



Making agility count

## EXPRESS NEWS



**KIM COETZEE**

## OVERVIEW

The past couple of months have been challenging to say the least. We have faced several Covid-19 cases within the company, lost loved ones and experienced a lot of change. However, after passing through these hurdles, Rand-Air has proven its resilience during a tough socio-economic season. The latest data from Stats SA shows that close to 1000 businesses have been liquidated in the first half of 2021. This means that people's livelihoods have been negatively affected by the pandemic and the frigid economic climate has left many in a state of devastation. I am proud to say that Rand-Air does not fall under this abovementioned statistic as we are still standing and growing steadily.

Every department has worked tirelessly against all odds to ensure that we deliver excellent services to clients. Over and above that, we have come together in the spirit of Ubuntu by supporting one another, lending a helping hand and praying for the comfort of those who have experienced the loss of their loved ones.

We have remained dedicated to our brand promise: Making agility count even during trying times. A big thank you to each team member for continued diligence and commitment.

As we draw closer to the end of the year, we take time to reflect on the highs and the lows that this year has brought. We step into the last quarter of the year knowing the importance of finishing the race strong. Our team has mastered the art of consistent excellent service delivery and keeping the spirit of Ubuntu alive.

We look forward to resting and refreshing with loved ones over the December holiday and await with great anticipation for our next chapter in the new year, where we will continue to uphold our brand promise: Making agility count.



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## 2021 NEW STAFF

Newbies Alert! We'd like to announce new additions to the Rand-Air team! Rand-Air looks forward to innovative ideas from our new staff members who are in the following departments:

Apprenticeship



Tia Bradlyn Christian  
1/5/2021



Michaela Paula Kock  
7/6/2021

Internal Sales Representative

Field Technician



Reuben Nkosi  
1/6/2021



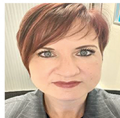
Teboho Junior Sele Kane  
1/5/2021

Internship

Field Technician



Lekunutu Tlhasedi  
7/7/2021



Maria Aletta Van Schalkwyk  
1/2/2021

Sales Representative

## BON VOYAGE MARITZA



The newcomers come on the backdrop of a bitter-sweet departure of our long-standing employee Maritza Mendes. Maritza immigrated to Portugal with her family since the 10th of September to start their new lives. She has been part of the Rand-Air family for 17 years and served as an Assistant Accountant for 15 years before moving onto her role as a National Buyer. Over the years Maritza celebrated her biggest milestones as part of the Rand-Air family. Her 21st and 30th birthday, getting married to her husband Joa Mendes and giving birth to her son Keanu were all part of her journey at Rand-Air. Rand-Air wishes the Mendes family nothing but the best in their new chapter.

# GREAT 8 AT TARGET MINE!



According to Reuters statistics, the death toll in South Africa's mines rose by 18 percent last year with accidents ranging from falling rocks and transportation as causes. However its not all doom and gloom across the board as some mines seem to have the secret to keeping miners and technicians safe! The Rand-Air Target Mine Depot celebrates 8 years of safety with no fatal accidents. Lead Serviceman, Neil Bezuidenhout attributes this to a pro-active approach at the depot, ensuring that excellent customer service is met, while prioritizing the safety of staff members.

8 Years of no accidents is no small feat as we know the great dangers within the mining industry both on investors, workers and service providers.

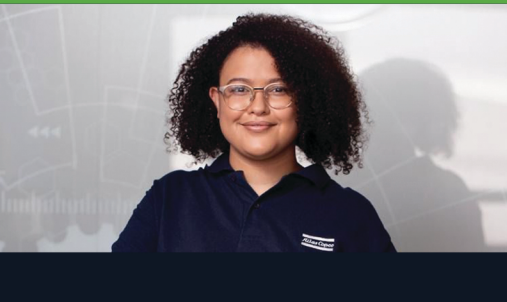
Neil said that Rand-Air is committed in ensuring that the client, in this case Target Mine has excellent serviced machinery to work smoothly.

By ensuring that the compressors and other accoutrements are well serviced by Rand-Air personnel, Neil's team is continually: Making agility count at their depot. Well serviced machines result in safety of employees and optimum results for the client. According to Neil, potential hazards are identified and eliminated in advance to ensure the safety and well-being of technicians on sight. The top priority at Target Mine is not only customer satisfaction and staff safety but also the drive to upskill workers to ensure growth.



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# REACHING NEW HEIGHTS WITH MICHAELA KOCK



## FUN FACTS ABOUT MICHAELA

1. Biggest Fear: Heights and Rollercoasters
2. Future Aspirations: Travelling the world
3. Pet Peeve: Individuals who talk in circles with no direct point
4. Favourite Free Time Activities: Socializing, Reading, Trying out different foods.

25 Year old Michaela Kock, an Internal Sales Representative at Rand-Air Boksburg Depot is ready to take on new heights in the company. The bubbly newbie says she has learnt so much since her appointment in June and is grateful for the opportunity to work with a phenomenal team. Michaela who is an Organizational Psychology Graduate never imagined a career in sales but is glad to have discovered this new career path.

After joining the Rand-Air family, Michaela says there is a “sense of community and everyone’s willingness to help and support one another” which has made her feel at home. The budding Sales Rep is also part of the Future Fit Female Development Programme which aims to equip women for future leadership roles within the company. Michaela feels her position is at the heart of the business because she is constantly building and maintaining existing relationships with clients. One month into her new role the country went into Level 4 lockdown which posed to be a bit of a challenge for her. She had to rely on phone calls, emails and zoom interactions to get accustomed to some of her colleagues. The newbie soon realized that distance and location were not barriers for Rand-Air employees, as many courteously reached out to help her settle in.

Michaela’s advice to anyone starting off their career is to “Put your hand up for everything because this is how you essentially learn about yourself and increase your skillset”. She is looking forward to a great future and growth in her role and within the company.



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Phuthu to masonja, fragrant koesisters and samosas , these are the aromas and colours that filled Rand-Air Heritage Day Celebrations. The sweet smell of melkert and biltong to morogo wa thephe and the infectious laughter erupting from conversations were the order of the day. It was a celebration of an eclectic mix of attires, cultures, languages and traditions!

Heritage Month is celebrated annually in the September month to recognise tangible and intangible aspects of South African culture ranging from creative expression, language, food and traditions as well as historical inheritance.

We are South Africans and we know how to tell stories. It's these stories that connect us beyond cultural, racial, language and traditional borders. Rand-Air hosted a first of its kind Heritage Celebration Event to join in celebrating the stories, recipes, memories, and songs that make us who we are.



# Ubuntu

## FILLED HERITAGE DAY!!



It was all hands on deck with staff members such as Lindi Maseko who went the extra mile in making the celebrations memorable. Lindi brought 8 different outfits to represent the rich diversity and culture we have in SA. From the Xitsonga Xibelani to the Sotho 'Shweshwe', Lindi was determined to showcase her love for different cultures in SA. "It wasn't so difficult to put everything together because I enjoy wearing different traditional clothes", said Lindi when asked about the various outfits at her disposal. She also mentioned how important it was for her to pair each outfit with a fun fact about the culture represented. "I am Ndebele but it doesn't stop me from wearing Shweshwe or even learning more about different traditions and cultures", she said.



The event was organized by Mpho Ngamlane, Communication Manager at Rand – Air. Mpho explained that the "Heritage Day celebration event was all about the people coming together to celebrate one another and embrace each other's cultures". The build-up to the event was a representation of Rand-Air culture of sharing ideas and contributing dishes, artwork and information to make it a grand success. "I'm just in awe of how everyone owned the celebrations, making selfless contributions like giving some co-workers traditional attires to wear on the day" said Mpho.



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The Heritage Day celebrations at the Durban Depot were no less than grand with staff members observing Hindu, Islam and Zulu culture. Although the depot has a smaller team, Feiza Mooden in the Sales Department said all team members made a great effort to 'participate instead of just observing each other's cultures'. Feiza said her highlight of the day was definitely seeing the sense of oneness and teamwork that reigned over the celebrations.

According to Feiza, Rand-Air Heritage Day celebrations represented Rand-Air's heart for Diversity & Inclusivity. "We are a team and we appreciate each others cultures. Culture is embedded in your values, characteristics and a Rand-Air we embrace every part of you", said Feiza.

There were many highlights but one show-stopper according to Lindi was seeing General Manager, Kim's gorgeous traditional Zulu attire. "She looked absolutely amazing and it was great seeing everyone embracing a different culture on the day", said Lindi.

It seems the bar was set quite high with this Heritage Day Celebration, Rand-Air looks forward to many more memorable and Ubuntu filled events.



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## SPIRIT OF UBUNTU AT DURBAN DEPOT

Fire, gun shots, looting, screams and violence. This was the situation at Phoenix a few months ago which left crippling effects not only on the infrastructure, economy but on the lives of residents in surrounding areas. Liesel Johnson, a Sales Representatives at the Durban Depot still remembers the violent looting spree that took place not too far from the Rand-Air Durban Depot. Liesel who has been with the company for 4 years explains how fear and anxiety were the order of the day during the height of these violent attacks.

"Some staff members were directly affected", said Ayanda Putini, who is also an Internal Sales Rep, at the Durban Depot. One of the manager's experienced the violence firsthand when his car was damaged by a mob of looters whilst on his way to work trying to ensure the safety of other staff members, Ayanda explained.

The unrest soon became a tug of war between the looters and self-appointed vigilantes who were manning roadblocks upon seeing how overwhelmed police and security personnel were. These attacks in KZN cost over R2.1 billion in damage to infrastructure. This has affected the Rand-Air sales and revenue drastically as clients are still on recovery mode. Although the situation is calm, this has left emotional scars on those directly and indirectly affected. Both Liesel and Ayanda cited the immense support from Rand-Air management and colleagues from other branches. The emotional support has been a beacon of hope to the Durban Depot Rand-Air employees.

Team members are said to have called the Durban Depot employees offering emotional help and support. Once again we see how the organizational culture of oneness and Ubuntu cuts beyond provincial, racial and cultural borders here at Rand-Air.



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**THE FUTURE  
IS FEMALE!**



Charlene Maharaj, Fleet and Services Support is buzzing with excitement about the Diversity & Inclusion Program. This is one of 4 programs within Rand-Air in a bid to empower and unite staff members beyond cultural, racial, traditional, religious and gender boundaries. Charlene says she has "a heart for female leadership" and would like to see more female leaders being raised within the organization. Having been with the company for a total of 15 years, Charlene says Rand-Air has always pioneered the inclusion of females in various roles that were previously male dominated. The Diversity and Inclusion Program kickstarted at the beginning of this year and Charlene is excited to reflect on the progress made thus far. She has cited personal developmental changes since she joined the organization. The program pioneer boldly stated that she has become more assertive, decisive and is grateful for the space and opportunity granted to do her work creatively with ease. One of the motivating factors about diversity and inclusion within Rand-Air is the fact that the company has appointed a female General Manager Kim, which is a ground-breaking move in the direction of raising female leaders.

Charlene would like to see the Diversity and Inclusion program growing from strength to strength and creating more space for female leaders in all spheres of the company. Her motto is, "You do things right the first time". Excellence and precision have been set as a standard and Charlene is determined to execute it in everything she does.