

It was a 'RAM... MAN UNITED' Day



When Manchester United announced they were coming to town, the RAM Management team grabbed the opportunity to couple the visit to South Africa with a team building programme for all employees.



On a chilly Saturday in July, RAM employees were bussed from Isando to a conference facility in Pretoria. All employees were issued with a RAM T-shirt and the mandatory soccer accessory – a vuvuzela. David Lazarus addressed the staff and then welcomed guest speaker, South African Soccer legend Neil Tovey.



Lunch was served before the busses left for Loftus and an afternoon of soccer bliss – with a live match between international soccer greats Manchester United and local dream team Kaizer Chiefs.



The atmosphere in the stadium was electric and the RAM contingent had a ball. Chiefs' win over Manchester United provided the perfect end to a special day out.



Daniel David, a true RAM Comrade – A personal letter

I joined RAM Hand-to-Hand Couriers™ on 6 September 1999 as a line haul driver, and later moved onto the dayshift as a courier. Since 17 September 2006, I have been operating as the morning shift supervisor.

I've always enjoyed my soccer, but started road running to keep fit as I was getting too old to play soccer. Then a friend challenged

me to run the 15km Westville Challenge. I completed the race, but was sore for many days. My road running friends thought this was a joke, but I made a promise to them that I'd not only better my time in the next race, but I would beat them. It took a lot of hard work and dedication. In the end, I not only beat them at the 15km distance, but over the 21km and 42km distances as well.

My friends then challenged me to enter the Comrades Marathon, which they said would sort out the men from the boys. I entered my first Comrades in 1990. I beat all my friends over the 90km distance, and won a silver medal. That silenced the critics forever.

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Due to the costs and physical demands of the marathon I don't run the Comrades every year. I have, however, run it eight times and hope to complete it many more times. Comrades has inspired me to compete in races spanning 160km, but there's still nothing like running the Comrades.



I would like to thank Mr David Lazarus for his personal support.

Daniel David



RAM secures deliveries for Cricket South Africa

Bringing international test cricket to local television screens was just not enough. RAM Hand-to-Hand Couriers™ is proud to announce that we have secured a three-year supply partner deal as the official courier partner to Cricket South Africa.

Cricket South Africa Commercial and Communications Manager Steve Elworthy confirmed RAM's appointment to provide them with a dedicated full service courier offering. "Cricket South Africa looks forward to a long and mutually beneficial association with RAM, who have proven their commitment, dedication and passion to cricket in South Africa," says Elworthy.

RAM is now at the coalface of every aspect of cricket in South Africa, from the broadcast sponsorship to collecting and delivering the players' kit and equipment to anywhere in the world, on time every time.

The partnership signals RAM's commitment to providing an unparalleled service offering which extends to their commitment to South Africa's national cricket team and all stakeholders.

"We are honoured to have been named Cricket South Africa's courier partner of choice," says David Lazarus, Joint Managing Director of RAM.

"RAM will rise to the challenge of the partnership, we're excited at the prospect of offering a seamless courier service to the national team, which will include meeting the challenges presented by the 2007 World Cup."

When you think Cricket South Africa, think safe, reliable deliveries from RAM Hand-to-Hand Couriers™.



Devon Saul, Branch Manager of the RAM George hub, is the proud recipient of a RAM Long Service Award. Devon has been part of the RAM family since 1996. In an interview with RAM News, Devon reminisces about his long road to success.

Long Service Award

How long have you been with RAM?

Ten years and seven months.

What positions have you held at RAM over the years?

I started my career as a driver collecting and delivering parcels of diamonds for various clients. Before I joined RAM I worked in the security industry and this opened many doors for me in the RAM Group. I worked at the Johannesburg branch and was given the option of being transferred to Cape Town to start up the hub there.

Greg Bloom and I ran the Cape Town office out of one car. New staff were then recruited

and the Cape Town branch quickly grew. I made it my aim to take control of all daily tasks and operational elements within the business. When Nathan moved to Cape Town the business really took off. The George area was run from Cape Town until increasing demand made a George hub necessary. I was offered a position in George and left Cape Town in 2000 with my wife to start from scratch.

My wife ran the office and I once more did all the collections and deliveries after a long, tough journey. I was eventually promoted to Branch Manager.

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How has RAM changed and grown over the years since you started?

RAM has grown from a simple three letter word to a massive courier business. It has gone from delivering little uncut stones to delivering just about anything today.

What has kept you with RAM for this long?

My clients' needs and their support through the years, as well as the mutual loyalty and respect between me and my bosses. That's what's kept me here and always will.

What makes RAM different from other courier companies?

RAM does ongoing research on how to satisfy our clients. RAM puts our clients' needs first, no matter how big or small they are.

What is the best part about your job, and what are the biggest challenges it presents?

The best part is closing my office door

in the evenings, knowing all my clients are happy and satisfied. The biggest challenge is keeping them that way.

How has the South African courier services industry evolved since you became a part of it?

The industry in South Africa has grown substantially. It has become so competitive that we are continually pressed to offer a top service to remain at the forefront of the business.

Please give us a brief description of a typical day in your life at RAM.

I have to ensure that all operational duties are carried out without any glitches, and that all the staff are performing. I solve problems and address customer complaints. There is no job too big or too small – I still collect and deliver parcels myself. I'm committed to the success of the business and work 24/7 to ensure a seamless courier offering.

What advice would you give to someone considering a career in the courier services industry?

You must ensure that you are always on top of your game. Don't let the business get the better of you. Persevere and believe in yourself, and do everything in your power to meet your challenges and goals.

How do you like to spend your free time?

I love spending time with my family. I play golf on weekends on my favourite course, Bramble Hill Fancourt. I also enjoy watching rugby and motor racing.

What motivates you as a person?

To be true to my wife with her strong personality, to be true to the Lazarus family and to be true to my clients.



RAM employees 'bend it like Beckham'

For the boys...

Based at Rhodesfield Stadium in Kempton Park, RAM Football Club was established in 2004, with 18 players and four officials. The team has an impressive history, with a total of 15 games played, 12 recorded wins, 1 draw and only 2 losses to date. Both upsets were in August this year, and the team is determined to get back onto their winning streak.



And one for the girls...

'If the boys can, then so can we', is the general consensus when it comes to the recently established RAM Girls Soccer team.



The girls have played only five games, but are improving with every one. They are feisty, and committed to having fun and keeping team spirit high at every game. The RAM CSD & Collections Department employees seem to dominate the team and believe it's resulted in a more harmonious working environment.

The girls are looking forward to their first RAM victory, which they feel is imminent. Good luck Girls!



Innocent foils attempted robbery

Vigilant RAM Pretoria driver Innocent Ncube acts on his suspicions and helps to arrest robber.

On 22 June 2006, Innocent was delivering a shipment of five parcels to a jewellery shop at the Sunnypark Mall. While walking through the mall to the shop, he realised that he was being followed. On leaving the

shops Innocent noticed the person following him had entered the shop with RAM bags and flyers. It appeared that the man was attempting to retrieve the delivered items.

Innocent acted at once and ran back into the shop to apprehend the suspect. The SAPS were called and the man in question was arrested. Innocent has since been

commended for his dedication and commitment to his work, and received a reward from Management at the RAM Workshop held in July.



RAM installs state-of-the-art tracking system

RAM recently installed one of the most advanced wireless data collection mobile systems in South Africa.

Joint Managing Director Graeme Lazarus explains that efficiency, reliability, real-time information and security are extremely important elements of the company's services.

"For this reason, we decided to invest in mobile technology that would not only give us the edge in the industry today, but would also take care of our needs into the future", he says.

"We required greater mobility in the field, which led us to invest in the latest technology."

ProScan systems provided RAM with a total wireless mobile solution of over 50 mobile computers. With radio communication and wireless access points, the computers are able to identify, track and manage collections and deliveries.

The advanced data-collection and communications device will facilitate the scanning of parcels at the warehouse, matching parcels and waybills, tracking

and tracing en route and will capture proof-of-delivery at the destination.

Says Graeme "With an average of about 13 500 parcels passing through our Isando hub every day, 420 vehicles and over 820 staff members to coordinate and manage, the mobile system will assist with streamlining our operation, reducing costs and increasing overall processes and efficiency."



RAM's 2006 advertising campaign in full swing

Shifting gears in the RAM new advertising campaign, Troika Imagineering Works is building on the 'Hand-to-Hand' positioning of the brand, and the new creative angle takes long strides in differentiating RAM from its competitors, honing in on our wide coverage of South Africa and emphasising our rich South African heritage.



Outdoor and print media have been chosen to execute the campaign. A number of key high-traffic outdoor sites have been selected, including Durban and Cape Town airports and Sandton CBD. High profile, small space adverts on the Companies page in Business Day have contributed to the maintenance of top of mind awareness, while constantly updating the message.







RAM's ongoing TV cricket sponsorship offers the perfect platform to continually update and air tactical television squeeze-backs, offering mass-market awareness for the RAM brand.



New hands at the wheel

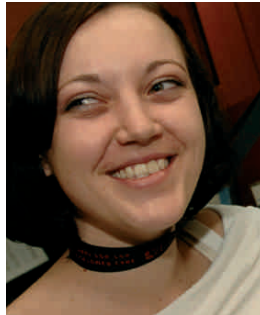
RAM Hand-to-Hand Couriers™ takes pleasure in welcoming Jeanne, Brenda, Bonny, Charlene, Charles, Kagiso and Harshim to the Group. RAM News posed a few questions to each of our newest members of staff to help you get to know them...

	 <p>Bonny Bergstrom – Sales Executive</p>	 <p>Kagiso Legoale – Trainee Cost Accountant</p>	 <p>Brenda du Plessis – Sales Manager</p>	 <p>Jeanne Le Roux – Sales Executive</p>
What's your favourite food?	Pizza	Any fast food	Roast chicken and veggies or pasta	Prawns
What book are you currently reading?	Food and Home Magazine	None at the moment	Memories of Villa Mimosa	None
Your favourite programme?	CSI	<i>Curb Your Enthusiasm</i> and <i>The Sopranos</i>	<i>Grey's Anatomy</i>	<i>Friends</i>
Favourite music?	Anything '70s or '80s	James Ingram	Cat Stevens and Shakira	Linkin Park
You're stranded on a desert island. What two things do you need to survive?	My family and my bed	My Apple iPod and friends	My family and take-aways	My dog and my girlfriend
If you could invite any six people in the world to dinner, who would they be?	My parents, Karin and Spencer, and my brother and sister-in-law	Martin Lawrence, Warren Buffet, Pat Metheny, Oprah Winfrey and Jada Pinkett Smith	Brad Pitt, my mom, my dad, Oprah Winfrey and Lance Armstrong	Jennifer Aniston, Vince Vaughn, Brad Pitt, Angelina Jolie, Jim Carrey and Matthew Perry
Where's your ideal holiday?	Anywhere tropical with a beach	Camps Bay	Maldives	Miami
Any pet hates?	People who think they own the road	People who change lanes without indicating	Ignorance	When a person thinks they know everything about everything...
What word best describes you?	Smiley	Reliable	Assertive	Friendly
What's your passion?	To do well in everything	Playing the piano	Building my house	Art
What do you do at the weekend?	Relax with my family	Spend time with my boyz at the pub	Spend quality time with my children and go shopping	Spend time with friends and family

New hands at the wheel (continued)



**Harshim Shaik –
Warehouse Manager**



**Charlene McKay –
Creditors Data Capturer**



**Charles Kirk –
Fleet Manager**

What's your favourite food?	Seafood platter	Lasagne	Eastern and Portuguese cuisine
What book are you currently reading?	The Man	Cosmo of course	Getaway Magazine and Cycling News
Your favourite programme?	<i>Scandal</i> and <i>Friends</i>	<i>Desperate Housewives</i>	<i>National Geographic</i> and <i>Supercycling</i>
Favourite music?	George Benson	Coldplay	Music from the '80s
You're stranded on a desert island. What two things do you need to survive?	My cellphone, and somebody to talk to (preferably female)	My toothbrush and my other half	Water and my higher power
If you could invite any six people in the world to dinner, who would they be?	The world's six top drug-lords. After the meal I would announce, "Gentlemen, hope you enjoyed your meal, it was poisoned."	Jennifer Aniston, Vince Vaughn, Chris Rock, Owen Wilson, Kate Hudson and the crazy Bam Margera	Lance Armstrong, Michael Schumacher, Mark Shuttleworth and my family
Where's your ideal holiday?	KwaZulu-Natal or the South Coast	A day spa, or anywhere with a beach	Crystal Springs or the South Coast
Any pet hates?	People driving slowly in the fast lane (no gender bias)	None that I can think of	Cats
What word best describes you?	Straightforward	Passionate	Serious
What's your passion?	Speed (controlled track racing)	Fashion Design	Cycling
What do you do at the weekend?	Relax with family (no compromises)	Get creative and spend time with family and friends	Get outdoors