growth, camaraderie and valuable experiences.



### **Nomcebo Majola**

Junior Business Analyst

Bidvest International Logistics has been nothing short of amazing. Through the programme I was given an opportunity to learn from a career perspective and challenged to grow personally as an emerging professional. I am extremely grateful that through the work my mentor Renuka Maharaj has involved me in during

my time here, I have come to realise my potential and stay committed to growing and developing in my path. Most importantly, I am excited for the opportunity to stay on with the business to continue learning and growing as a Junior Business Analyst. Cheers to BIL for unlocking my potential.



### **Winile Nkosi**

Warehouse and Process Engineer

My journey as a BIL graduate ends here. It is a bittersweet moment for me because I thoroughly enjoyed my graduate journey, it has been pleasing. So many lessons learnt, so much growth achieved and even more growth to be achieved in the future. I am so grateful for the opportunity. To all the leaders who saw potential in me I am grateful

and honoured to have been given an opportunity to be accepted permanently to the organisation as a Warehouse and Process Engineer based at the Rosslyn warehouse. I am ready to take on this position full of possibility and excitement for the future. I look forward to beginning this grand new adventure with BIL.



### **Joshua Julies**

Junior Applications Developer

The graduate programme for 2023 was a fantastic learning experience. Completing tasks such as courses on the workplace environment and power skills, as well as books on development practices, programming techniques, front-end design/development and database management in SQL, in addition to projects completed,

has given me a unique insight of the workplace and how software development processes are implemented at BIL. This programme has given me the fundamental tools necessary to excel at my work and the experience needed to carry out my duties effectively. I am currently a Junior Applications Developer, part of the Business Solutions department, involved in development for web/mobile applications for business.

I am forever grateful for the opportunity and wish the new graduates of 2024 a successful journey.

# EMPLOYEE SURVEY 2023 FEEDBACK

By: JD van der Merwe, Head of Talent



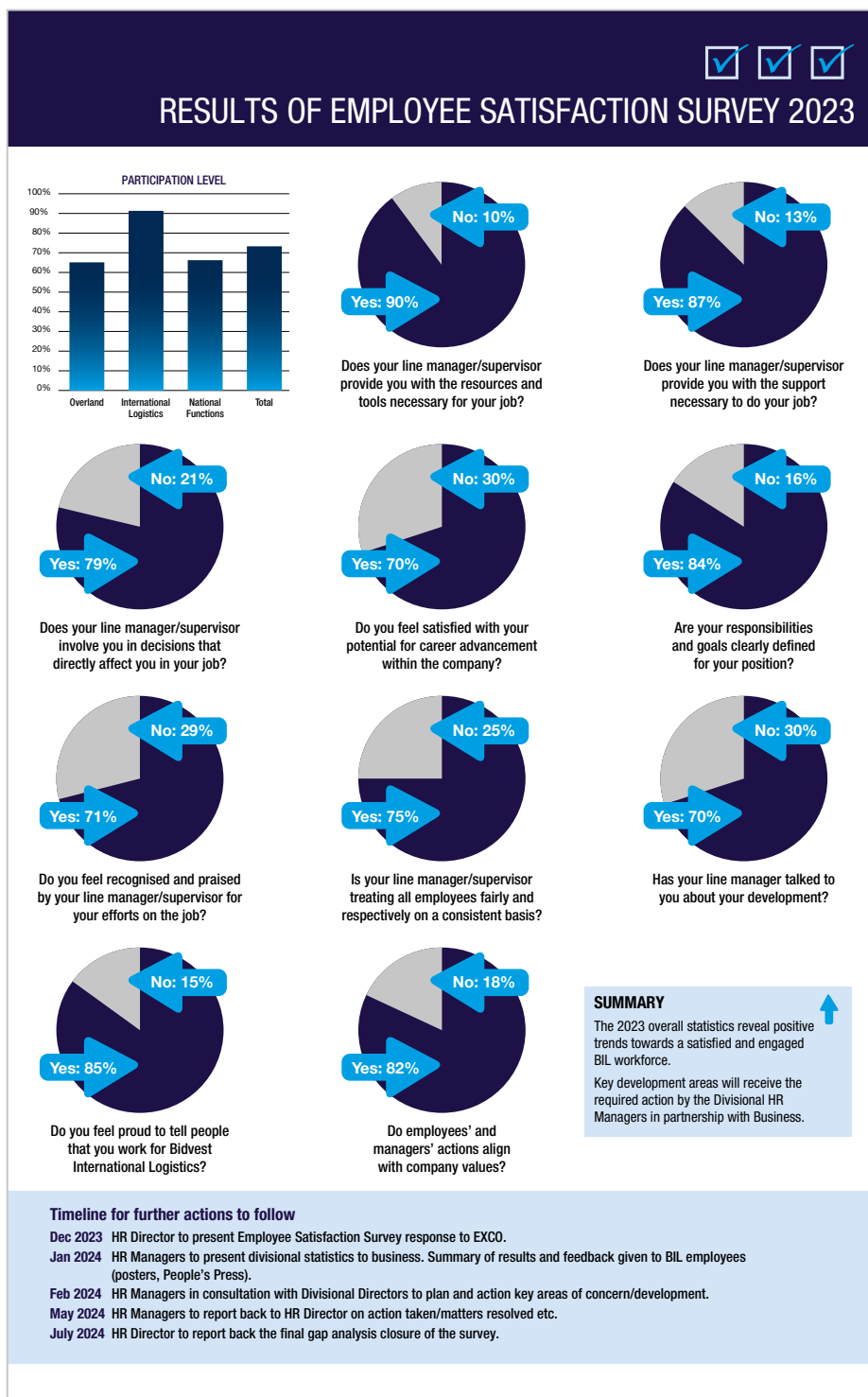
The annual BIL Employee Satisfaction Survey was conducted for the second time at the end of 2023.

The survey was again made available electronically and could also be completed in hard copy. The aim was to make it possible for everyone to participate.

Participation results were great and increased from 51% in the previous survey to 73% in the 2023 survey. The higher participation rate provided a more representative picture of where BIL's people are currently at and revealed similar positive trends as the previous results, with scores on the different questions ranging from 70% (lowest) to 90% (highest).

Please see graphs for more detailed feedback obtained from the survey. The information provides feedback at company level. More specific divisional and site information will be shared by the respective Human Resources Managers.

Based on the survey feedback, the various divisions, in consultation with HR, will be implementing specific solutions over the next couple of months to address areas identified for improvement. We will be conducting this survey annually.





## EMPLOYEE SALES INCENTIVE SCHEME

BIL is thrilled to introduce the revised innovative Employee Sales Incentive scheme, designed to recognise and reward the sales efforts of all employees, not just those in traditional sales roles. The Sales Performance Process Map (SPPM) approach is a game-changer, offering clarity on roles and a transparent procedure for evaluating and rewarding contributions. To qualify for the Employee Sales Incentive, sales leads must be for new clients and successfully go through all seven phases of the SPPM, with the employee leading the first phase and participating (with support from BD) in the second, third and fourth phases.

Effective from 1 March 2024, this scheme replaces all previous policies and applies to all non-senior management personnel, ensuring fairness and inclusivity. Unsolicited tenders, RFQs, RFIs, RFPs and leads received from our forwarding agents will not qualify for the Employee Sales Incentive.

This initiative aims to improve profitability while boosting morale and fostering a culture of collaboration and excellence. We're excited about the positive impact this will have on our team and look forward to achieving new heights together.



**HELP US SEAL THE DEAL** AND GO SHOPPING

**Welcome to our New Employee Sales Incentive Scheme.**

Every lead has the potential to unlock big rewards!

For more information contact: [BILEmpSales@BIL.com](mailto:BILEmpSales@BIL.com)



**Terms and Conditions:**  
The Sales Employee Incentive Scheme

[CLICK HERE FOR MORE INFO](#)

The Sales Employee Incentive Scheme Process Flow

[CLICK HERE FOR MORE INFO](#)



# WELLNESS CORNER



## EMPLOYEE WELLNESS

*By: Neo Dibobo, Rewards, Employee Benefits and Wellness Specialist*

Welcome to Wellness in 2024. We have lots of exciting projects for the year, including a Wellness Day, numerous communications and roadshows. BIL cares and you can reach out to us for any benefits and wellness-related queries. Additionally, if you have any topics you would like us to cover, please contact me at [engelinad@bidvestil.com](mailto:engelinad@bidvestil.com).

## EMPLOYEE BENEFITS AND WELLNESS ROADSHOWS

Roadshows commenced in November 2023 at Gauteng warehousing facilities and will continue throughout 2024 in KZN and then the Cape. During the roadshows, Neo and Shamona Chinnappa, National Training and Compliance Manager, engage with employees about compulsory and non-compulsory benefits, Learning and Development, as well as training.

"Some staff members have worked at BIL for 40 years and may have forgotten about their entitled benefits," explains Neo. "Given that most warehouses operate on different shifts, we worked with HR Officers to arrange the sessions."

### *Topics covered during the sessions include:*

- Benefits & Wellness programmes
- Compulsory benefits
- Non-compulsory benefits
- Additional benefits
- Leave entitlement
- Retirement fund statement
- Learning and Development
- Employed Learnerships
- Study Assistance
- Mandatory/Regulatory Training
- LMS





## HOLISTIC WELLNESS

*"Health is a state of complete harmony of the body, mind, and spirit." – BKS Iyengar*

Holistic wellness is about achieving balance in our mind, body, environment and spirit to attain a complete state of wellness. Taking a holistic approach to health and wellness entails understanding that every aspect of wellness can impact each other.

We can attain holistic wellness by nurturing various aspects of our lives, including practicing mental self-care and mindfulness, consuming a healthy diet, prioritising sleep, engaging in regular exercise, managing stress effectively, pursuing activities we love, nurturing relationships and much more.

Adopting a broader perspective on our wellness can foster a sense of balance in our lives, as each aspect positively influences the others.



## RETIREMENT FUND PRESENTATION SUMMARY

By: Neo Mhangwana, Retirement Fund Communications Specialist, Bidvest

Bidvest Retirement Fund team hosted member presentations from 12 to 14 February 2024. The turn up by BIL staff was very good. Below is a summary:

The Bidvest South Africa Pension and Retirement Fund operates on a monthly contribution basis from both employees (7.5%) and employers (9%), with other historic % contributions. After deducting fund contributions, the funds are invested, earning returns which can vary.

The fund offers various benefits, including a Death Benefit, Disability Benefits and a Funeral Benefit.

**Death benefit:** Pays out four times the annual fund salary plus the fund credit to beneficiaries if the employee passes away while employed.

**Temporary and total disability benefit:** If you become disabled because of illness or an accident and can no longer perform your job or a similar job. Pays out 75% of your fund salary after a two-month waiting period for a maximum period of five months.

**Permanent and total disability benefit:** Pays out four times your annual fund salary plus your fund credit.

\*Subject to approval by the insurer.

**Funeral benefit:** R30 000 funeral benefit payable on your death, the death of your spouse(s) and for children aged 14 to 21. For a child aged 0 to 13, the benefit is R12 000.

It's important to note that these benefits cease once employment with the employer ends. Employees can increase their fund credit by making additional voluntary contributions. It is crucial to keep your Nomination of Beneficiary Form updated.

**For more detailed information visit:**

<https://www.bidvestretirementfunds.co.za>

**For online access to view your fund record, values and statements please register at:** [www.online.alexanderforbes.co.za](http://www.online.alexanderforbes.co.za)

# DEBT MANAGEMENT AND BUDGETING BY ALEXANDER FORBES

By: Johan Cronje, Alexander Forbes

From November 30 to December 4, 2023, BIL hosted online presentations with a Financial Advisor from Alexander Forbes. BIL managers booked meeting rooms for employees who don't have access to pcs or laptops to join Teams sessions. The sessions were well-attended, with positive feedback. Many employees, especially those closer to retirement age, expressed interest in learning more and the feedback was beneficial. Johan shared the following:

## *Tips on financial fitness and getting out of debt*

### • **Budgeting:**

Analyse your budget thoroughly to understand your spending habits.

### • **Patience and persistence:**

Recognise that financial recovery takes time and perseverance.

### • **Develop a plan:**

Create a strategy to tackle your financial difficulties.

### • **Early intervention:**

Address problems promptly rather than letting them escalate.

### • **Prioritise debts:**

Identify high-priority payments such as those with high interest rates or essential expenses.

### • **Communication:**

Approach creditors to discuss payment options, especially for short-term issues.

### • **Legal awareness:**

Understand your rights and seek legal advice if needed, especially in dire situations.

### • **Seek help:**

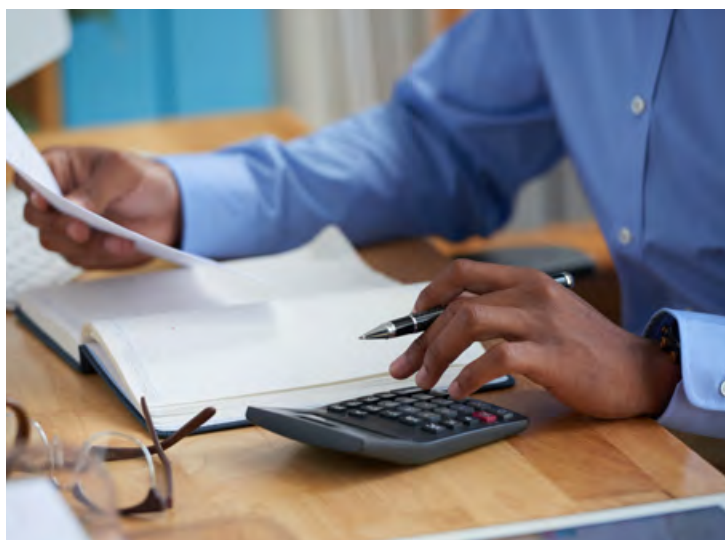
Don't hesitate to ask for assistance from knowledgeable friends, professionals, or debt counsellors.

### • **Review statements:**

Scrutinise bills for excessive charges and challenge them if necessary.

### • **Debt consolidation caution:**

Be cautious of consolidating debts, as it may not always be the most cost-effective solution.



### • **Break bad habits:**

Avoid unnecessary fees, such as using other bank ATMs.

### • **Reduce expenses:**

Cut back on non-essential spending and review banking and insurance fees for potential savings.

### • **Avoid further borrowing:**

Refrain from taking on more debt to pay off existing debts.

### • **Emergency fund:**

Build a financial buffer for unexpected expenses, ideally equivalent to 3 to 6 months' salary.

### • **Cancel non-essentials:**

Consider suspending non-essential services during financial hardship.

### • **Prefer cash over credit:**

Whenever possible, purchase items with cash to avoid long-term interest payments.

### • **Plan for lump sum payments:**

Budget monthly to cover annual expenses like school fees.

### • **Extra payments and discounts:**

Make additional payments towards debts or investments and ask for early payment discounts.



# PROCUREMENT CORNER



## Source-to-Pay Project Update READY, STEADY, GO!



The Source-2-Pay (S2P) project has gained traction since our last project update. We are very excited to share the latest news with you!

### What are the four Source-2-Pay (S2P) modules?



Since our last People's Press edition, the S2P project has met major milestones which will ensure a successful implementation. User Acceptance Testing for the iSupplier and iContract modules were completed.

The eProc and eInvoice development will go through User Acceptance Testing and the team is excited to experience these two modules in real-time.

### Our iContract UAT in action.

Srikant Gurram,  
Aneesa Kikia, Lenushka  
Parannath, Jenisha Parekh,  
Aditya Mishra



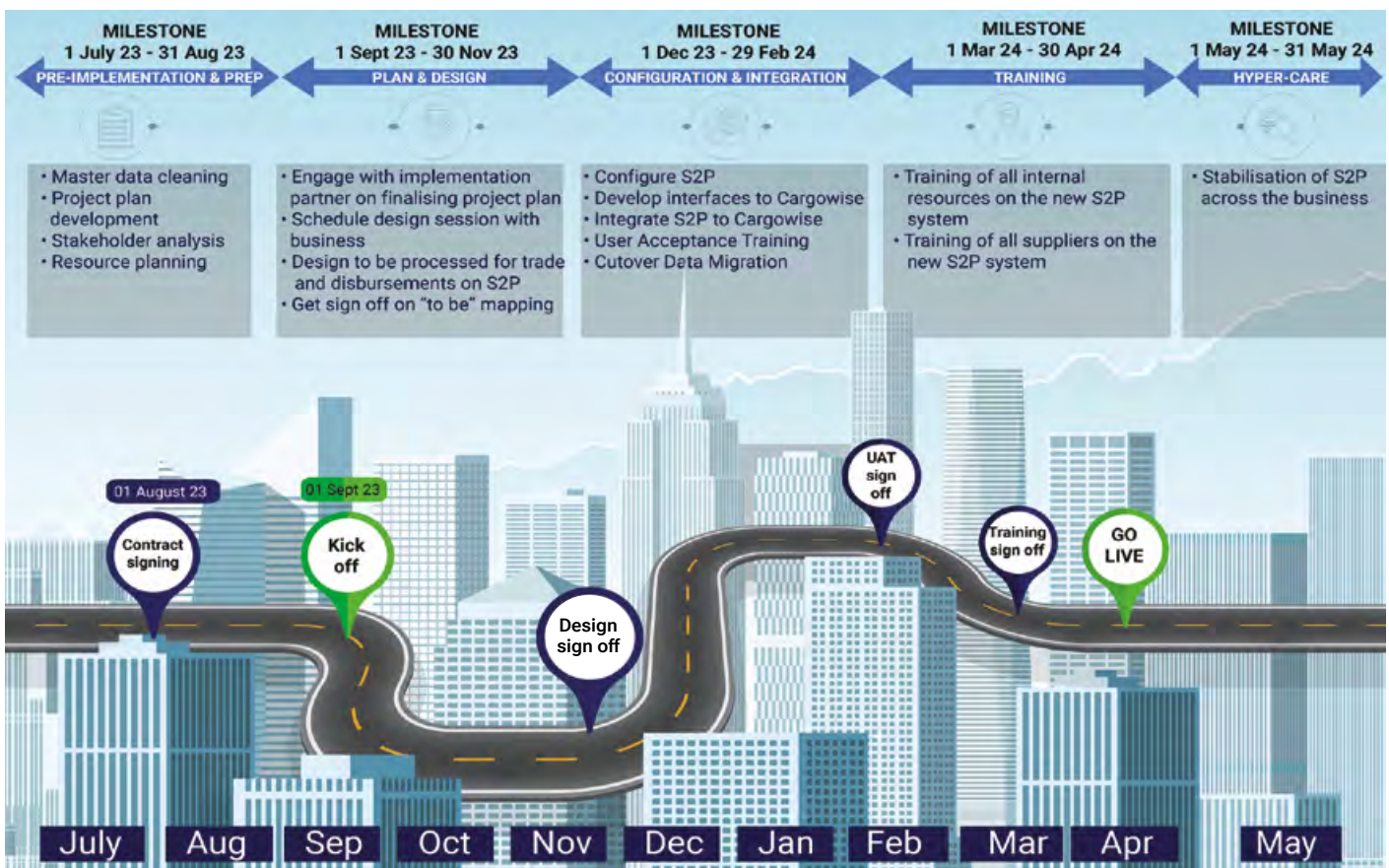


### Our iSupplier UAT in action

Ntobeko Dlamini, Jenisha Parekh, Taryn Davel, Helen Hitchcock, Lesley-Anne Ranson, Sarisha Ramsunder, Sandra Govender.

The project team's focus will be on the end users who will be upskilled in the upcoming weeks in preparation for our Go-Live. Join us on the last leg of the S2P project journey.

**Below is the Source to Pay roadmap depicting the phases of the project.**



Biddy welcomes all queries, comments, and concerns. All feedback ensures a better user experience for BIL and our external stakeholders! Should you want to know more information about the project and if this would impact you, please pop Biddy an email.

**BIDDY@BIDVESTIL.COM**



## OUR OVERSEAS PARTNERS



### BIL ENJOYS PRODUCTIVE VISIT TO EMO VIETNAM, THAILAND AND CHINA

BIL's Craig Mountjoy, Maria Du Preez and Laura de Villiers spent a productive time in December visiting EMO Trans partners and customers. "It was good to meet them again, the first time since before Covid in 2019. We enjoyed productive sessions with our partners, visiting their offices in various locations, as well as meeting with clients and shipping lines. It is good to build relationships face-to-face and so interesting to see all their offices.

"We had a very productive few days together and discussed strategic 2024 planning for development between the South Africa and Asian markets," says Tom Bayes, Vice President Asia. "We thank our partners from BIL for making Vietnam part of their Asia trip, which included stops in EMO China and EMO Thailand.



EMO TRANS Vietnam



EMO TRANS Thailand



EMO TRANS China

## BIL'S VISIT TO EMO TRANS CHINA

By: Charles Xu, Senior Overseas Coordinator

"We were very excited to have BIL management team come to visit EMO Trans China. The trip proved to be very successful for both parties and we look forward to further strengthening our collaboration in 2024", said Mr Frank Sun, Managing Director of EMO Trans China.

BIL's Craig Mountjoy, Maria Du Preez and Laura de Villiers visited EMO's Shanghai and Shenzhen offices from 29 November to 6 December 2023. The teams reviewed existing business and the trade lane development strategy going forward. The focus was on organic growth of key and new accounts, carriers and product development, such as the ocean consolbox from Shanghai/Ningbo to Durban.

In addition to the management meeting in Shanghai, both teams also had an onsite visit to COSCO, who is the key carrier for the China to South Africa trade lane. Ideas were exchanged to enhance mutual collaboration and the importance of the partnership with BIL and EMO Trans.

The teams then went to Shenzhen, where they met hi-tech and telecommunications clients for strategic discussions on comprehensive end-to-end solutions. All our successes have demonstrated great teamwork, including the ability to manage adversity. We are keen to remain focused on executing a combined development strategy and continuously growing the business partnership.



Team photo taken at Shanghai office:  
L-R: Godfrey Chen, Rock Wang, Laura de Villiers, Craig Mountjoy, Miles Zhang, Maria Du Preez and Frank Sun.



Team photo taken at Shenzhen office:  
L-R: Godfrey Chen, Frank Sun, Craig Mountjoy, Laura de Villiers, Maria Du Preez, Tracy Lin, Marco Rohrer and Dennis Chen.

## EMO TRANS GERMANY REJUVENATES ITS EXECUTIVE MANAGEMENT



L-R: Ercan Ince and Norman Klinkhammer.



Effective 1 January 2024, EMO Trans Germany has appointed two additional managing directors to the company.

Ercan Ince is responsible for the commercial management. Having been with the company for nine years, Ercan oversees the finance and personnel departments. His expertise and experience extend well beyond finance. Over the course of his tenure, he has elevated the company's administration to a new level.

Norman Klinkhammer is responsible for the freight management, i.e. operational, business and sales.

Norman joined EMO Trans Germany in 2019 as the branch manager in Hamburg and quickly took on the additional responsibility of the Düsseldorf branch. With a background in freight and logistics studies, he boasts strong connections within the freight industry. After completing his studies, he worked as a regional air freight manager for a market competitor, gaining successful experience in the field.

The current executive management has delegated its existing responsibilities to the two new managing directors and will offer support in their roles as executives. They will particularly focus on strategic tasks for the EMO Trans group, as well as its joint venture companies in Germany.





## INNOVATION HUB APP IS LIVE



### WHY SHOULD WE INNOVATE?

In today's rapidly transforming business world, it seems the only constant is change. Companies that can't keep up with the pace of change and adapt to disruptive innovation often find themselves floundering. There are quite a few examples of famous market-leading companies that failed to innovate and were forced to declare bankruptcy as a result of not reading their markets right.



### CASE STUDY: EASTMAN KODAK COMPANY

Eastman Kodak is the company that, with its cameras and film, brought the phrase a "Kodak moment" into popular use. The company's cameras tended to be lower-priced, and it made more money on the film that the cameras used, but the company failed to keep up with many of the innovations brought by the digital age.

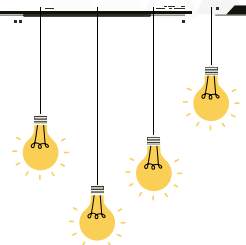
As digital cameras became popular, reducing the need for its photographic film and cameras, Kodak ran into financial difficulties, which led them to filing for bankruptcy in 2012. Ironically, the company's research people had come up with a digital camera as early as the 1970s, but the company did not seize the opportunity to innovate.

Research attributes its failure to three areas:

- 1. Failed to embrace digital technology:** Digital photography was set to replace traditional paper and film products, but Kodak did not believe people would transition to it and were reluctant to adapt to new technology.
- 2. Slow to react:** Despite having the opportunity to invest in digital technology, the company hesitated and competitors were able to gain market share.
- 3. Management and culture:** With a corporate culture that was bureaucratic and resistant to change, Kodak could not adapt to new business realities.

As a result, Kodak sold off several lines of business during tough times and is now focused on printing, graphic, and professional services for businesses.

WHY THE INNOVATION HUB APP?  
BIL INNOVATE TO THRIVE AND GROW!





## THE BIL INNOVATION HUB APP LIVE SINCE 13 NOVEMBER 2023!

The BIL innovators have risen to the challenge. Thank you! We see you.

We received some thought-provoking ideas on the Innovation Hub mobile application. Here is the Innovation Hub journey to date.

The BIL Innovators who submitted their ideas were invited to present their innovative ideas to the Digital Technology Innovation Committee. During this session, the Innovators engaged with the committee giving life to their ideas and how the innovation would be implemented. They also got the opportunity to share how implementing these innovative ideas would benefit the organisation.

### What will happen next?

The BIL Innovators whose applications are accepted will have the opportunity to present their ideas to BIL's Executive Committee, increasing their exposure to different stakeholders in the organisation and by doing so elevate their brand as a trailblazer.

The BIL Innovators will be hands-on in the implementation of their ideas with the support and enablement of the Digital Technology Innovation Committee.

### What does the Innovation Hub's future look like?

BIL Innovators keep the ideas coming using the Innovation Hub App! We are ready and waiting to be amazed by your creativity.

Remember when your idea is accepted and implemented not only will you implement your idea and have exposure to the Digital Technology Innovation Committee you will also be part of the exciting plans of the Digital Technology Innovation Committee. We will communicate these plans after the next round of submissions has been finalised.

So, don't wait, join BIL on this exciting journey of innovation and change. Our BIL future is bright because we innovate.

All the details on how to submit your unique and creative idea are set out below.

Using the Innovation Hub, please submit your ideas that will further INNOVATE our business. Submissions will be reviewed monthly and should your Innovation be selected, BIL will explore options for implementing the changes you suggest.

We looking forward to receiving your ideas.

[Click here to launch Innovation Hub](#)  
or find it on the BIL SharePoint site.



# SOCIAL • CSI • CHARITY



## YEAR-END OVERLAND LOGISTICS

*All the KZN branches of Overland Logistics celebrated the year-end together.*





## YEAR-END KSIA



## VALENTINE'S DAY

### *Jacobs Overland Logistics team*

The Jacobs Overland Logistics team celebrated Valentine's Day with a new theme. Instead of the traditional red or pink and white, they decided to go with a black and orange theme to highlight Gender Based Violence. Staff were encouraged to speak out and seek help and to engage in relationships with the right kind of love.



### *Runway Park KZN*





## KEEPING GIRLS IN SCHOOL

*By Phindile Mlambo, HR Officer*

BIL visited two schools on Friday 15 March 2024 to donate reusable sanitary pads. The team donated to 490 girls at Iphutheng and Bovet Primary Schools.

Front row (from left): Hlengiwe Mzize, Financial Controller IL;  
Engelina Dibobo, Rewards, Employee Benefits & Wellness  
Specialist and Phindile Mlambo, HR Officer.  
Back row (from left): Nonhlanhla Sidzinga, Learning &  
Development Analyst and Mariam Malatji, Learnership Specialist.



## VANESSA EATON REACHES QUARTER FINALS OF PADEL TOURNAMENT

Vanessa Eaton, BIL's Compliance and Risk Auditor, teamed up with Sasha Martenigo for the Parkrand Padel Tournament in January 2024, reaching the quarterfinals.

She explains, "Padel, also known as Padel Tennis, is rapidly gaining popularity worldwide. It's a doubles racket sport played on a smaller, enclosed court made of glass and mesh, a third of the size of a tennis court. "Although sharing the same scoring system as tennis, the rules, strokes and techniques are different. The balls used are similar but have slightly less pressure. The court features glass walls, allowing balls to be played off them like squash, but with players using solid, stringless bats.

"Padel is an ideal game for all ages and abilities, as points are won by strategy more than sheer strength and power," she says.

Vanessa's partner Sasha is well-known for his roles in radio, television and show business, particularly his time on 5FM.





# KZN'S NAIL-BITING KNOCKOUT TOURNAMENT

By: Luyanda Tsikedi | Landing Order Controller

On 27 January 2024 BIL KZN divisions locked horns once more on the field, this time in a knockout tournament called the LSL Pre-Season Soccer Tournament.

The day was off to an explosive start as the first game was between arch-rivals BIL Titans (Axle Park) and Frosterley Kings (Frosterley Park). The game ended with a 2-0 victory to the BIL Titans which saw them qualify for the final. The second fixture was between BIL Lions (L&G Tools) and Super-T Tigers (Jacobs Super Terminal). The Super-T Tigers were a no show and BIL Lions had to clash with Frosterley Kings to qualify for the final. BIL Lions emerged victorious with a whopping 3-0 victory to qualify for the nail biting final.

The final was a Westmead Derby between BIL Titans and BIL Lions. It was nothing short of a fire blazing clash as it was edge of the seat stuff between these two teams. BIL Titans stole the show, winning by a narrow margin of 1-0 to claim the first ever BIL tournament trophy. Congratulations to BIL Titans.

The day did not end there. All teams and their supporters got together after the tournament for a proper BIL braai where everyone socialised and got to know each other better outside of the office.

BIL KZN is putting out a challenge to other regions to start forming teams and engaging in the beautiful game of soccer and hopefully soon we can have a national tournament. Our motto is the famous war cry of the Zulu king, Shaka Zulu, that goes "Niyabasaba Na" (Are you afraid of them?)



Luyanda Tsikedi (right) handing over the trophy to Raphael Khanyile, captain of BIL Titans.



BIL Titans



BIL Lions



Frosterley Kings





## HLENGIWE MZIZE CA(SA) RUNS FOR THUTHUKA

Financial Controller, Hlengiwe Mzize, participated in the Gear up for Thuthuka fundraiser run on 10 February 2024. "Gear up for Thuthuka" is an inspiring initiative of the South African Institute of Chartered Accountants (SAICA) aimed at supporting the Thuthuka Education Upliftment Fund, which strives to transform the accounting profession. Hlengiwe, a member of SAICA, stated, "This initiative is one of many aimed at raising funds to make a meaningful difference in the lives of aspiring Chartered Accountants."

"We are united by a common goal to empower the next generations of accountants and professionals. We firmly believe that education is a powerful tool that can break the cycle of poverty and open doors to countless opportunities," explained Hlengiwe.

The goal of Thuthuka is to increase funding for the Thuthuka Bursary Fund, which supports students pursuing a chartered accounting qualification at accredited SAICA universities in South Africa. One of the key partnerships aligned with Thuthuka's mission is the collaboration with Runzone, a running club based in Johannesburg.

"Whether you run, donate, or simply help raise awareness, let's make a difference, one step at a time," urged Hlengiwe. Through pledging on the SAICA website or initiating personal initiatives, anyone can contribute to this noble cause.



## HLENGIWE ATTENDS THE FORBES LEADING WOMEN SUMMIT 2024

"What a privilege it was to attend the Forbes Leading Women Summit 2024 and awards gala in Gauteng on 8 March 2024, which coincided with International Women's Day," said Hlengiwe.

Under the theme "Women unscripted: Powering innovation and impact in Africa," attendees discussed the progress made in the fight for equal opportunity and equal pay for women. They also addressed the challenges that hinder women's advancement in various industries. In the fast-paced world of business, strong

women leadership skills and a deep understanding of diverse topics are essential for success.

"The summit commemorated the achievements and resilience of women across Africa and the world, making it the biggest summit I have attended thus far. It provided me with valuable knowledge and a networking platform to interact with remarkable women who excel in every field," noted Hlengiwe.

The summit featured speakers such as Miss South Africa 2023, Natasha Joubert, singer-songwriter Shekinah, and retired senior airline captain and award-winning conservationist Jane Trembath. Sabrina Dhowre Elba, a Canadian model and co-founder of S'able Labs with her husband, Idris Elba, shared insights into her brand and advocacy pillars during a conversation with Forbes Woman Africa's managing editor, Renuka Methil. She also expressed her fondness for South African cuisine and hinted at bringing her husband on her next visit.

Trailblazing women were recognized and celebrated at the event. Actors Connie Ferguson, Nomzamo Mbatha, and Graca Machel were among the night's biggest winners, receiving awards such as the Forbes Woman Africa Media Icon and Forbes Woman Africa Entertainer awards, as well as a lifetime achievement award for Machel.

In conclusion, one of the key takeaways was the discussion on "The future is here: How will Artificial Intelligence change the workforce?" While AI brings endless possibilities and applications that can simplify our lives, it cannot fully replicate human intelligence and creativity. As AI continues to advance, it is important for individuals to stay updated with the latest technologies and trends through ongoing learning, upskilling and embracing change.

"I would like to thank my manager, Taryn Davel, for all the support and guidance she has provided me with. I'm very grateful for everything and it's an honour to be under her leadership," concluded Hlengiwe.

## NEW EMPLOYEES



Welcome to all our new employees who joined from October to December 2023.

We wish you long and successful careers at BIL.

### CENTURY CITY

Madiba Malebo  
Meka-eel Hendricks

### DENVER

Aaron Van Gerven

### ELANDSHAVEN

Tshepo Ranaka

### FROSTERLEY PARK

Anna Delport  
Ayanda Hlengwa

Karina Soogreem

Lwazi Faku  
Navindra Rampersad

### GREENSTONE

Bianca Blignaut  
Mariam Malatji  
Mikateko Hlungwani

### LOGISTICS PARK

Andile Mazibuko  
Clement Kgatla

Lorraine Kwinika  
Luyanda Madadasa  
Nomthandazo Khumalo  
Tumelo Shekeshe

### PAARDENEILAND

Co-Lynn Assur

### ROSSLYN

Confidence Bokaba

## LONG SERVICE



Congratulations to the following on achieving long service awards from January to March 2024.

### 30 YEARS

Denzil Pillay

### 25 YEARS

Carmen Jacobs

### 15 YEARS

Bradlee Naidoo  
Khodani Tema  
Dumisani Mncwabe  
Nivashni Naicker

### 10 YEARS

Fanie Hlapa  
Brother Maake  
Lucky Moyo  
Nkosi Mqambeli  
Sibusiso Mtshali  
Betwell Ndzinyana  
Simosakhe Xulu  
Tyrone Pillay  
John Mgenge  
Sthembiso Nxumalo  
Emmanuel Methuse  
Lindokuhle Gazu

### IL Gqeberha

Congratulations to our long-serving staff. MD Craig Mountjoy invited 20- and 25-year award winners to dinner in acknowledgement of their service, seen here with some of the long-service staff.



L-R: Attish Harichunder, Finance Director; Vuyani Sibengile (20 years), Carmen Jacobs (25 years), Warren Kreusch (25 years) and Craig Mountjoy.

### Overland Logistics KZN

OL handed out long service awards at the year-end function.



L-R: Neville Aaron, 10 years; Lesley -Anne Ranson 10 years; Lorelle McDonald, 10 years and Indrani Frank, 15 years.



L-R: Belinda Engelbrecht, Automotive BU Manager; Warren Kreusch and Johan Botha, Operations Manager.



L-R: Warren Kreusch (25 years), Kelvin Williamson (20 years), Celestene Bantom (20 years), Vuyani Sibengile (20 years) and Carmen Jacobs (20 years).



## IT'S COMPETITION TIME



THREE PRIZES UP FOR GRABS:

**1ST PRIZE - R1 000 PICK N PAY VOUCHER**

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

**3RD PRIZE - R250 PICK N PAY VOUCHER**

*Answer the following three questions and stand a chance to win.:*

1. What transformative technologies is BIL implementing to enhance operational efficiency?
2. Which warehouse site won best safety record 2023?
3. What does compliance to ISO 14001:2015 clause 6.1.3 entail?

Send your answer to: [marketing@bidvestil.com](mailto:marketing@bidvestil.com) by 1 May 2024.

### COMPETITION WINNERS FROM PEOPLE'S PRESS EDITION 16

*Well done to the winners of our competition.*

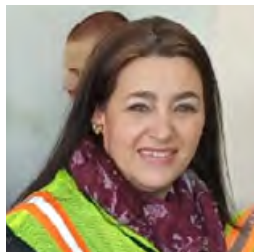
The questions were:

1. What specific criteria led Bidvest Freight to secure the Best Division award within the Bidvest group?

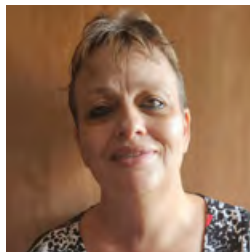
ANSWER: Financial performance, transformation, environmental sustainability and safety.

2. Which country provides the EMO Global Business Solutions? ANSWER: Philippines.

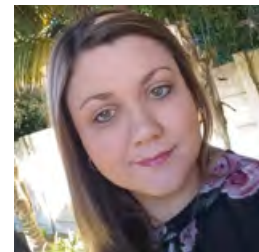
3. What award did Andre Gerber win? ANSWER: 2023 YLP award.



**1st prize: Sonika Bouwer,**  
Operations Controller, Nissan Main  
Plant, Rosslyn.



**2nd prize: Dot De Kock,**  
Ex-bond Controller, Unit 1,  
OR Tambo.



**3rd prize: Danelle Du Preez,**  
Supervisor, Newton Park, Gqeberha,  
Eastern Cape.

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