

# Imperial

A DP WORLD Company

# women @imperial

# 2022



# Edition 4





## Mohammed Akoojee

Group CEO: Imperial &  
Group COO: DP World Logistics

## Steadfast in our commitment to gender diversity and women empowerment

Welcome to our 4th edition of our women@imperial newsletter. This edition comes at a time when we are making steady progress towards Imperial being integrated into DP World, as part of the broader strategic transformation process that is ongoing.

During this transition period, Imperial remains committed to driving gender diversity and advancing gender equality throughout the organisation, as well as supporting and empowering women in the communities in which we operate.

I am proud to share that our Logistics Africa and Market Access businesses in South Africa achieved female representation at top and senior management levels of 27% and 25% respectively, as at October 2022 – an impressive achievement considering our targets of 23% and 14% for June 2023 for the respective businesses. I remain encouraged by the significant and tangible strides that we are making in driving gender diversity across the organisation, which will stand us in good stead going forward and ensure that we remain a successful and sustainable business in which everyone thrives and advances. These strides are a direct result of our collective and deliberate focus on driving gender equality and inclusion across the business by leveraging various initiatives across the business, including our Global Women’s Forum (GWF).





In July, we hosted the GWF & Networking Event in Johannesburg, where over 150 women from across our organisation joined both in person and virtually – ahead of the start of Women’s Month celebrations in South Africa. The event was a celebration and reflection of the significant milestones Imperial has achieved through our women@imperial GWF since the Forum’s inception in 2019.

Our deliberate focus on gender equality and inclusion saw us awarded as the winner of the coveted Women Empowerment Principles (WEPs) ‘Gender Inclusive Workplace’ category award for South Africa. The award, announced at the Accenture 10th Gender Mainstreaming Awards in August, recognises the progress Imperial has made in actively accelerating gender equality by adopting relevant gender-inclusive measures in the workplace. Thank you and congratulations to all our incredible colleagues across the world who continue to demonstrate their unwavering commitment to gender diversity and gender equality across all levels of our organisation, as well as in the communities in which we operate.

I am extremely proud of the progress we have made and continue to make as a business in terms of driving gender diversity and women empowerment. I would like to thank everyone who has driven this important agenda alongside myself and the Imperial executive team thus far, and I reassure our Imperial family and all our stakeholders that the commitment to gender equality within DP World is equally strong. DP World has in place the 'Our World, Our Future' sustainability strategy, which prioritises making a positive impact for the women DP World employs, as well as those in the broader industry and the communities in which DP World operates. As we make progress on our integration journey with DP World, we should all continue to take the responsibility of accelerating gender equality seriously and remain resolute in helping the business achieve our gender diversity and equality objectives.

Lastly, I’d like to take the opportunity to thank each and every one for your hard work and dedication to Imperial during the course of this year. As the year draws to a close and the holidays approach, I wish you and your families a happy holiday season and a blessed 2023.





## Esha Mansingh

Chairman of the Global Women's Forum  
Executive Vice President: Corporate Affairs  
and Investor Relations



While it has been a challenging year for many of us, there is no doubt that from a women development and empowerment perspective, it has been another very successful one for Imperial!

Not only have we witnessed another key milestone, as the winner of the WEP Gender Inclusive Workplace category - adding to our various recognitions from the Accenture Gender Mainstreaming Awards over the past three years - but so too have many individuals in the business had some of their very own successes in the gender

empowerment realm. We saw this in action at our Global Women's Forum (GWF) event last quarter and what an incredible feeling it was to celebrate all of the Forum's significant achievements to-date.

As we move into the next year and beyond, it is important that we reaffirm our ongoing commitment, as both the male and female colleagues in the business, to gender parity and have set some key goals that underpin this commitment. Our journey remains sound - creating an inclusive and empowering culture and workforce. To this end, we continue to focus on attracting, developing and retaining women talent across our organisation, with priorities earmarked within the business to achieve this.



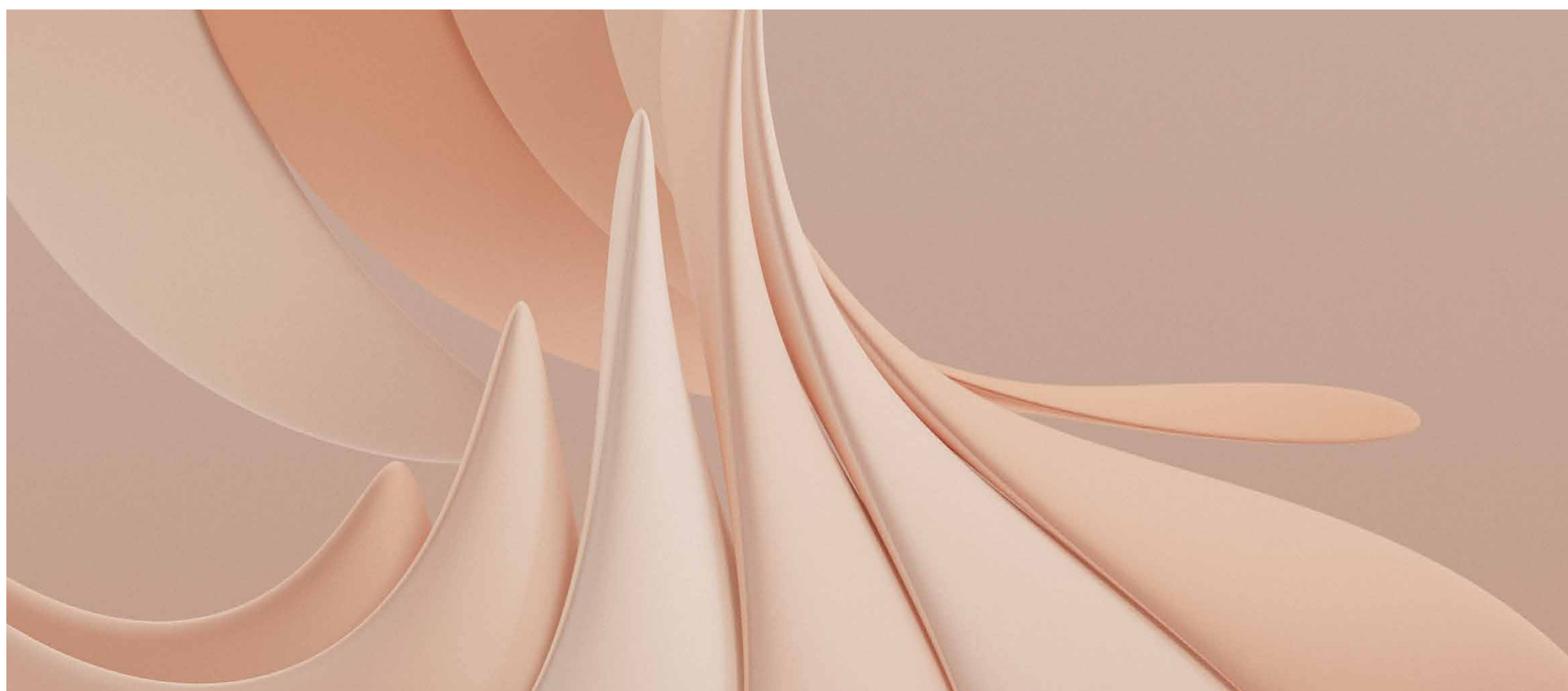


Importantly, DP World's commitment to gender equality is equally strong, as reflected in their 'Our World, Our Future' sustainability, which focuses on making a positive impact on women both within the organisation and broader society. Without a doubt, the next year promises to be an exciting one and one thing is certain - if we work together, we can be so much more! I look forward to continuing on this journey of growth and development, working alongside you all to grow and continue to find our voices as women and leaders.

While there is always work to be done, we have made strong headway in driving our women agenda and opening the business up for honest and transparent conversations. It is refreshing to see just how far we have come in this space and to witness the comradery amongst the women of Imperial, with the ongoing support of each other and all our colleagues. Internal support mechanisms for women in the business, a network of women who can come together as one and have a platform to speak and be heard - these are things that define success and we need to continue to focus on.

Thank you to all our colleagues for your ongoing contribution to the positive development of the women of the Imperial family, as well as your openness and willingness to grow with the organisation. Going forward, your continued commitment and support in driving this critical business imperative will be key, as we transition and integrate Imperial into DP World. May the new year be a prosperous one.

Stay shining.





# A Day in the Life

## Christina Dormer

- ◆ *Company:* Market Access
- ◆ *Qualifications:* Matriculated in 1996 and completed a General Secretarial Diploma in 2001

- ◆ *Position and how long you have been in the role and the company?*

I am currently an Executive Assistant in Market Access and have been in the business for the last six years. This year actually marks my 10th anniversary at Imperial, having joined the organisation in 2012 as the Tiger Brands Administrator at Imperial Retail Logistics, a position that I held for four years prior to joining Market Access.



- ◆ *What does your role entail and what do you do on a daily basis?*

I definitely don't do the same thing on a daily basis, nobody does at Imperial I guess. If there is one thing I have learnt about this position, it is that I am never bored and I learn new things every day. But for the most part, I am kept busy with office administration and management, executive travel arrangements and meeting management, as well other general ad hoc office arrangements.

- ◆ *What skills are required for your role?*

I don't know if I can call them skills per se, but in this role you have to have certain attributes and qualities to cope with the day-to-day pace at Imperial. Importantly, you must be a people's person, well organised and be able to multitask more often than not.



◆ *What excites you about your job?*

Working for an international company definitely has its pros. Imperial has such diversity when it comes to the different cultures and people each business brings with it. Through this role, I have had the opportunity to meet and engage with such talented and wonderful people over the last few years, and I can honestly say coming to work every day does not feel like work at all. When you work for leaders that treat you with respect and appreciate everything you do, how can you not be excited to come to work!

◆ *What are some of the challenges you experience in your role?*

When dealing with very senior people and their demands, you must have healthy boundaries in place. You must strike a delicate balance between your personal and work lives, otherwise you may risk eventually burning out.

◆ *What do you wish you would have known about your job before starting?*

I cannot think of anything other than how much I have learnt and grown through this role since I started. It has certainly made me a stronger woman and person overall - in all aspects of my life.

◆ *What advice can you give another woman that may be interested in pursuing your career?*

This job is not for everyone - you have to be prepared to work hard and get your hands dirty. But most importantly, don't let the fear of the unknown hold you back from bettering yourself and your situation.





# A Day in the Life

## Ololade Subair

- ◆ *Company:* Market Access Consumer: AFMCG Africa
- ◆ *Qualifications:* BEng Electronics & Electrical Engineering, MSc Analogue & Digital Integrated Circuit Design

- ◆ *Position and how long you have been in the role and the company?*

I am currently the IT SFA Manager and have been in the role for about six months. In total, I have been with the company for nearly two years.



- ◆ *What does your role entail and what do you do on a daily basis?*

I manage the Sales Force Automation (SFA) applications used by all members of the Sales team who handle secondary sales. With SFA, we can monitor the performance of the sales reps and get proper insight into how each of our brands are faring in the market. This means that on a daily basis, I have to check up on all Sales teams making use of SFA to ensure no issues are being experienced, respond to reported problems and address any additional issues.

I also make sure I research and implement new configurations to constantly improve the experience of all users. Over the months, by liaising with the National Sales Managers, I have created some guidelines for my team to ensure that data entered into the SFA is correct and can be captured accurately in line secondary sales being made in the field. To ensure this is being adhered to, I check in with my team and also get their feedback and insight on how to best to optimise the work we do.

A big part of my job is also analysing the sales data to track a number of KPIs, as well as make other relevant deductions, which I then present to the sales teams.



◆ *What skills are required for your role?*

The most important skills are curiosity and the yearning to learn. The role is very dynamic, which requires one to harness intuitive thinking to find solutions to different challenges as they arise. On the technical side, one has to like numbers and have the ability to analyse data and present one's analysis in a clear and concise manner. Good Microsoft Excel and presentation skills are also important to work effectively in this role.

◆ *What excites you about your job?*

The fact that I am constantly being challenged. I take pride in being solution-oriented, which means once I am faced with a problem my first instinct is to think of possible solutions which would not only solve the immediate issue but mitigate the possibility of more related issues in the long run. Being this kind of individual, I need a job that challenges me and repeatedly makes me think out of the box and so far, this has been my experience in the role. SFA is still relatively new to the organisation and leading this department is very exciting, as there are so many possibilities to be tested and implemented.



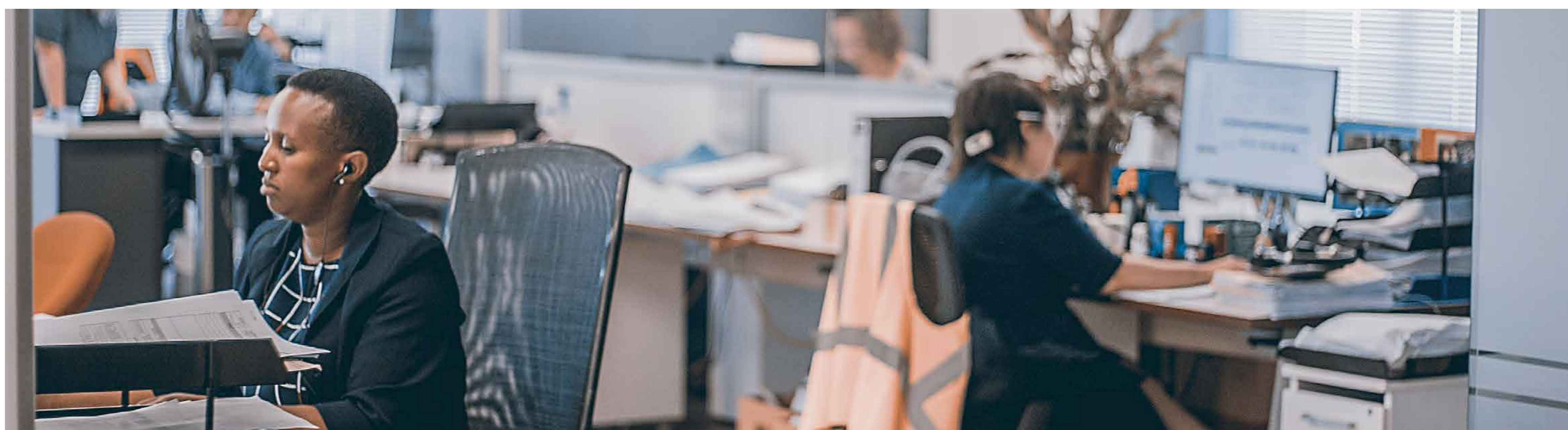
◆ *What are some of the challenges you experience in your role?*

Members of the sales team are always on the move, which means it can be quite difficult to get necessary information to best configure functionalities on the SFA applications. SFA is also driving a big culture shift within the organisation and change is one thing human beings do not initially gravitate towards. In the initial stages, this made it harder to drive usage, which was in turn limited the insights we could get out of SFA. Presently with the help of management, SFA has become a necessity and the sales team are now seeing the benefits and becoming more forthcoming with providing information.



- ◆ *What do you wish you would have known about your job before starting?*

Looking back to when I initially joined the company and the length of time it took for me to understand a problem and provide solutions, I wish I had a better understanding of the typical sales channels in Nigeria and how they are serviced. Coming from a purely engineering background, I had a lot of experience with analysis, but I had very minimal knowledge of sales, and specifically sales in Nigeria. So far, I have learnt a lot about sales and this has really helped me work well with the Sales teams and the more I learn, the better I can tailor the SFA to capture all the needs of the Sales team.



- ◆ *What advice can you give another woman that may be interested in pursuing your career?*

I am still in the early stages of my career, but so far, confidence and being able to express my views clearly have been vital to my current success. I also always take pride in all the work that I do and pay attention to the smallest of details, as they always play a part in the greater picture. Lastly, I implore every woman to believe in their ability to take charge, lead change and make their mark, no matter how small it might be.





# A Day in the Life

## Ellen Fricke-Kott

- ◆ *Company:* Imperial Chemical Logistics GmbH
- ◆ *Qualifications:* I completed my training to become a freight forwarding agent between 1991 and 1993. Since that time, Imperial has always given me the opportunities to obtain further training and develop personally.

- ◆ *Position and how long you have been in the role and the company?*

I've been an Operations Manager in the Chemicals & Lifestyle business at the Langelsheim site since 2017 and part of the Imperial family since 1991.



- ◆ *What does your role entail and what do you do on a daily basis?*

My work involves taking responsibility for the operational business and I'm in charge of managing the employees. I'm also the person who represents the next escalation stage for our customers if special challenges arise. If required, I support the employees and I naturally help them with operational tasks too.

- ◆ *What skills are required for your role?*

In addition to the normal soft skills, which each manager should have, emotional intelligence and communication skills in dealing with the many different kinds of personalities are particularly important. That's the only way that I'm able to be fair to everybody and complete my job with all its facets to my own satisfaction and to the satisfaction of other people.



◆ *What excites you about your job?*

It's very easy to me to answer that: the variety that's involved. The operational work, the daily contact with many people (ranging from customers to drivers and even employees) as well as my need to gear my actions towards finding solutions make my job at Imperial a dream position for me personally.

◆ *What are some of the challenges you experience in your role?*

The exciting thing about my job also involves the things that sometimes give rise to this or that challenge for me. But, in the end, you mature as you face challenges. That's why I find it extremely exciting to learn new things on a daily basis, find solutions to the challenges that arise in my everyday work and always make people the number one priority in my actions.

◆ *What do you wish you would have known about your job before starting?*

I can answer that very simply: nothing. If I once again faced the decision about which career I wanted to pursue, I'd do exactly what I did back then, even in the light of what I now know.

◆ *What advice can you give another woman that may be interested in pursuing your career?*

I can only encourage any woman to pluck up the courage, not delay matters any longer, not have any doubts and simply do it - and develop as they face the challenges and not allow anybody to dissuade them from pursuing this course. And it will pay off, not least in the form of a huge amount of pleasure, which should automatically be part of any job and without which I couldn't do my job with a sense of passion and which I hope each woman will experience as they make their way up the career ladder.





# Breast Cancer Awareness Month in Ghana

To commemorate Breast Cancer Awareness Month in October, FMCL Ghana launched a campaign to raise awareness of the disease to all employees. The campaign focused on the risk factors of breast cancer, the need for screening and early detection and ways in which these risks could be managed. The campaign focused on driving awareness across the organisation about the risks of breast cancer and highlighted the importance of living a healthy lifestyle.

Some of the activities during the month included:

- ◆ Employees were encouraged to wear pink every Friday as a sign of commitment to driving breast cancer awareness.
- ◆ Personal notes on breast cancer awareness from employees were collated and artwork was created to capture all these powerful messages.
- ◆ Employees were encouraged to upload their messages as their display picture on social media platforms, as well as WhatsApp statuses, to help drive awareness.





# Imperial wins 2022 WEPs 'Gender Inclusive Workplace' Award

Imperial was the very proud winner of the Women Empowerment Principles (WEPs) 'Gender Inclusive Workplace' category award for South Africa. The award, announced at the Accenture 10th Gender Mainstreaming Awards in Johannesburg, recognises the progress Imperial has demonstrated in actively accelerating gender equality by adopting relevant gender-inclusive measures in the workplace.

Congratulations to all our incredible colleagues across the world who continue to demonstrate their unwavering commitment to gender diversity and gender equality across all levels of our organisation, as well as in the communities in which we operate.



## Imperial sponsors 'African Woman in Sport' Award at the Momentum gsport Awards

Congratulations to **Makalima Akhona Zennith**, this year's recipient of the Imperial African Women in Sport Award at the Momentum **gsport4girls!** Awards, which took place in Johannesburg.

Akhona has built a credible name for herself as a referee, securing appointments across the continent. She flew the South African flag high as one of the 40 match officials to officiate during the Women's Africa Cup of Nations.

In line with our commitment to developing and empowering women on the African continent and in sport, Imperial is the proud sponsor of this award.





# Imperial makes a difference through tertiary education

*Imperial is committed to making a meaningful socioeconomic impact in the communities in which we operate. We cemented this commitment by initiating a partnership with the University of Stellenbosch in 2021, and in 2022 expanded to more universities including the University of Johannesburg, University of Pretoria, Tshwane University of Technology, University of Cape Town and University of Namibia.*

*The investment in the 38 student beneficiaries over the 2 years is a great start in our university partnerships. Of the 38 students, 82% are female, which a significant contribution to the gender transformation commitment by Imperial to the communities in which we operate. Miss Caryn Sam, who is studying a Masters in Logistics Management at the University of Stellenbosch says "When I was awarded the Imperial bursary, I was over the moon with excitement and gratitude. I was extremely excited to be a part of this program to enrich my post-graduate studies, and being in an environment that encourages the exchange of information between students and Imperial."*

## Study Assistance Programme

*Our people are our greatest asset and Imperial enables the ambitions of our people and their children through supporting tertiary education for our colleagues' children. In 2022, Imperial provided tertiary education funding to over 63 of our employees' beneficiaries.*

*The Study Assistance Programme that Imperial has implemented supports our employees with their part-time studies. During the past financial year, assistance was provided to 109 of our colleagues, 60% of which are female, to pursue their study interests, demonstrating the dedication of both Imperial and our colleagues to furthering careers through educational development. Mantombi Nxumalo, an administrator from the People & Culture team, says "When I learned that my company will be paying for my studies, I was very relieved and happy because not only did this mean that I can further my education, but it also showed me that Imperial practices its values of 'Our People Matter'."*



# Learning and Development Update



The following programmes were launched in 2022 that were open to women:

- ◆ An Executive Development Programme was introduced, which included eight female participants across the business.



- ◆ A Diversity, Belonging and Inclusion programme was launched, which included 80 women attendees. The programme covered topics such as Diversity Management, Unconscious Bias, Stereotypes, Prejudice and Discrimination, and involved ways to address these using dialogue and developing an inclusive workplace.
- ◆ Gender-based violence awareness training was piloted with a group of employees in Road Freight.

- ◆ Work Readiness Programme for disabled unemployed learners is a 10-day programme that launched in June, with an objective to provide 53 female learners with work readiness skills, such as preparing a CV, interview skills, as well as business and computer skills.



# Celebrating women@imperial at the Global Women's Forum & Networking Event

*Imperial proudly hosted the Global Women's Forum and Networking Event in Johannesburg, where over 150 women from across our operations joined us both in person and virtually ahead of the start of Women's Month in South Africa.*



*The event was a celebration and reflection of the milestones that Imperial has achieved through our women@imperial Global Women's Forum initiative, as part of our broader diversity and inclusion agenda, since the inception of the forum in 2019. Imperial Group Chairman Phumzile and Group CEO Mohammed, were among the speakers at the event. With the support of all our colleagues, we have made incredible strides in implementing regional and groupwide initiatives to support, empower and create real opportunities to 'move women forward' in our business, industries and communities of operation. While there are still milestones to meet, it is important to celebrate how far we have come in a few short years.*

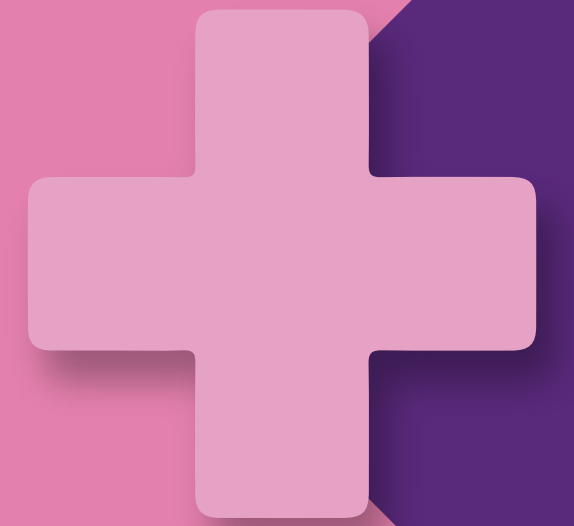
*Beautifully attired in pink and orange, our women@imperial enjoyed a morning with inspirational speakers, presentations, networking and celebrations.*





# Unjani celebrates 3 million consultations

With over 130 clinics across the country delivering around 75 000 consultations per month, Unjani Clinics has exceeded an impressive milestone - its 3,000,000th consultation!



*The Unjani Clinics Network - a flagship enterprise development project for Imperial that empowers black women professional nurses to operate and ultimately own primary healthcare container clinics in their communities - primarily serve the employed but uninsured market, in mostly low-income and rural communities. The network is funded through the enterprise development spend from several partners, including 31 clinics that are funded by Imperial.*

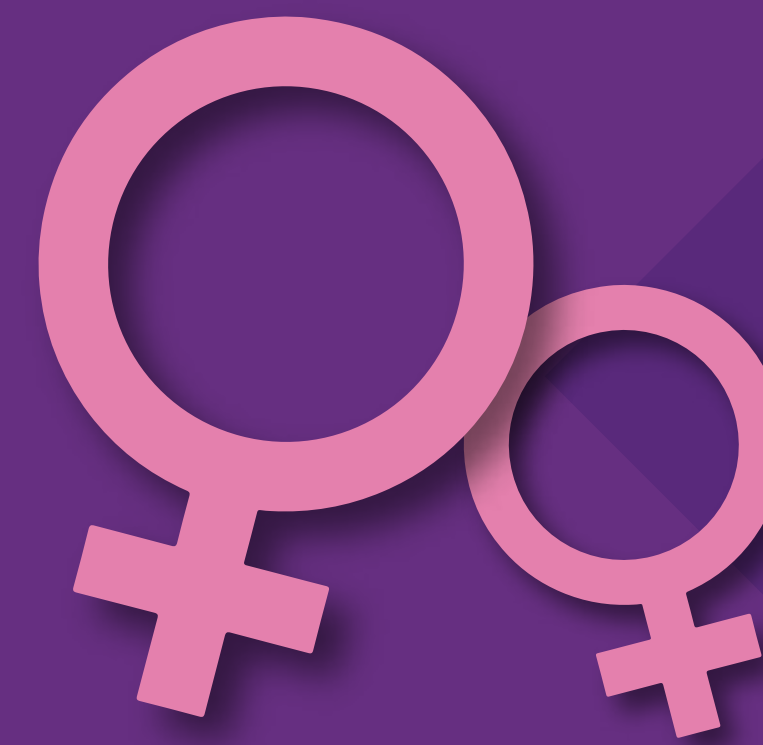


*Built on a solid foundation of empowerment and empathy, the network has been able to develop a nationwide network of nurse-owned clinics that deliver accessible, high-quality, and affordable healthcare to communities across South Africa. Not only has the model improved access to high-quality healthcare for those that need it most, it has also empowered women and created permanent employment in our communities.*

*There are already over 130 Unjani Clinics across the country, with the aim to increase this number to 650 by 2030.*



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