



RAND-AIR NEWS

Newsletter August 2023



Making agility count

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Right off the bat:

Karel Verstraeten

General Manager, Rand-Air

To our esteemed customers

I am happy to be connecting with you today. It has now been exactly five months after having arrived in South Africa and I am starting to get settled in!

Relocating to this remarkable country with my family has been a great experience and we have been loving it. I have fond memories of living in Kenya as a teenager and moving to South Africa is reaffirming my deep affection for this extraordinary continent.

Joining Rand Air from the wider Atlas Copco Group (I was previously in Belgium, Sweden, Singapore and Thailand) has been an incredible journey. I have been captivated by the unwavering dedication to customer service that defines Rand Air company culture. The exceptional team at Rand Air has warmly embraced me, and their passion for delivering unparalleled service has left an indelible impression.

As we embark on a new chapter together, we continue embracing new technologies, exploring innovative applications, and expanding our service offerings. Our commitment to providing you, our valued customers, with exceptional services and unrivalled value remains steadfast.

With your support and trust, we will consistently push the boundaries of excellence. We are committed to evolving alongside you, adapting to your changing requirements, and introducing pioneering solutions to enhance your operations and value creation.

Yours in rental
Karel



Rand Air eyes the African continent to expand its equipment rental footprint

Rand Air celebrates its 50th anniversary in 2023 as one of South Africa's foremost industrial equipment rental specialists. Coming off two consecutive record years, the business is also a kingpin within the global Atlas Copco specialty rental division.

The brand is extremely well-known and respected for its rental fleet of world-class quality, reliable and efficient machines, matched by equally excellent service solutions. "Rand Air has cornered the local rental market," notes Karel but quickly adds that there is no time for complacency as there is always more exciting business out there waiting to be uncovered.

"We are setting our sights on this continent because we believe strongly that it holds tremendous potential for us."

Rand Air's Africa strategy is being rolled out in phases with the first phase already under way. Karel explains that they are essentially conducting a feasibility study in several African countries, looking at business activities, type and size of markets, trends, etc.

"We may choose to focus on one country or even a group of countries; it really all depends on the business viability within the different territories."

The sustainable success of Rand Air's African expansion strategy will hinge to a large extent on having the right processes and procedures in place. Atlas Copco is in the process of replacing its ERP (Enterprise Resource Planning) software system with Spark; phase one is focussing on Salesforce for Sales and Service Departments. The timing of this new SAP driven system could not have been better as it will serve to standardise best practices and improve administrative functions throughout the company. "By improving and streamlining our systems, we will be able to mirror the outstanding service ethic and best-in-class product delivery that we

are renowned for in South Africa on the rest of the continent," affirms Karel.

Looking at product rental solutions for Africa, Karel says the focus will be on their flagship oil-free compressors, where Rand Air leads the local market. In addition to large compressors, Karel says they are looking to offer the containerised QAC TwinPower generators. With two fully loaded QAC500kVa generators housed inside an easy-to-transport 20-foot container, TwinPower offers a reliable and flexible prime and critical standby power solution for the African continent.

On the local front, Rand Air has scaled up its focus on pumps and has introduced steam boilers to meet the growing market demand for these rental solutions.

With Rand Air's next level success in South Africa, Karel says that it would be counterproductive to set the same bar for the rest of Africa right now. "We are however determined to work hard towards mirroring and even exceeding this success outside South Africa by always bringing our A-game. If we are to be smart about this, we will make sure that we are flexible and tailor our solutions to meet each country, market segment and customer's unique requirements". He adds that this flexibility will also extend to the brand. "Rand Air enjoys well-established brand presence in Botswana, Namibia and Zimbabwe. However, we will consider dual branding in some countries where the Atlas Copco brand is better known."

"By being able to give customers a truly outstanding customer experience, we will reach that next level and become and remain the foremost specialty rental equipment company across the African continent."



About our new General Manager

Karel Verstraeten was appointed General Manager of Rand Air with effect from 1st February 2023. Karel, who has an engineering background, joined Atlas Copco's Portable Energy Division in 2011 before being employed as PC Business Controller in Sweden followed by the position of Regional Business Controller for Power Technique SEA and Oceania in Singapore. Leaving Bangkok as Business Line Manager, South-East Asia, Karel comes to South African shores with a vision to expand the Rand Air rental experience to customers in the rest of Africa.



Unleashing knowledge through training

“Our end goal is service excellence and customer satisfaction ... always!”



Linda immediately recognised the importance of training, especially in what Rand Air does as machine and equipment rental specialists.

“We pride ourselves on being a customer-centric company that offers exemplary service. It’s not just our sales teams who deal with customers. Every employee in every department at some time or another liaises with our customers about our products. Our rental fleet is also constantly expanding as we invest in new products. In addition, training goes hand-in-hand with safety and employees must be aware of the risks involved in what we do.”

“So it’s essential that we are all equipped with knowledge about the products our customers rent from us. This is why we extend product training to all our employees in all departments, including our Service Team. This empowers them to have meaningful, value adding conversations with customers.”

Linda explains that the product training offered to the internal and external sales teams is understandably a lot more involved compared to the content provided to departments such as accounting, human resources, SHEQ, etc.

“Training is fundamental to good service”



“We take the training and growth of our interns very seriously”

“We have also not forgotten about our interns. Although they are normally with us for only 12 months, we believe that it’s important that they are upskilled during their time with us. They are not employed to do filing or answer phones; they are here to do a job and we want them to do it well. It’s therefore our responsibility to equip them with the necessary skills and product knowledge so that they can reach their full potential. So, in 2022, we decided to roll out product training courses to provide them with proper future career opportunities.”

Linda also points out that those interns who become employed full-time at Rand Air already have a great deal of knowledge and while interns who do not stay on have been empowered with an extra tool in their briefcase, assisting them in their future careers. Rand Air Managers report that they can see the value that training offers their interns, giving them a much better understanding of the company, products and services.

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Linda Jäger: Systems Supervisor

Linda started her career in 1999 as Internal Sales Consultant at Rand Air’s Sasolburg branch, before taking up the roll of external sales. When, in early 2020, Linda relocated to the Jet Park head office in Johannesburg, to join the Systems team, she became involved in training. Her passion for training was ignited.

Unleashing knowledge through training, continued

The training programme... in a nutshell

The full-day product training programme comprises theory (morning session) as well as a practical element (afternoon session). Delegates are taken into the workshop areas where they are able to view the machines and equipment first hand. A few 'lucky learners' are given the opportunity of switching on some of the machines to see how they operate.

Fifteen individuals have attended the product training programme in 2023. These include new and longstanding employees as well as interns to keep them up to date with the latest rental products.



Nikita Naidoo: Marketing Intern

Nikita successfully applied to an advert she spotted for a Marketing Intern position at Rand Air. She kicked off her 12-month internship in the marketing department on 1 March 2023, reporting to Mpho Ngamlane, IPR Account and Communication Manager (Industrial Plant Rental).

“As part of my marketing responsibilities I create product content for our Social Media platforms and email campaigns that is shared with our customers. We provide support for our sales representatives with promotional items; I take photos of machines and equipment for content. I am also involved in long-term rentals and numerous CSR initiatives. I have found the product and soft skills training that I have received to be extremely helpful. I can also now add camera training to my skillset”

Armed with knowledge about products as well as how Rand Air's internal systems and programmes work, I am able to carry out my tasks efficiently and liaise with other employees as well as with our customers with confidence.

“The training has encouraged me to want to learn more about our rental fleet; how the machines work and how their features benefit our customers.”

“Training enables us to go the extra mile to support our customers.”





Rand Air 'drives' the safety narrative in collaboration with Radec

With safety always high on the agenda, Rand Air, in partnership with long-standing transport sub-contractor Radec, hosted a loading/unloading training roadshow.

Many of our rental machines, like our TwinPower generators, are extremely large and heavy. The drivers operate side lifters, rollback and crane trucks for loading and unloading these machines.

The objective of the workshop was to provide the drivers with a refresher course on correct and safe load and offload procedures. The training also served to identify risks and develop better solutions going forward.

Radec has been our sub-contractor for the past 22 years, providing reliable, fully trained and experienced drivers who have been delivering our machines and equipment safely and on time.

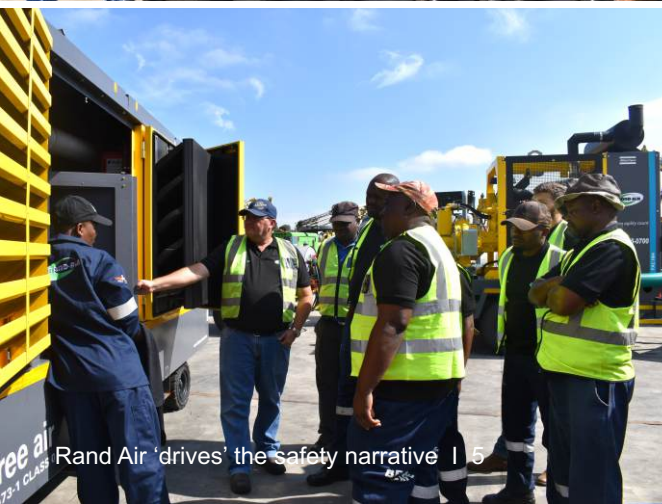
It was encouraging to see that all our drivers from Radec attended the roadshow. First up was Rand Air's Jet Park head office, followed by our Depots in Durban and Cape Town respectively. The training, conducted by Rand Air and Radec, included theoretical and practical components.

The theoretical content, presented in a PowerPoint format, was based on all documentation required by our customers as well as safety requirement documents for the drivers and their vehicles. A refresher course was also done to re-educate our drivers on the safety process of machine delivery to our customers.

During the practical session, a physical load / unload demonstration was presented to the drivers. In addition, our drivers were taught how to start and inspect the machines, complete with a demonstration of all safety procedures and protocols.

The training workshop was a huge success for both Rand Air and Radec, serving as a reminder to all the drivers that safety is our number one priority. It also presented drivers with the opportunity to refresh their knowledge and reminded them that taking shortcuts can have severe consequences. Moreover, it gave us the opportunity to investigate the entire loading/unloading process to prevent future incidents.

The training roadshow once again confirmed that Rand Air's safety narrative is inclusive of everyone, from employees and customers to service providers and sub-contractors.



More expansions to our rental fleet. More choices for customers!



Rand Air has been hire partner of choice for a wide range of industrial sectors across Southern Africa including petrochemical, power generation, food & beverage, automotive, utilities and construction since 1973.

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“Our success is based on two important narratives,” says Operations Manager, Craig Swart. “The first is to continue investing in the expansion and renewal of our hire fleet in order to be able to offer customers a wide range of flexible, superior quality, reliable hire equipment solutions. The second is to provide clean energy rental options that are more efficient and reduce carbon footprints, ultimately contributing to a greener planet.”

“Subsequently, this year sees the introduction of two new products. First up is the new portable electric oil-free screw compressor, the PTE 900 VSD+ as a highly efficient short to medium term rental solution for industries demanding zero end-product contamination. We have also added two 3t (3000kg) steam boilers to our fleet, having identified a tremendous rental opportunity based on the great variety of applications these units serve.”

“Our comprehensive fleet includes mobile oil-free and oil-injected air compressors, diesel- and electric-powered screw air compressors, diesel generators, lighting plants, pumps and steam boilers as well as ancillary pieces such as receiver tanks, dryers, etc. The addition of a third rental utility, steam, to power (generators) and air (compressors) solutions, aligns with Rand Air’s strategy to become a supplier of all utilities.”



Rand Air electrifies its rental air compressor fleet with the PTE 900 VSD+

Our new portable PTE 900 VSD+ is half the size of our current electric air compressor range, giving customers a choice between a 900 and 1500 electric compressor depending on their air requirements. Matching machine and application offers a much more efficient solution by minimising air wastage and reducing energy consumption.

Making the PTE 900 VSD+ even more efficient is the revolutionary Variable Speed Drive (VSD) technology which automatically adjusts the motor speed to perfectly match air production to air demand in real time. The VSD+ drive train also ensures a low starting current.

The ISO 8573-1 (Class 0) PTE 900 VSD+ is ideal for essentially any industry that demands oil-free air to avoid the risk of end-product contamination. This includes the refinery (primary market segment), food & beverage, petrochemical and electronic sectors. According to Craig, power stations are also moving to electric air compressors as they offer a much more efficient alternative to diesel machines, especially when taking into account the high cost of fuel.

Features include:

- Small footprint
- Modular set-up
- Zero emissions
- Low noise levels
- Rugged & reliable
- Flexible
- Plug and play connections for easy installation
- Smart controller, IP67-rated water-cooled drive, and remote monitoring



The PTE 900 VSD+ has been specially designed to operate close to where the oil-free air is needed. This means fewer hoses, cost saving, and faster installation. The machine also ensures a safe, clean and comfortable work space.

Uptime and productivity are top agendas for operational sustainability and this is where the PTE 900 VSD+ is unrivalled; no refuelling is required and service intervals are longer.

Flexible Rental Solutions

Craig points out that true to their commitment to being able to offer a wide range of rental options, their fleet also includes oil-free diesel air compressors. “We realise that an electric machine is not suited for all applications. Take remote sites as an example, that may not necessarily have access to an electric grid. Here our diesel 800 oil-free air compressors will do the job. We also have stationary VSD units (ZT) which are suitable for long term rentals.”

“We have set our sights on having a total of seven PTE 900 VSD+ units by late 2024; we have already placed an order for two more machines for our rental fleet at our Jet Park, Johannesburg head office. Going forward we are planning to purchase another four units for our regional depots.”

It’s full steam ahead for Rand Air!

In addition to steam cleaning, the most common use, steam boilers can also be utilised for mud transfer, effluent and chemical heating, as well as to run process equipment.

“The fact that these application-wide units serve virtually every industry, presented us with an excellent rental opportunity, prompting our decision to invest in two 3t (3000kg) steam boilers,” says Craig.

“Our full rental package consists of the steam boiler, conveniently housed in a standard 20ft container, and a feed water tank inside a separate 10ft container.”

Rand Air appointed a special project team to customise the steam boilers. Craig explains that they created strategic entry points to ensure that every critical part of the steam boiler can be easily accessed externally. In addition to enhancing productivity, the objective is also, most importantly, to increase the safety of Rand Air and customer employees during set up, operation, service and maintenance.

“We have 'rentalised' the containerised steam boilers to be a plug-and-play solution, with easy transportation and on-site placement,” continues Craig. He however points out that due to the very nature of the steam generation process, set up is a complicated and lengthy procedure. It’s critical that best-practices and all necessary protocols are followed and all required certifications are in place to ensure optimised performance and safety.

Rand Air works closely with a professional water purification company who carries out highly technical procedures e.g. chemical dosing that is required to ensure high quality water purity in the feed tank. “We are looking at investing in a further two 3t and two 8t steam boilers over the next few months, giving us a total of six rental units by 2024,” shares Craig.





A turnkey holistic pump rental service from Team Rand Air KwaZulu Natal

Infrastructure development, growing mining activity, (mainly coal and iron ore), in the Richards Bay and Empangeni areas as well as the unfortunate high flood risks in Kwazulu-Natal (KZN) are the primary drivers for pumps. This has prompted the Rand Air KZN team to increase their focus on their pump rental fleet. This strategy also aligns with our ongoing commitment to maintaining our leading position in the South African rental industry and to deliver service excellence.

Alongside the growing mining sector, the team is promoting their pump fleet, which includes the PAC H64, PAS Medium Flow and PAS 150 High Flow 300 surface units, to all relevant market sectors that need these rental services.

Driven by the customer experience, the KZN team places a high value on after-sales service which they regard as 'a core service of rental'. We are committed to providing a holistic rental service; our focus on higher and measurable service excellence targets is what differentiates us in the portable equipment rental space.





Another notch in the safety belt for Rand Air's Welkom team!

We are proud to announce that our Welkom team has recorded zero accidents over more than 10 years.

In line with a long-term rental contract signed with the gold mine in 2012, Rand Air's Neil Bezuidenhout, Barnard (Bennie) Swartz, Mathibelle Ramatisa, Moluoane Kheta and Theunis Badenhorst, service the mine's rental air compressors above and underground.

Taking into consideration the extremely hazardous conditions in which the team operates every day puts into perspective how truly remarkable this achievement is. The team's dedication to always being conscious of how they work to ensure not only their own safety but also the safety of everyone around them adds tremendous value to the business as well as to the customer. This is evidenced by the mine's current 100-day accident-free record, which they have not been able to achieve since 2014.

"So I can proudly state that I am leading a fantastic team who puts their safety and the safety of their fellow team members at the top of their priority list." - Neil

On top of our safety game

Safety makes up 1 of the 4 pillars at Rand Air, illustrating the high priority it holds within the organisation. Our safety narrative states that it starts with us; when our teams go out to customer sites to deliver hire machines or to carry out equipment service and maintenance, they are committed to keeping everyone on the job site safe.

FLTR: Mathibelle Ramatisa, Neil Bezuidenhout, Moluoane Kheta, Barnad Swartz, and Theunis Badenhorst



Celebrating our youth

(Youth Day 16 June 2023)

We are proud of the latest members of the Rand Air and Atlas Copco group who transitioned from interns to permanent employees through hard work, dedication, and by embracing all the opportunities presented to them.

Sanele Kunene
Millwright Technician - Rand Air



"Being permanently employed makes me feel immensely grateful. I like the fact there is equal opportunity for everyone and that I get to make a difference. I have just completed my N4 certification and my goal is to acquire my national diploma whilst still getting a trade test."

Matthew Rayment
Technical Sales Representative -
Atlas Copco Industrial Technique



"The internship programme and permanent position have given me the opportunity to unlock my full potential. I love traveling to customers and learning more about the industry. My goal is to further grow and stabilise the industry."

Palesa Seoe
Junior Accountant -
Atlas Copco Holding



Teboho Seleka
Export Clerk -
Atlas Copco Compressor Technique



"My work experience was broad and diverse, my primary functions exposed me to every department in the organisation. Being permanently employed ensures job security and exposes me to career development opportunities; my goal is to grow within my department."

Rosinah Phaleng
Customer Service (JHB) -
Atlas Copco Industrial Technique



"My work experience has been empowering and fulfilling. I grew into my role through exposure, training and mentoring. The interaction with customers makes my job interesting. I end the day with a sense of fulfilment by exceeding customer expectations. My goal is to explore other positions within the company and to further my studies."

"The company has welcomed me with open arms and made me feel like an integral part of the finance department. I love the fact that I get to be challenged with new tasks daily which keeps me motivated. I like the culture and the wellness programmes, this is home away from home."

Rand Air and Atlas Copco join hands to help alleviate hunger

Human Rights Day is a very special Public Holiday in South Africa. It's a day of reflection and remembrance, honouring the thousands of people who marched for their rights.

We wanted to combine a human right with supporting children as part of our commemoration. The right to food is a basic human right and sadly countless people in South Africa face hunger every day.

Rand Air and Atlas Copco selected Meals on Wheels as a suitable NGO partner for this initiative. Founded in 1964, this multi-faceted non-profit welfare organisation has been assisting 'poverty-stricken South Africans with nutritious meals and food security'. Their aim is 'a hunger-free country, ensuring every elderly person and child can go to bed with a full tummy'.

Meals on Wheels supports many schools and dropping centres (aftercare centres for kids) in Gauteng, and we selected the Primrose informal settlement in Germiston, for a sandwich initiative.

In a collaborative effort, Rand Air and Atlas Copco Business Areas - Power Technique, Compressor Technique and Industrial Technique, generously donated funds to cover 500 lunch packs consisting of a sandwich, two fruits, and fruit juice.

We set up prep stations on the canteen balcony at Atlas Copco head office where some 25 employees armed with passion and enthusiasm, rolled up their sleeves and prepared over 600 sandwiches which were delivered to the Primrose settlement that same day!

Taking up the sandwich-making challenge against Compressor Technique and Power Technique, Rand Air and Industrial Technique set the benchmark by completing their 150 lunch packs in under 15 minutes!

Close on 100 colleagues, from senior management to technicians, worked side by side to help make a difference to the lives of a small community in need.




Rand Air employees unite to help keep the elderly warm this winter!

On 25 July 2023, a team from Rand Air handed out blankets to Kungumusa in Vosloorus. Located to the South East of Johannesburg, this deserving NPO provides a safe haven where senior citizens from the community can meet, socialise and participate in various activities.

A sincere thank you to our compassionate employees who generously donated the blankets.





“Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.”

Jack Welch



Making agility count