

# Rand-Air NEWS

December 2022 edition

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# A special word from Kim Coetzee

To our valued customers

As my family and I are embarking on an exciting adventure with new country, career and responsibilities, we are looking forward to the change and challenge.

Reflecting on the past 27 years working with customers whom I value for many reasons, I have been struggling with how to say goodbye. I realise just how incredibly blessed I have been to have had the support of an incredible team at Rand-Air where, together, we have faced fantastic times but also many challenges too; somehow we have always come out on top and this makes me exceptionally proud.

As I now face this new opportunity as General Manager for Atlas Copco Rental Europe, I acknowledge every single person in my team for their phenomenal contribution to my personal journey with Rand Air.

Over the years, I have thoroughly enjoyed collaborating with you, our valuable customers, and appreciate all the opportunities through which I could learn and grow. This equipped me to lead my team to the very best of my abilities, resulting in sustainable growth for Rand-Air.

All that remains for me is to say that I leave Rand-Air in the hands of a capable and remarkable team who will continue to deliver the great services that you, our customers, have come to expect from us.

Farewell and warm regards

Kim



# A visit from the Atlas Copco Rental Europe management team



On 17 and 18 November 2022, we had the privilege of hosting the divisional management team from Belgium.

Our Jet Park (Johannesburg) offices were given a much-needed make-over and now reflect the awesome Rand-Air culture!

The Rental Europe Management Team were keen to meet and congratulate the Rand-Air team, led by outgoing GM, Kim Coetzee. During their visit they also officially opened our stylishly renovated offices, complete with a formal ribbon-cutting ceremony and a wall-mounted plaque to commemorate the occasion.

For some of our guests it was their first visit to South African shores. So we wanted them to experience the bright colours and pulsating rhythm of African culture. And what better way to get a true sense of the beating heart of our beautiful country than to dress up in colourful ethnic attire and partake in a group drumming session!



**Back FLTR:** Tim Last (President Specialty Rental Division), Jereon Meeusen (Vice President Operations), Marco Gravina (Vice President Marketing Specialty Rental Division), Frederic Kerkhofs (Digital Transformation Manager)

**Front FLTR:** Julie Webster (Vice President Divisional Control), Ann-Sophie Heyman (Management Assistant President), Lode Gryson (Vice President Human Resources)



# It's a **SAFETY** milestone for our Welkom team in the Free State...



## **ZERO** ACCIDENTS OVER 9-YEARS OF SERVICE!

Safety is ranked as 1 of the 4 pillars at Rand-Air, illustrating the high priority that it's given within our 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 have to be on top of their safety game. This keeps both them as well as everyone on the job site safe.

For the past 9 years, Neil Bezuidenhout and his team, Barnard (Bennie) Swartz, Mathibelle Ramatisa, Moluoane Kheta and Theunis Badenhorst, have been responsible for servicing rental air compressors above- and underground at a Free State goldmine. On 9th July 2022, this accomplished team reached an incredible safety milestone, recording zero accidents over these 9 years. This safety milestone is certainly no small feat and can be attributed to a dedicated, committed and highly-trained team who works under extreme pressure in rigorous conditions, while paying close attention to safety.

We signed a long-term rental contract with the gold mine in 2012. Millwrights Bennie and Theunis and operators Mathibelle and Moluoane have all been based at Rand-Air's Welkom Depot for over 10 years with Neil joining the team as Service Supervisor 8 years ago.

Neil says that the compressors are an integral part of the mine process. "In order to mitigate downtime for our customer, we work smartly and do things right the first time. But most importantly, we do this while ensuring that we keep ourselves and our fellow workers safe by working correctly and following all the necessary safety procedures." To avoid heat exhaustion, team members have to move into a cooler area every fifteen to thirty minutes which Neil says adds to the pressure because time is always of the essence.

*Regular and professional hands-on training is fundamental to the Welkom team's exceptional safety record.*

"It's essential to realise just how important safety is and if something happens to know what to do and how to react. This can save lives." Neil points out that maintaining a constant focus, staying refreshed and avoiding panic in an emergency must be second nature. The team attends annual refresher courses focused on safety in both the underground and surface mine environment. Alongside annual medical training, they also undergo generic training programmes, learning what

to look out for that can potentially pose a safety risk. "In addition to our own meetings, we attend weekly safety meetings with the mine making sure that we know and follow the necessary processes and procedures in case of an emergency. This includes regular drills using escape routes and moving to refuge chambers."

Neil extends an accolade to his team: "This is a tremendous achievement and I'm so proud of this phenomenal team. They, not I, are out there each day, working a 6 to 8 hour day and night shift in a grueling underground environment. Hats off to this team for always going above and beyond. This is not something that can be taught. It's clear that mining is their passion and it's in their blood."

Rand-Air Fleet Manager, Craig Swart, concludes "Having a team that is so dedicated 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."

### Fact box:

- The team is responsible for the service, maintenance & repair of 22 rental electric air compressors at the mine.
- The GA 75 & GA 160 compressors remain permanently underground to power pneumatic rock drills.
- The air compressors are stationed between 1 700 & 2 000m below ground.
- The air compressors have been ruggedised to handle rigorous underground conditions.
- The longest operating rental compressor has not seen the surface in 10 years.
- Each team member carries a 1.5kg rescue pack, a 15kg tool bag & enough food, water & energy drinks for an entire shift.
- GA 315 rental compressors are used for above ground projects.

*"All machines require servicing to ensure reliable performance and prolonged uptime but even the best machines break down. Here service plays a key role and it's my firm belief that we retain the business because of the team's consistently excellent service delivery which contributes to mine sustainability." Neil*



FLTR: Theunis Badenhorst, Neil Bezuidenhout, Bennie Swartz, Moluoane Kheta & Mathibelle Ramatisa proudly displaying their certificates awarded to them by Craig Swart (far right) on 27 September 2022 in appreciation & acknowledgment of their outstanding safety record.



# Offering Low Noise Emission and Fuel Consumption Solutions

**Our corporate responsibility is anchored to three corner stones: People (our employees, customers and suppliers), under-privileged communities in which we operate, and our planet.**

Just looking at the global weather extremes over the past few months - floods, heatwaves and droughts - (in April, days of heavy rain across KwaZulu-Natal led to severe floods), it's difficult to deny the reality of climate change caused by, according to the experts, global warming.

With carbon-emissions identified as being one of the biggest catalysts of global warming, we are committed to not only shrinking our own carbon footprint but to also to assisting our customers to achieve the same. So as we continue to grow the business, we have to increase our efforts to ensure that our carbon-emissions are on a downward spiral. We follow best practices in our day-to-day operations. Whether in the office, traveling to a customer or on site, we make sure that when we do business, we limit our impact on the environment as much as possible.

In a continued bid to offer green energy solutions to our valued customers, we recently added the new ZBC 250-500 kVA ZenergiZe energy storage system to our hire fleet. Powered by high-density lithium-ion batteries, this LOW fuel – LOW emission – LOW noise unit is a highly efficient, clean energy hybrid solution that will significantly reduce costs and carbon footprints for end-users.

South Africa is facing a critical and protracted energy supply shortage. Intermittent power supply has forced companies to implement measures to ensure business sustainability. Whilst most companies have opted for a generator, high fuel prices have made this an expensive solution however, the ZenergiZe can help to reduce the running costs of a generator.

You can reduce your fuel bills by alternating between the efficient ZenergiZe and a generator, allowing the generator to run for shorter periods. This also reduces machine wear and subsequently maintenance costs. The ZenergiZe can also be used when demand is high and generators when demand is low. When generators run at lower stages, they use less fuel.

Whilst the ZenergiZe cannot replace grid power completely, the unit offers a simpler way to capture and store renewable energy for immediate or later use, ready to deliver when power is required.

We are extremely excited about the ZenergiZe and recognise this unit's tremendous potential. It adds value not only through cost saving but also as a cleaner power source! That is how we make agility count!

**LOW** **NOISE EMISSIONS** **FUEL CONSUMPTION**



**FAST RECHARGE**

**70% MORE COMPACT & LIGHTER IN WEIGHT**

**40,000 Hrs LIFESPAN**

**HYBRID AND SUITABLE TO RENEWABLES**

**PARALLEL CAPABILITY UP TO 30 UNITS**

**INCREASE PRODUCTIVITY TO OVER 50%**



# Next year, we'll be celebrating 50 years of hire excellence! (1973 - 2023)



From humble beginnings as a family business founded by Brian Shekleton in 1973, Rand-Air is today one of the most prominent portable industrial equipment hire companies in Southern Africa. The company came to the attention of the Atlas Copco Group who, wanting to expand its rental abilities, purchased Rand-Air in the late nineties. The strength of the brand prompted Atlas Copco to keep the Rand-Air name.

Business is about people who make up the fundamental trio - employees, customers and suppliers. We owe our 50 year milestone in no small part to you, our esteemed and valuable customers; many of you have been with us from day one. We extend a sincere thank you for your loyalty and support throughout the years.

Our employees have also played their part, making sure that we are able to offer a hire fleet comprised of quality products supported by unsurpassed service. When you've worked for a company for 34 years (as a few of our employees have done) one of the biggest pit falls is complacency. The mentality of 'the customer has been with us for many years and they won't leave so we can get away with being a day late' is extremely dangerous.

Our outgoing GM, Kim Coetzee, spent her 27-year career at Rand-Air in sales. Working directly with customers for so many years, service is paramount for Kim who has instilled a mantra of best-in-class service delivery for all customers, irrespective of size or how long they have been with us. Our professional, experienced and passionate sales and service teams are ably supported by internal colleagues who take care of admin, logistics, safety, finance, etc.

Last but not least, we partner with like-minded suppliers who place the same high value on quality products and service to ensure a seamless and positive experience for our customers.

**We invite you to join us in 2023 as we plan to kick-start the celebration of our golden milestone on a high note.**

But we are going to keep you in suspense for now; our sales teams will keep you informed about a number of exciting initiatives that we plan to roll out over the next few months.



# Forging long-standing customer relationships...



# THAT'S OUR BUSINESS SUCCESS

As we look forward to celebrating our 50th anniversary in 2023, we would like to take a moment to acknowledge you, our valued customers, and to express our sincere appreciation for your ongoing loyalty and support.

## Meet Rashied Fritz, owner of Blasting and Coating Services in Maitland, Western Cape

Only a short 4 months after establishing Blasting and Coating Services in February 1993, Rashied hired a 140cfm air compressor from Rand-Air. But his relationship with us goes back much further. Before going on his own, Rashied was already hiring air from Rand-Air between 1980 and 1990 while employed at a previous company. Rashied was also one of the first customers to sign up when we introduced long-term hire in 2007.

But let's hear from Rashied in his own words: "The reason why I've been dealing with Rand-Air for so many years and continue to do so is really very simple – it's all about the people at Rand-Air. Kim and her entire team are people's people. This company has the mix just right. They offer everything you expect from a large company - a comprehensive fleet option and all the necessary support services. But when it comes down to the actual business dealings I feel that I'm doing business with a small company with that wonderful warm personal, family atmosphere."

Taking this thought further, Rashied says that although he is a small company, Cindy Ross and her team in the Western Cape always make him feel like a VIP, a corporate giant. "My business matters to them.

I'm not just a number; I am a person. I can go to them with any air problem, comfortable in the knowledge that they will sort it out. Yes, there are other hire companies but when it comes down to it, it's not about price or even the machines that we hire; these come secondary to good solid long-term relationships and consistent delivery of excellent service."

*"I consider Cindy and her team as part of the family. Cindy even visited me when I was ill in hospital. That for me speaks volumes."*

When Kim Coetzee was External Sales Consultant at Rand-Air, she called on Rashied. He recalls when Kim first walked into his tiny office with a small desk and only one chair. "It was a little awkward to say the least," laughs Rashied. "But the relationship flourished and a few years later, in 2019, I in fact invited Kim and the previous GM, Louwrens Erasmus, to my home to bid farewell to Louwrens who retired and to congratulate Kim who took over the leadership reins."

Rashied is adamant that hiring a machine beats purchase all day every day hands-down. He explains why and unpacks the advantages of renting. "My decision to purchase an air compressor is one of my biggest regrets. I definitely learnt the hard way. Despite Cindy's warning not to do it, I went ahead and did it anyway. And boy, was she right. It cost me a lot... not only in money but also in downtime and heart ache. I was running around trying to find someone to repair the machine. What a nightmare! Never again! In all the years that I've been renting machines from Rand-Air I've never had to find a technician."

*"When you hire a machine from Rand-Air you hire peace-of-mind."*

Rashied looks at all the added value that rental offers. He begins with the most important point – peace of mind! "I'm not in the business of air compressors, I just need compressed air so that I can delivery my sandblasting and coating services to my customers."

"Rand-Air lifts the worry about the compressor off my shoulders; when the machine needs repairs or a service, it's sorted fast, efficiently and professionally by their qualified technicians, helping my team to remain productive. I'm free to focus on my core business ensuring that each job pays for the hire of the compressor. Secondly, it's all about trust. I rent from a team of highly trustworthy people."

*"The Rand-Air team has a shared passion and drive; this culture reflects in all that they do."*

### A word from Cindy

*"It remains an absolute pleasure to deal with Rashied and his team over these many years. Even when he's under pressure or not feeling well, Rashied is always the same – kind, friendly and always there with his beautiful smile that lights up the room and lifts your spirits. Thank you for making our job so easy and so enjoyable Rashied! Here's to another 30 years!"*



Rashied standing next to a compressor he hired from Rand-Air years ago which is still running today.



# Our rising academic stars who #neverstoplearning



We are extremely proud to introduce Boitumelo (Tumi) Theledi and Badirile (Meshack) Segolabeng. These two inspiring men have embraced the Rand-Air #neverstoplearning initiative, achieving outstanding qualifications this year.

## Tumi achieved his Degree in Business Administration in July this year



The more I study the more flexible I become and the more opportunities I see out there in the world!"

When Tumi joined Rand-Air as an intern in 2005 armed with only a M6, he had a long-term plan. Determined to get his National Diploma, it was not long before he qualified as a Millwright and acquired his COC (Certificate of Compliance). Tumi left Rand-Air's employ in 2006 to lecture in Math and Science at the Johannesburg College, returning to the company 12 months later.

"This is when I made a decision to work towards becoming a specialist on the GA electrical compressors in our hire fleet," states Tumi. "In early 2016 I successfully completed a one-year Leadership Programme through the University of the Free State and was appointed to my current position as Supervisor for the inland region."

In 2019 Tumi started his studies in Business Administration at Mancosa University. The COVID-19 pandemic in 2020 however forced class attendance to give way to online learning. Holding down a highly demanding job, Tumi only had very early weekday mornings and weekends for his studies. "Before I set about obtaining my Degree I wanted my family to understand my goal," says Tumi. "I knew that I would have to dedicate most of my outside-of-work time to my studies and it was extremely important that I prepared them for this." Tumi's determination, dedication and hard work culminated in him achieving his Degree in Business Administration in July 2022, with a 60% pass rate as well as with a few distinctions!

Realising that following the correct safety procedures is fundamental to his success as a Supervisor, Tumi also passed the SAMTRAC safety course.

And Tumi is by no means done. He's eyeing an Honours Degree in Business Administration in 2023, and after that, Masters! "Studying keeps my mind open."

Tumi is married to a qualified nurse and they have three children. "I help my eldest daughter, aged 15, with her Grade 9 math. We study together and challenge each other to see what marks we will achieve. When she earns distinctions I owe her. She always makes cups of tea for her dad." Tumi's son is aged 6 and his youngest, a girl, is 4.

As excellent mentors for their children, Tumi and his wife remind their children of the importance of education. "It's something that no one can take away from you and it gives you a solid platform on which you can build your life and career with confidence."

## Meshack qualified as a Diesel Mechanic in 2022



I appreciate every second of my job!

Meshack was contracted by Rand-Air as our official driver 15 years ago. He was responsible for transporting people around Johannesburg, including many an airport-run. "I honestly thought that this would be my job for the rest of my life", says Meshack.

"I lost my dad early in life and had to assume the responsibility of caring for my two younger brothers. This meant finding a job; studies were simply not an option for me."

Our previous GM, Louwrens Erasmus, approached me wanting to know if I have an N1 or N2 qualification. When I replied no, he asked if I would be interested in obtaining my N2 to which I replied with a very definite yes! So for the next 2 years I studied. It was not easy at my age; math posed a challenge, but in 2017 I proudly achieved my N2!"

"Louwrens then wanted to know if I was interested in studying further. Another affirmative! Becoming a diesel mechanic was my goal. For this to become a reality, I had to become permanently employed. Louwrens made it happen; I became a student at ITI College, qualifying as a diesel mechanic this year! I'm so thankful to Louwrens for showing me that going back to school is the only way to a successful career.

Meshack also thanks Kim Coetzee and Craig Swart (Fleet Manager) who have been most influential in his life and who showed him what he can do for himself. "Kim and Craig recognised my potential and encouraged me to go to school and better myself. I will always be grateful for their ongoing support."

Giving someone an opportunity puts the responsibility on that person to make it happen. Meshack seized the opportunities he was given with both hands, forging a successful career for himself at Rand-Air. Meshack attends to machine breakdowns across South Africa and says that as a qualified diesel mechanic, he now has the confidence "big time" to go out to customer sites. "I know what I'm doing and I can answer my customers' questions".

Meshack is the proud father of two boys aged 9 and 4. "They live with their mom but I'm most fortunate in that I get to spend time with them regularly."

## What is #neverstoplearning?

We promote a training culture to ensure that our employees are highly skilled, well-trained specialists and provide the necessary platforms to make this happen. Every training course, from technical to soft skills, adds value. In addition to building a solid career path, training enables Rand-Air employees to perform optimally in their job so that you as our valued customers can experience the very best service across the board.



# Rand-Air employees take the lead in the Diversity & Inclusion narrative and scoop Best Practice award!

Diversity & Inclusion is a topic that Rand-Air employees embrace whole-heartedly. As a woman in a leadership role in a male-dominant industry, Kim Coetzee is keen to develop women to occupy senior positions and to pursue technical careers that have historically been primarily filled by males. Kim also encourages her team to live and practice Diversity & Inclusion in their everyday lives.



When the Atlas Copco Power Technique BA initiative developed a Diversity & Inclusion Playbook that involves 12 themed plays for enactment by employees, Rand-Air colleagues were immediately on board, or to be more precise, on stage! Presented in a play-format by an appointed playmaker, the initiative creates a stage for employees from Rand-Air and Atlas Copco Power Technique to engage with each other in an open dialogue, have the freedom to express themselves, to step out of their comfort zone and talk openly about a given topic. The objective of these plays is to create a cohesive, comfortable and open working environment where everyone feels accepted, is treated equally and with respect.

*When employees are in a happy comfortable space, it creates a positive and productive environment. This resonates out to our valued customers through friendly, enthusiastic customer engagements and excellent service delivery, ultimately enhancing the overall customer experience.*

With Kim Coetzee, who was appropriately appointed as Diversity & Inclusion Ambassador, leading us, we have successfully completed 7 plays to date.

And what a journey it has been thus far. From play #3, 'The Power Pyramid', with the objective of ensuring that everyone is included in growth and learning strategies for the future growth of the company, to play #5, 'The Inclusive Language Charter', which made individuals aware of the power of language and its ability to include and exclude, to unite and divide.

These plays make employees think about important topics, take away practical insights and continue to practice this in both their work and personal lives.

*We have taken the lead globally, with 42% of our employees being female, a fact that we are immensely proud of.*



## Recognition from Europe!

We are extremely proud of the fact that our local Diversity & Inclusion efforts have been acknowledged for Best Practice from Europe!

The way in which we present the plays, our consistently good attendance and the posting of all our playmaking on social media platforms were key elements for receiving this award.

Play 7 - The Glass Ceiling... Facilitated by Cindy Ross (Area Manager Western Cape) and her team





*“Get up, dress up and show up, no matter what – it's a good check on being present and pushing yourself even when you don't feel you can.”*

- Kim Coetzee -

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