

# CONTINEO

2022 QUARTER 1 ISSUE

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• **AMIDST WARS & PANDEMICS**

BY MATTHEW ADAMS

*The future is bright.  
Onwards and upwards!*

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## EDITOR'S PICK:

# AMIDST WARS AND PANDEMICS

by Matthew Adams



**Matthew Adams**  
Vice President Global  
Offices & Network

Dear Colleagues,

I was delighted, and indeed flattered, to be asked to write a contributing article for Contineo entitled ***"Amidst Wars and Pandemics."***

The inclusion of the words **"War"** and **"Pandemic"** in the same sentence would, for many, spell doom and disaster – ***Not so I.***

I have therefore taken the liberty of re-crafting the title to read:

***"In the Midst of Chaos, There Is Also Opportunity" - Sun Tzu***

For sure, the Ukraine war and anti-Russia sanctions, on top of the Pandemic-related disruptions, have thrown yet another wrench into global supply chains. Against this backdrop, however, we have demonstrated our ability to prosper in the face of adversity, and with the continued leadership of our senior management team, I believe we will climb to ever new heights.

### ***How we will continue to mitigate these challenges and prosper:***

Being mid-sized and family-owned is a genuine advantage in that it gives us the flexibility to disrupt the market with innovative, profitable solutions quickly.

In this regard, the **Jewel in the "Royal Cargo Crown"** is, of course, our very own **IRIS PAOAY!**

In addition, we have also been busy innovating, developing, and disrupting elsewhere in the network. A notable example is our new Ocean Freight Charter Partnership providing multiple monthly sailings on





CN/UK/US and VN/US trades with space guarantees, priority berthing, and the availability of fixed term rates. As a direct consequence, a huge amount of time has been spent developing solutions for our Abaca shipments, resulting in shorter transit times, additional T/S options and fixed term rates. The new service has also enabled us to originate new CN/UK business, which should help us push RCSHA into the black on a sustainable basis.

The anti-Russia sanctions have also presented RCSHA and RCHKG with a further opportunity to target CN/Europe/UK Rail Freight Customers for conversion to the Charter and Scheduled Ocean Freight services, owing to the cancellation of China-Europe rail freight routes. Likewise, RCVN following the suspension of the Silk Road freight train service.

On top of this, there has been a big push to develop our sales capability through **the expansion of our sales teams throughout the network. We needed to hire Sales Executives, Managers, Directors - ASAP.** Against the odds, we sourced and onboarded new, high-quality, sales professionals in Vietnam, Malaysia, China, and the US - all in the space of six months.

In a further development, I am delighted to announce that we have been given the **green light to resurrect our Taiwan business.** We are currently interviewing ambitious, goal-orientated candidates for the role of National Sales Manager to spearhead the re-launch. Previous sales management and industry experience is of course a must, but the successful candidate will also have to demonstrate the desire and aptitude to morph into a Country GM roll.

I do hope this short article has given you just a little taste of what we have been doing and where we are going.



*The future is bright.  
Onwards and upwards!*





## HSSE CORNER:



### RCI CONDUCTS BLOOD DRIVE

*by Camille Bello*

In keeping the tradition alive, Royal cargo initiated this year's first blood donation drive last March 25, 2022. HSSE organized the blood drive and partnered with Philippine Red Cross – Rizal Chapter, Muntinlupa Branch on the Royal Cargo Head Office premises.

Around 44 employees registered for the event, of which **39 were able to donate successfully.**

There will be a second batch of the blood donation drive in June. If you want to participate in a lifesaving event, please don't hesitate to contact HSSE at [maryann.olaes@royalcargo.com](mailto:maryann.olaes@royalcargo.com)

## 4 UNEXPECTED BENEFITS OF DONATING BLOOD

Blood is essential to one's survival, acting as a way for oxygen and essential nutrients to reach different organs in the body. This is why healthcare institutions are always in need of blood to give a lifeline to patients with serious medical conditions or to nurse them back to health.

The Philippine Red Cross estimates that more than 2,000 blood units are being transfused to patients all over the country every day. You also cannot discount the possibility that someone you know might need blood transfusion in the near future.



HSSE Team together with Philippine Red Cross

### ***Your blood may flow better.***

Repeated blood donations may help the blood flow in a way that's less damaging to the lining of the blood vessels and could result in fewer arterial blockages.

### ***You'll get a mini check-up.***

Before you give blood, you'll first have to complete a quick physical that measures your temperature, pulse, blood pressure and hemoglobin levels. After donating, your blood goes to a lab where it undergoes 13 different tests for disease and abnormalities. If anything comes back positive, you'll be notified immediately.

### ***Your iron levels will stay balanced, reducing the risk of heart disease and cancer.***

Healthy adults usually have about 5 grams of iron in their bodies, mostly in red blood cells, but also in bone marrow. You lose about a quarter of a gram of iron when you donate blood. But don't worry! You replenish your iron from the food you eat in the week after donation. Additionally, regulating iron levels reduces the risk of heart disease and cancer.

### ***You'll know the joy of saving human lives.***

It is a wonderful feeling to help doctors save lives. There is no perfect substitute for human blood. The blood you donate is divided into various components, according to the needs of patients. Each component can be used by different recipients for various purposes. Many newborn babies benefit from a single blood donor, as their blood requirements are smaller. Be a hero by donating blood.



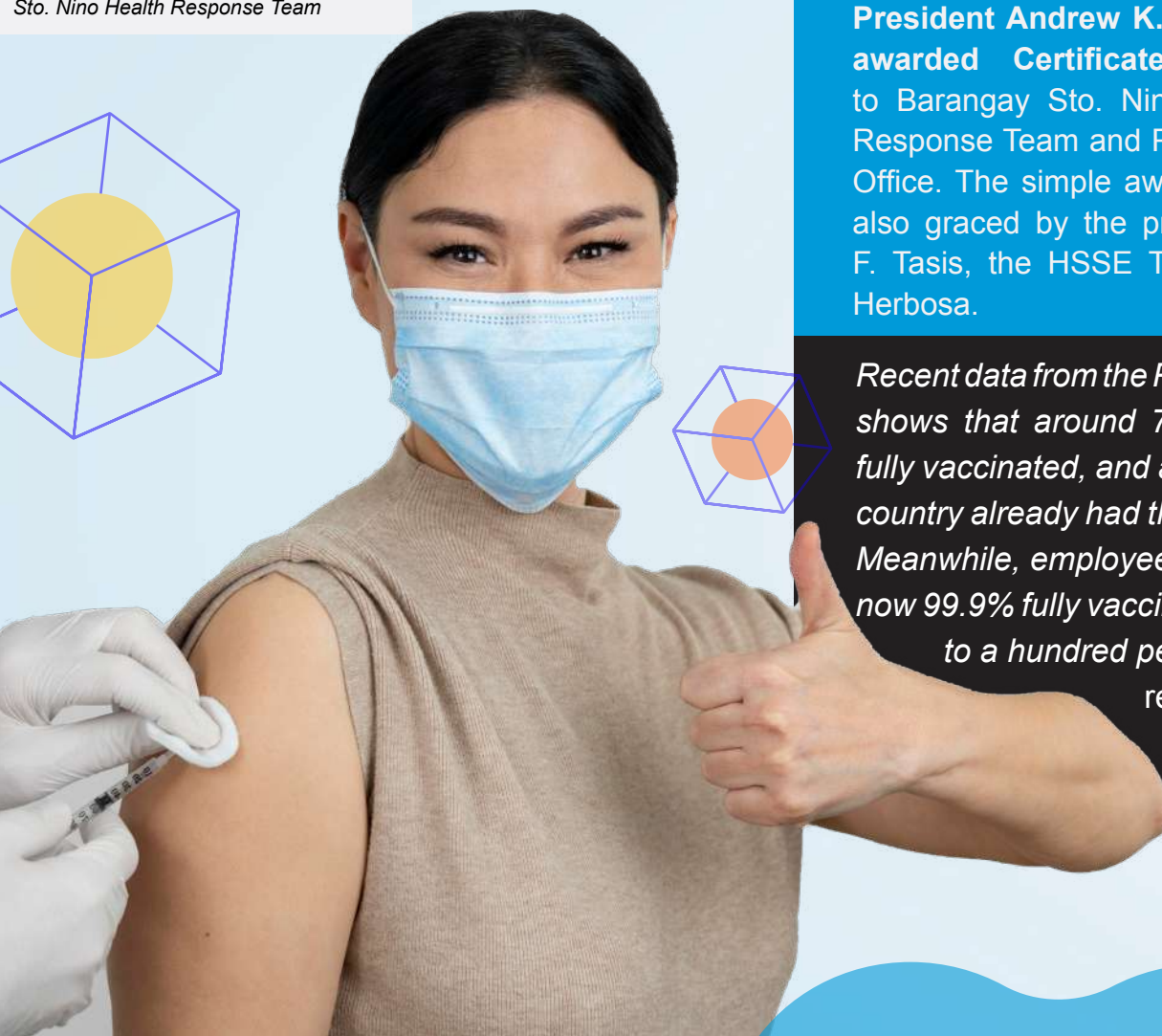




## HSSE CORNER:



PHOTO: Dra. Filma Herbosa, Andrew K. Raeuber, Loida F. Tasis with officials from Paranaque City Health Office, and Brgy. Sto. Nino Health Response Team



## BOOSTING IMMUNITY

by Camille Bello

In order to strengthen the immunity of its employees from the COVID-19 virus, Royal Cargo successfully rolled out a booster campaign last April 7, 2022.

**A total of 132 participants** with a mix of RCI employees and their family members were administered vaccine booster doses.

To recognize the successful initiative of the government organizations, **Royal Cargo President Andrew K. Raeuber personally awarded Certificates of Appreciation** to Barangay Sto. Nino Health Emergency Response Team and Paranaque City Health Office. The simple awarding ceremony was also graced by the presence of Ms. Loida F. Tasis, the HSSE Team, and Dra. Filma Herbosa.

*Recent data from the Philippine government shows that around 70 million people are fully vaccinated, and about 12 million in the country already had their booster vaccines. Meanwhile, employees of Royal Cargo are now 99.9% fully vaccinated, paving the way to a hundred percent with only one remaining employee unvaccinated.*



# INSIDE NEWS:

## CRM BUSINESS RULES CERTIFICATION TRAINING

by *Nina Maigue*

To maintain and continually improve sales competence across the RCI group salesforce, we have launched a new compulsory course called CargoWiseOne (CW1) Business Rules Certification Training. **The training course aims to clarify and reinforce the RCI standard sales process and business.**



Key Accounts Management team

The latest training package that complies with the ISO standards has **successfully taken place in the first quarter via MS Teams**. Our Sales departments such as Crane and Erection Department (CED), Contract Logistics (CL), Iris Logistics (ISH), Key Accounts Management (KAM), National Sales Development (NSD), Projects and Heavy Lifts (PHL), Pharma Logistics (PLO), Own Fleet Department (OFD), Domestic Sea Freight (DSF), and the Global Offices including China, Hongkong, Indonesia, Malaysia, Thailand, Vietnam, and United States have participated and completed the training course.



National Sales Department, and Own Fleet Department

### We have designed this program to:

- Equip new frontline sales personnel with the “know-how” regarding RCI standard sales process before receiving live CW1 access and start to perform sales activities
- Periodically refresh and provide existing frontline sales personnel with the latest update regarding RCI standard sales process
- Align the training package with the ISO standards

To make the program more interesting, we have given a token to the salesperson who tops the certification exam in the RCI Philippines.

**Sales Performance and Effectiveness of the Group Revenue Management will continue the training course annually or as needed to ensure sales competence within the RCI group.**



Global Offices: China, Hongkong, Malaysia, Thailand, and Vietnam





## INSIDE NEWS:

# RCI REQUALIFIES FOR ISO CERTIFICATION

by Rey B. Macaro

Royal Cargo Inc. maintained its **ISO9001:2015** and was able to extend its certification until July 3, 2022.

To be able to optimize external audit and preparation efforts for all the three Management System standards, the RCI management has decided to have the external audit conducted in a single schedule for the year.

These standards are:

- **ISO9001:2015** Quality Management System
- **ISO14001:2015** Environmental Management System
- **ISO45001:2018** Occupational Health & Safety Management System (new certification)

A special audit was conducted by TUV Rheinland Philippines last March 3, 2022, to facilitate the extension of the QMS certificate, which is supposed to expire on March 7, 2022.

The special audit was conducted by Ms. Mila Villapando of TUV Rheinland and attended by RCI QMS and HSSE Team headed by HSSE Manager Andrew Valenzuela and QMS Manager Rey Macaro.

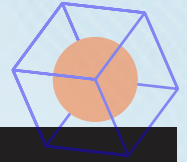
The certificate extension is a demonstration of Royal Cargo's system compliance and Management commitment to process excellence and customer satisfaction in terms of quality, environment, and safety.







## INSIDE NEWS:



# ROYAL CARGO RECOGNIZED AS THE MOST PROFESSIONAL SUPPLIER 2021 BY ORIENTAL LINK *by Cherry Pascual*

Royal Cargo received a **Supplier Performance Award 2021** from Oriental Link last March 5, 2022. The awarding happened during a Virtual Operational Meeting with the presence of the Oriental Link representatives – Ms. Luisa Yue (Supply Chain Manager), linked from China, Ms. Lee Anne De Vera (OL – Logistic Manager), and Ms. Jonah Inoc (Project Manager). During the said event, Oriental Link recognized Royal Cargo as their Most Professional Supplier.

Oriental Link has been a Royal Cargo client for almost four (4) years now for their warehousing and distribution requirements for their telecom products, such as their Fiber Homes End-User Daily “Non-Stop.”



RCI CORDOVA CEBU TEAM

Special mention to the **Cordova Team** for their exceptional commitment to meeting and serving Oriental Link’s requirements on all occasions and situations, especially due to the damaging onslaught of Typhoon Odette last December 2021.

Typhoon Odette damaged several regions across the country, mainly in the Visayas and Mindanao, in December 2021, including Royal Cargo Cebu, Cordova warehouse facility.

As narrated by Jeffrey Cas, Sr. VisMin Area Manager – Contract Logistics Department, they even walked from their houses to report to the Cordova Warehouse daily. Despite all these challenges, they remained committed to giving excellent service to the client. A true demonstration of RCI’s service excellence for everyone to emulate.

Celebrating Success



CEO Executive  
Wing He  
ORIENTAL LINK SUPPLY CHAIN INC.



RCI CORDOVA CEBU FACILITY



# SPECIAL FEATURE:

## THE WOMEN WHO INSPIRE ME

by Cherry Pascual

Being a woman in a male-dominated field has its challenges. Our **2021 Employee of the Year – Michelle Peralta** – faces that every day as she has been working for almost ten (10) years in IT before having a career in Business Process Development under Projects and Heavylifts.

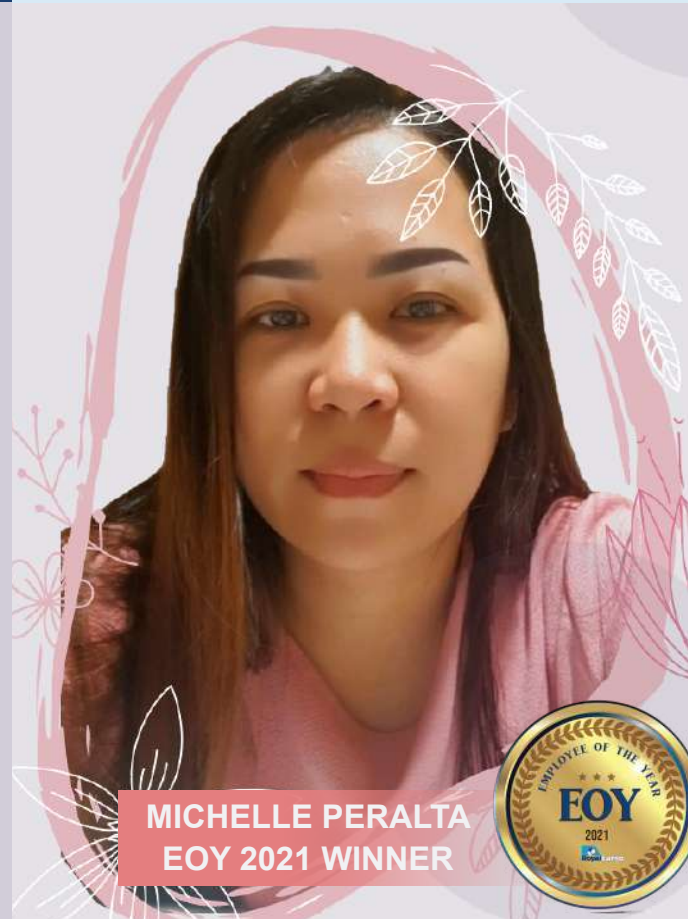
Still, Michelle believes that Royal Cargo has given her an excellent opportunity to be surrounded by positive people and inspired her to give her best in everything she does, eventually leading to more incredible things.

There are certain people she draws inspiration from to remind herself to thrive in working in such an environment. Here's a list of women she looks up to or has helped her become the person she is now.

**Her mother:** "As a single mom like her, she is the greatest influence in my life. She taught me how to be independent, make strong family connections, and set goals to become a strong woman."

**Her mentor (Jeanette "Cute" Radoc):** "I admire her for being an independent woman, and she inspires me the way she does her work."

**Miriam Defensor Santiago:** "She is one powerful woman here in the Philippines. I admire her for her confidence and perseverance. She once said there is no substitute for hard work."



**MICHELLE PERALTA**  
**EOY 2021 WINNER**



Working hard means putting enough effort into your learnings and the willingness to adapt to changes. Still, prioritize your mental and physical health because your dreams will be nothing without you. There is no substitute for hard work and a shortcut to success. You have to go through many things to perform something properly. Moreover, no matter how slow or fast your progress is, it's still progress."

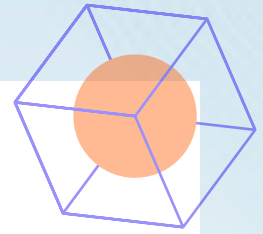






# TECH TRENDS:

## THE MS TEAMS SHIFT



In light of the pandemic, hybrid work has become a new norm in the workplace. With that, platforms such as Microsoft Teams have quickly become an integral part of many organizations' day-to-day operations, including Royal Cargo.

Microsoft Teams is a collaboration app specially built for hybrid work and an ideal space that allows a group of people to meet, share content and information, collaborate, and store files – all in one place.

Indeed, it has become part of how we communicate with our colleagues day in and day out. To strengthen this, the management has given the mandate to shift all internal communications to MS Teams beginning of this year. The said memo stated that it is high time to maximize the use of MS Teams for internal communication as part of the Microsoft Office 365 offering.

Furthermore, it is better secured than emails and accessible via web browser, mobile, and desktop app anytime and anywhere.

***“We can see that MS Teams, together with other messaging apps, will eventually replace emails in the workplace. There’s also a big possibility of MS Teams to be the primary communication and collaboration tool for both internal and external users,”*** according to Michael Rudolf Gasper, VP – Information Technology & Digitalization, as there is an evident continuous communication shift in the coming years.

To know more about the features within Microsoft Teams, scan the QR code below to stay connected and work more





# A DAY IN THE LIFE:

## A DAY IN THE LIFE OF A TRANSPORT HEAD

by Cherry Pascual



LARRY NATERO ZUBIETO  
MOY 2021 WINNER

Larry Natero Zubieta, or **Sir Larry** to many, is currently the Head of Royal Cargo Transport. Royal Cargo Transport, previously named Own Fleet Department (OFD), provides total road transport solutions for both internal and external customers of Royal Cargo, Inc. The department **manages the maintenance of the overall fleet** and ensures that owned trucks and equipment are well maintained and utilized to achieve RCI's operational efficiency and profitability. To date, **their biggest client is Jollibee, with around 130 trucks allocated (60% of our fleet)**

Sir Larry, a mechanical engineer, has been with Royal Cargo for almost 9 years with a total of 21 years of intensive transport background. He admits that being in the trucking industry and head of the transport team has been very demanding. **During peak seasons, he typically works 24/7.**

### *Here's a look into Sir Larry's daily schedule:*

#### **5:00 A.M.**

The usual start of his day is to get updates from the dispatch team.

#### **8:00 A.M.**

Upon arrival at the office, he goes around the yard in the morning to check the trucks and equipment inventory and make sure that all assets are well-maintained and working properly, ready to go, and safe to travel and deliver.

#### **9:00 A.M.**

Daily meet up with team members to discuss operational concerns and delivery whereabouts. He also ensures that all the bookings are served versus the dispatch plan and all turnover reports are submitted.







### **10:00 A.M.**

Check and respond to e-mails and other queries

### **1:00 P.M.**

Attend to client calls and driver's concerns and provide for other clients' needs. He's very hands-on and sometimes gets involved in repair maintenance jobs as he doesn't mind getting his hands dirty. Previously, he worked as a mechanic at Toyota.

### **5:00 P.M.**

End of the day, though, he hardly goes home by then as he embraces his all responsibilities, for this is not just work for him but his passion.

Sir Larry faces various daily concerns such as: raising productivity, utilizing assets, transportation cost management, and keeping the drivers and helpers committed. **He handles around 200 personnel and always looks after his people.** He said that *“kahit matigas ang ulo, nagpapasensya ako at tinuturuan ko padin sila.”* With his commitment and determination to succeed in his role, it's not so surprising that he received the coveted **2021 Manager of the Year 2021.**





# DID YOU KNOW?

## THE ROYAL CARGO STANDARD EMAIL SIGNATURE

by Camille Bello

Having a unified and standardized email signature is essential. ***It is like handing a person a business card every time you send an email.*** It is also considered imperative for effective communication as it establishes corporate identity and professionalism to a diverse range of stakeholders.

This year, we encourage all Royal Cargo Group employees to use the standard RCI Email Signature.

***Please see the correct format below.***

Best Regards, (Arial Regular, 8pt, Navy Blue)

**EMPLOYEE NAME** (Arial Bold, 9pt, All Upper Case, Navy Blue)

Position (Arial Regular, 8pt, Title Case, Navy Blue)

Department and/or Division / Country - For Global Office (Arial Regular, 8pt, Title Case, Navy Blue)

Telephone Number | Mobile Number (Arial Regular, 8pt, Navy Blue)

**www.royalcargo.com** (Arial Rounded MT Bold, 9pt, Navy Blue)

Best Regards,

**EMPLOYEE NAME**

Position

Department and/or Division / Country - For Global Office

Telephone Number | Mobile Number

**www.royalcargo.com**



# CONTINEO

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