

### COVID-19 Statement and update

Despite the current COVID-19 pandemic, Entec has been keeping calm and carrying on. We implemented our business continuity plan

### Delivering essential supplies to UK & Europe

Although Entec is better known for providing its specialist 3PMRO service to global manufacturers' sites across AMENA and APAC regions, one of its longest standing clients

### Project Blue to roll out in LATAM

Based on the productivity and value added rewards reaped to date from Entec International's services in the AMENA region (Asia, Middle East, North Africa), one of the world's leading soft drinks and snacks manufacturers is to roll out the

### Success in Australia

Entec has successfully implemented the second phase of its three-stage 3PMRO project in Australia and New Zealand on behalf of one of the world's giant snacks and non-alcoholic beverage brands.

### Meet the team 'Down Under'

Led by Kevin Burke, Project Manager for ANZ & APAC, meet the Entec team responsible for delivering ambitious targets for the world's leading snacks and non-alcoholic beverage company, as Phase 2 of Entec's 3PMRO Project Blue pilot nears completion.

### Full 3PMRO in Pakistan

A new contract in Pakistan from a multinational beverage and snack foods client has seen Entec commence delivery of its full 3PMRO service within the sub-continent for the first time.

### Carbon Calculator + Carbon Credits

Entec International has unveiled a sophisticated new tool that calculates CO2 reduction through supply chain optimisation and can report emission savings delivered to customers as carbon value or credits.

### Working with University of Portsmouth

Entec will be working with two masters students from the University of Portsmouth during 2020, both of whom will be helping the company with marketing and communications.

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# Keeping calm & carrying on

**Despite the current COVID-19 pandemic, Entec has been keeping calm and carrying on. We implemented our business continuity plan at an early stage and have been operating on a 'business as (un)usual' basis.**

While our office-based staff and sales teams are working from home, customers can still contact us at any time using the normal email, telephone and mobile channels. Where appropriate, our sales team is using Zoom to arrange video calls.

Our warehouse in the UK continues to be fully functional, with special processes currently in place to protect our workers. All are equipped with the right PPE and are receiving deliveries remotely.

Commercial Director Mike Robinson comments, "If anything we've been busier than ever during this difficult period, transacting more than £260,000 worth of MRO orders on day one of our remote working process. I am enormously proud of the team who have seamlessly

implemented a significant change to our ways of working, whilst at the same time undertaking home schooling and additional family duties. I am delighted to report that Entec are fully able to support our customers despite extraordinary pressures on supply chains, and I would like to pay tribute to our suppliers for maintaining their services to us. Obviously some smaller suppliers have been unable to stay open, so if there are certain products that are in short supply, customers should contact us, as we

may be able to identify overstock, within the supply chain, which can be repositioned to a location where it is needed, saving cost and optimising stock, a key element of our 3PMRO model.

We trust that all our customers and suppliers, together with their colleagues and families, keep well and stay safe.

In the meantime, for additional support in these challenging times, please don't hesitate to contact us.



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# Delivering essential supplies to UK & Europe

**Although Entec is better known for providing its specialist 3PMO service to global manufacturers' sites across AMENA and APAC regions, one of its longest standing clients - a global leader in alcoholic beverages with an outstanding collection of 200 beer and spirits brands - has turned to the company to procure and provide PPE equipment to sites in the UK and across Europe, in the face of the COVID-19 pandemic.**

The company initially contacted Entec at the end of January, in desperate need of specific PPE products that they had been unable to source either in the UK or anywhere in the EU.

Entec's Procurement Manager Gurjit Johal explains, "Within two working days of our client's request, we had not only sourced one of the main products required and had it approved by the client - a process that usually takes far longer - but we had also placed the Purchase Order for over 3000 Cases (36,000 x 500 ml bottles )."

He continues, "Almost simultaneously, Entec was asked to source another key product and, again within just a few days, we had the product approved and ordered, with the first batch arriving on site within 10 days. In total Entec has now supplied the client 15 Pallets, with 840 cases, over 10,000 tubs, totalling 2 million products."

In UK and Ireland alone, Entec has distributed one or both products to over 20 food and beverage sites, and following similar requests from other Food & Beverage clients, has also despatched PPE all over Europe, including Poland, Romania, Greece, Spain, France, Netherlands, Germany and Belgium.

Beyond the UK and Europe, the company has also provided much needed PPE product to client sites in 7 countries in Asia Pacific, with further enquiries being handled for over 2 million items of a third PPE product across 4 continents.

**A big THANK YOU for all of your support in helping us to source needed items as we work to keep our employees safe during the COVID-19 pandemic. Entec has been a really supportive partner, and more specifically, has been incredibly proactive and responsive - even able to find us certain products when no one else could! We sincerely appreciate your hard work and support in these difficult times and look forward to our continued partnership.**



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# Project Blue rolls out in Latin America

**Based on the productivity and value added rewards reaped to date from Entec International's services in the AMENA region (Asia, Middle East, North Africa), one of the world's leading soft drinks and snacks manufacturers is to roll out the 3PMRO project to 21 factories across Latin America (LATAM).**

CEO Mike Robinson explains, "Reducing and controlling the costs of maintenance, repair and operations (MRO) on a global basis has become a key focus for many large manufacturers,

who recognise the opportunities for greater productivity, improved operational efficiency and reduced costs. By consolidating suppliers into a single point of contact, they can simplify their spares supply chains and optimise MRO operations. Entec provides that single point of contact as part of its 3rd party MRO service (3PMRO) and has delivered significant savings as well as lower CO2 impact, while massively cutting down the Process to Pay (P2P) cycle," he says.

"Directly due to the results we've achieved across the 14 sites in Asia Pacific, Africa and the Middle East, Entec will now be expanding its 3PMRO service to Latin America - a new region for us and a truly exciting development," Entec's results speak for themselves.

Its 3PMRO service for the client in AMENA has seen the number of MRO suppliers reduced from 430 to a single consolidated source, covering 14 sites in 6 countries. During 2019 Entec has reduced air freight shipments by a staggering 82%, with carbon output accordingly down by over 7,500 tonnes. 38% fewer purchase orders have been placed and 46% fewer invoices processed. The client has seen a 13% reduction in their multimillion dollar spend, significantly impacting overall costs.

Mike concludes, "For a global brand business with complex manufacturing and packaging operations, often in challenging markets, there are daily demands for planned and unplanned spares. Inevitably this means working

with multiple suppliers, both locally and internationally, all of whom have different ways of working and variable trading terms in multiple currencies.

Many organisations, while knowing how much they spend and with whom, don't necessarily understand what they are buying or how many parts they genuinely need to meet demand. When it comes to MRO spares inventory the phrase 'Just in case' rather than Just-in-time, springs to mind.

Entec's mission is to simplify this essential and often overlooked area of manufacturing operations, bringing increased visibility and control, thereby enabling clients to operate more efficiently, reduce waste and drive out cost."

 Read more about 3PMRO





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# Success in Australia

Entec has successfully implemented the second phase of its three-stage 3PMRO project in Australia and New Zealand on behalf of one of the world's major snacks and non-alcoholic beverage brands.

'Project Blue' has been rolled out at all client sites across the AMENA region. Initially, as part of stage one, Entec took on the management of all offshore purchasing, delivering a 7.3% cost reduction against

the client's multimillion-dollar MRO spend over the first twelve months of the project.

The second stage, which has been underway since January 2019 in Australia, saw Entec move its service onsite, opening a new office in Brisbane and establishing a dedicated regional team under Project Manager Kevin Burke to take over the management of a further 300 local suppliers across three client operations in Brisbane, Adelaide and Auckland.

Project Manager Kevin Burke says, "Essential to the project success is maintaining parts availability, driving savings not only through unit rate reduction, but in other productivity areas across the organisation. This requires significant buy-in from suppliers and end users alike, and this can be seen in the support provided by both supply and demand side to achieve these project outcomes.

Project Blue has proven an excellent testing ground to

evaluate the intricacies of managing long-term change management and supplier engagement within a market that has been highly insular to global competitiveness. We are now poised to go to the next level of efficiency through systems integration, reducing process flow and improving overall transparency for all stakeholders, from front line engineering to leadership. Exciting times ahead!"



## Kevin Burke, Project Manager ANZ.

Kevin has over 25 years' experience in both private and government sectors as Director of Operations, Regional Enterprise Services, Quality Assurance and Risk Mitigation for MRO organisations in Utilities, Infrastructure, Pharmaceutical manufacturing and FMCG production across APAC. He has a keen understanding of the relationships between business processes, systems and the commercial realities that drive MRO strategy and risk mitigation plans for multiple stakeholders



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## Meet the team 'Down Under'

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**Rachel Sanders - ANZ Team Leader**

Rachel has over 14 years of experience in customer service within the Financial Services industry, managing front

line client relationships, Process and Systems analysis, development and deployment.

Her exceptional team management skills ensure operational preparedness and adherence to KPIs. Furthermore, her ability to communicate to frontline and executive levels means Rachel consistently fosters stakeholder engagement. Her ability to unite a team drives reliable repeatable service.

Rachel's operational experience and strong work ethic keep her ahead of challenges, through close collaboration with internal and external operational stakeholders. She regularly looks for process optimisation to enhance the Entec service model and makes sure her teams deliver on their targets.



**Diane Rousseau - Implementation and Quality Control Manager**

Diane has extensive operational experience in

international logistics and product sourcing in multinational markets, as well as SAP B1 systems expertise, and HR and Corporate communications with major international companies.

Having worked within the FMCG and Logistics environment for companies such as Estée Lauder and Chanel, Diane has a strong focus on quality of service, meeting client objectives and embracing innovation.

Diane plans, recruits and mentors teams across the APAC region, whilst building competence and team cohesion. Her deep operational understanding, together with an ability to communicate at all levels, means she is highly effective at deploying new clients, while ensuring service levels are continuously improved.



**Jonathan Brideson - Internal Sales and Sourcing Specialist**

Jonathan is an experienced purchasing and customer service

professional. He has worked within the FMCG environment as a sourcing manager with Bidfood and Mexex as the main buyer for direct and in direct purchases. His portfolio of management includes Health and Safety as well as Quality Control.

Skilled at creating and sustaining long term strong relationships, procurement solutions, and handling negotiations between suppliers and clients, Jonathan has strong regional roots, strategic sourcing knowledge and a network of key connections.

His experience within the food production and MCG distribution has enabled him to provide effective supplier management and client engagement.



**Krysta Ponce - Procurement and Sourcing Specialist**

Krysta's expertise has been gained as a procurement and sourcing specialist with

one of the Philippines' major FMCG retail chains as a category manager over specific portfolios, with full responsibility for managing category branding, merchandising, and purchasing and supply.

She has managed significant category spend, handling a wide range of food group categories, and her strengths include product management and sourcing, supplier negotiation, and inventory monitoring and forecasting.

Highly proficient with corporate ERP systems such as SAP Core and SAP B1, Krysta provides vital insight into process improvement, data management and data mining.

With a strategic vision and in-depth experience, Krysta is active in the supplier development program within APAC to ensure continuity and quality of supply in the diverse marketplaces that deliver value to the client.



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# Full 3PMRO in Pakistan



Hafiz Muhammad Kashif,  
Customer Relationship Manager

**A new contract in Pakistan from a multinational beverage and snack foods client has seen Entec commence delivery of its full 3PMRO service within the sub-continent for the first time.**

The move follows successful projects for the global brand across Asia, Middle East and North Africa (AMENA) operations, where Entec has exceeded tough targets for reducing cost and improving productivity.

“This major client has multiple facilities with manufacturing, packaging and utilities capital plant, all of which require a consistent and reliable flow of operating spares, to ensure stable profitable production,” explains Entec’s Richard Zeverona.

“Across other parts of AMENA Entec has transformed a complex, multiple supplier process into an

optimised, MRO supply chain with service and value, measured to key performance indicators, reported monthly. This has delivered management control to the client along with substantial savings. Holding a supply contract for the entire AMENA region, our team is poised to deliver similar benefits in Pakistan. We see opportunity for a genuinely global 3PMRO project and the additional ROCE benefit this will deliver as spares are shared across regional or global sites will be significant”

Entec collated all offshore MRO spend for Sundar (Lahore) and Multar plants in the first phase of the project. Phase two and three

are now underway with Entec taking on local procurement and looking at means of delivering productivity through inventory optimisation.

“The contract is already exceeding its agreed goals, with both parties benefiting from better than planned productivity to targets, with an excellent customer relationship underpinning progress,” Richard says.

Hafiz Muhammad Kashif has joined Entec as in-country Customer Relationship Manager for Pakistan.



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# New CO<sup>2</sup> Calculator

**Entec International has unveiled a sophisticated new tool that calculates CO<sup>2</sup> reduction through supply chain optimisation and can report emission savings delivered to customers as carbon value or credits.**

Developed in co-operation with the University of Southampton, the new improved Carbon Calculator uses real-time logistics data to optimise CO<sup>2</sup> emission through shipment consolidation.

University of Southampton Masters student, Thi Hong Ngoc Dang, who is studying Business Analytics and Management Sciences, worked closely with Entec to assess how the benefits of shipment consolidation could be achieved, assessed and quantified across ground, sea and air modes; then building an optimisation/decision making model to calculate cost and CO<sup>2</sup> savings from data provided by Entec.

Mike Robinson, Entec director says, "Awareness of sustainable development has continued to rise rapidly in recent years and businesses are starting to pay more attention into their environmental impact. As a Supply Chain Integrator, Entec is proud to be at the forefront of developing solutions to help our customers eliminate excessive emissions and demonstrate their

'green' credentials, as well as saving costs. Our investment in this new tool to evaluate and improve the carbon footprint of supply chains further demonstrates our own commitment to environmental sustainability."

This is the first partnership project between Entec and the University of Southampton.



**Thi Hong Ngoc Dang,  
University of Southampton**



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# Working with University of Portsmouth

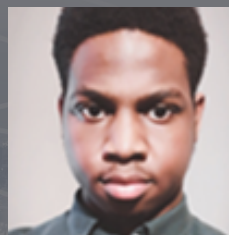
Entec will be working with two masters students from the University of Portsmouth during 2020, both of whom will be helping the company with marketing and communications.



**Joana Dirikis Isidoro,**  
University of Portsmouth

Joana is currently studying an MSc in Business and Management at Portsmouth. Previously she studied International Relations and Politics.

As she hails from the Algarve in Portugal, Joana will be focusing on Project Blue in the LATAM (Latin America) region. She will be analysing ways of working with this major FMCG client and supporting the company in developing web pages in Portuguese to make information from Entec more easily accessible for customers and suppliers in Brazil.



**Vivian Onokwai,**  
University of Portsmouth

Vivian is also an MSc student in Business and Management at Portsmouth and is undertaking a placement at Entec.

Vivian will be working on a visual marketing project to create an engaging animated video that explains how Entec's 3PMRO system simplifies supply chains, saves costs and reduces carbon emissions.

CEO Mike Robinson comments, "We've worked alongside university masters students previously and found that they bring energy and a fresh perspective to our team. We're particularly focussing here on how we can communicate our great service more effectively – including in a new marketplace. The benefits we provide are clear, but our service is multi-layered and often complex. With the help of Joana and Vivian, we look forward to providing potential new customers with an easy to understand insight into how we operate as a single-source 3PMRO partner."