



Platforms to Success

A Publication of Banks DIH LTD

In & Around

Banks DIH Limited

ISSUE 30

Year-end Edition



**Celebrate the festive season
with some of Guyana's finest
Traditions.**



*Merry
Christmas!*

#BUYLOCAL



Enjoy Christmas in

Country

Enjoy a cold Banks Beer responsibly. 18+



Committed to Excellence



CHAIRMAN'S ANNUAL ADDRESS TO EMPLOYEES FOR FINANCIAL YEAR 2021-2022

My Fellow Employees, another year has passed and another season of Christmas is again with us. It is Calvin Coolidge, the 30th President of the United States of America, who said: "Christmas is not a time nor a season but a state of mind. To cherish peace and goodwill; to be plenteous in mercy is to have the real spirit of Christmas".

My fellow employees, the message for all of us from Calvin Coolidge's statement, is that the meaning and intention of Christmas should not be an annual commemoration observed primarily on the 25th December but rather a continuing experience in our interactions with others in which the time honoured values of peace and goodwill and mercy are mutually shared and lived. The point is well made that the Christmas experience should be a state of mind; a part of our database of memory to be readily accessed on our respective journeys of life.

My fellow employees, it was in 2019 that we first encountered the experience of Covid-19 and over the almost three years since then, many lessons and experiences were learnt. The virus is still among us and we are still learning. But how much can we say that the experience has impacted our respective states of mind and has that experience been for better or for worse? Calvin Coolidge's words strongly recommend that we should learn and put into practice the experience of inner peace. An atmosphere of peace must first be created within ourselves then gradually expanded to include our families, our communities and ultimately the whole earth. It will be through this continuing interaction and involvement with others that we will be enabled to have that Christmas state of mind, not only in December but all year long. So what better way than to cultivate the true Christmas spirit – the spirit of the season than within the Banks DIH family.

My fellow employees, Christmas is a glorious



Mr. Clifford B. Reis
Chairman/Managing Director

season of the year and yes it can also be a busy time for most of us. As we consider this reality, it is my wish at this time that we may not become so caught up in the pressures of the season, that we place our emphasis on all of the wrong things thereby missing the simple joys of commemorating the Birth of Christ, who is the reason for the season. Finding the real joy of Christmas, comes not in the hustle and bustle of getting more done. We will truly find the real joy of the season in that state of mind which Calvin Coolidge spoke of.

Our celebration of Christmas should be a reflection of the love and selflessness demonstrated in the gift of the Christ child. Giving not getting allows us to truly experience the true Christmas spirit. We feel more kindly one to another. We reach out in love to help those less fortunate than ourselves. Our hearts are filled with care and compassion for others. Our enemies are forgiven, our friends remembered and the gift of God's love overflows within us. My fellow employees, the spirit of



Christmas lights up our souls and we come to that place where we can look out upon the busy world and become more interested in people rather than things. To be truly filled with the spirit and meaning of Christmas, we only need to let love into our lives. Some may ask how can we do this? My fellow employees, it starts with learning how to give of oneself which represents true giving. How much better the world, our country, our company will be if we all gave gifts that have lasting value, meaning gifts of understanding and compassion, gifts of service and friendship, of kindness and gentleness.

My fellow employees, as the Christmas season envelops us with all of its attractions and yes distractions, let us all do as the three Wise Men from the East did. Let us seek and find that bright particular star to guide and direct us in our celebration of the Saviour's birth. May we all make that journey to seek and find the Christ Child in spirit, taking with us the gift of a tender caring heart filled with love for others as our Christmas gift.

My fellow employees, the season and experience of Christmas is reflected in our response and shared concern for the mutual well-being of our fellow employees meaning how well our how badly we have practiced the art of loving ourselves and others.

PRODUCTION, WAREHOUSING, SALES & MARKETING

My fellow employees, please join with me in extending our sincere thanks and appreciation for the sterling efforts made by the Sales and Marketing Department in achieving record sales. For the period ended 30 September 2022 the company recorded an increase of 8.2% physical sales when compared with 2021. This represented an achievement of 96% of the budget.

Our sincere thanks are extended to Carlton, Gregory, Wendell, Trevor, Matthew, David, Henry, James, Reshma and their respective teams for this achievement. My fellow employees, equally noteworthy was the contribution

provided by the Warehouse Distribution team, who assembled, packed, and prepared the Sales Fleet to distribute the record number of cases which were distributed and sold over the period under review. We extend sincere thanks and appreciation to Deo Sherman and the Distribution Warehouse team for their efforts and contribution.

QUALITY CONTROL ENVIRONMENT AND SAFETY DEPARTMENTS

My fellow employees, permit me on your behalf to recognise and commend the contribution and performance of the Central Audit Laboratory under whose supervision and guidance, we successfully completed the Quality and Food Safety Surveillance Audits for the following production plants:

- Soft Drink Plant
- Dairy and Novelty Ice Plant
- The CO2 Manufacturing Plant

In addition, fellow employees, we also successfully completed the Quality and Food Safety External Audits for:

- the US Army Sanitation (Food Safety) Audit for the Water Plant
- the Coca Cola Company GAO (Global Audit Organisation) Audit, and maintained the Quality and Food Safety monthly target score of 100 for the Coca Cola Company QSE score.

Additionally, my fellow employees, the Environment and Safety Department successfully completed the following audits:

- Surveillance Audits for Safety Management System ISO 4500:2018, and
- the Environmental Management System ISO 14001:2015

Please join with me in offering our sincere congratulations and best wishes for a job well done.

CENTRAL SERVICES

My fellow employees, I wish to acknowledge



the accomplishments of the Central Services team headed by Operations and Engineering Director, Gavin Todd. Over the period under review, Capital Projects were initiated for the Bakery (Bread Line), the Soft Drink Plant, the Brewery, the Rum Plant and the 5-gallon Water Plant. These investments will put us in a better and more competitive position for the new financial year. The Thirst Park Utilities have seen notable improvements with the installation of an automatic Chlorination System. The Steam Boilers were fitted with an automatic blow down system to reduce premature scaling on the tubes. The Waste Water Treatment Plant operated consistently over the period under review. Additionally, my fellow employees, please join with me in thanking the staff of the CO 2 Plant headed by Navin Ramnauth for their commendable efforts in maintaining a consistent supply of CO 2 for the Production Plants and Ice Cream operations.



The newly installed 5-gallon plant during a testing exercise at the new location at Industrial Site

DEMICO HOUSE OPERATIONS

My fellow employees, it was Bob Hope who said, “when we recall Christmas past, we usually find that the simplest things - not the great occasions - give off the greatest glow of happiness”. Please join with me in sharing the glow of Christmas happiness with our Demico House family where, as our Company history aptly reminds us, our origins can be found. The

Covid Pandemic took a toll on the entire Demico operations and it is truly commendable that they were able to recover, producing an increase of 22.3% in 2022. Our congratulations and sincere thanks are extended to Desmond, Max, the Departmental Managers and their respective team members for a job well done.

FINANCE AND HUMAN RESOURCES, POWER GENERATION, VEHICLE WORKSHOP, BUILDINGS, SANITATION

My fellow employees, permit me on your behalf to recognise and say a hearty thank you to the team members who comprise the Finance, Human Resources, Business Development, Legal Department, Power Generation Department, the Vehicle Workshop, the Buildings and Sanitation Departments and the Security Department for their oftentimes silent yet effective contributions towards the achieving and surpassing of our goals and targets. Whenever we turn on a light, or observe the movement of the Sales Fleet conveying products to be distributed or utilise the various buildings and offices for various activities, let us spare a thought for our fellow team members in those departments whose silent yet effective contributions often go unrecognised. Our sincere thanks are extended to Deo, Zaman, Kavorn, Ramesh, Sharon, Ramnarain, Ron, Duke, Trevor and team members for their sterling efforts and contribution.

My fellow employees, it is Ruth Carter Stapleton who said “Christmas is most truly Christmas when we celebrate it by giving the light of love to those who need it most”. My Christmas wish for you is that yours will be a sharing and caring season and one filled with all that you would wish for yourself and others. Permit me on behalf of the Board of Directors, the Management Team and also on my own behalf and that of my family to extend warm and sincere wishes to you all and your families, for a Peaceful, Healthy and Rewarding Christmas Season and a New Year filled with renewed commitment to cultivate changed habits and better and new experiences.



Twenty Year Awards



The newly inducted members of the 20 Year Club pose with Human Resources Executive Mrs. Sharon Nelson and Communications Manager Mr. Troy Peters.

Twenty-six employees were honoured in recognition of their 20 years of meritorious service to Banks DIH Limited during a ceremony held in the Personnel Department.

Mrs. Sharon Nelson, Human Resources Executive presented the honourees with gold insignia of the Company.

In delivering remarks, Communications Manager Mr. Troy Peters congratulated the awardees for serving with distinction and encouraged them to share their knowledge with young employees.

The awardees were: Ronald Barker (Head Office), Cort Hall (Beverage Warehouse), Vibert Grant, Trevor Hollingside, Rawl London, Oudit Bruce, Eardley McLennan (Soft Drink Plant), Dennison

Eastman (Materials Handling), Navin Ramnauth (General Workshop), Sharon Clarke (Thirst Park Sanitation), Dwayne Horton, Deon Stuart (Special Events), Dionne Greene (Demico Administration), Maritha Theobald Barclay (Duty Free Shop), Rondell Cummings, Mark Benjamin (Beer Plant), Ciff Morian, Marvin Perreira (Beverage Salesmen), Albert Cunningham (Brewery), Royston Abrams (Liquor Warehouse Outdoor), Neolline Adams (New Amsterdam Qik Serv), Lennox Cordis (Engine Room), Rawle Nedd (Sales Administration), Michelle Humphrey (Bakery), Yawantee Rahim (Processing Room) and Andre Williams (CO2 Plant).

Essequibo Stakeholders hosted at Reception



Mr. Clifford Reis, Chairman/Managing Director and an Executive team hosted a reception for stakeholders in Essequibo at the Airy Hall Branch. Mr. Reis updated the guests on the Company's development and future plans during the engagement.



Diageo CCA team visits Guyana



Mr. Alvin Mbugua, Diageo's Head of the Caribbean and Central America (CCA) Regional operations led a high-level delegation to Guyana for talks with Mr. Clifford Reis, Chairman/Managing Director and senior Executives of Banks DIH Limited from December 5-9, 2022.

Banks DIH Limited was recently appointed exclusive importer and distributor of Diageo spirits brands in Guyana.

The other members of the delegation were Mr. Jose Giraldo, Sales Director of CCA, Ms. Marcela Vargas – Head of Beer Commercialization CCA, Ms. Michelle Niezabytowski (Marketing Manager Venture Caribbean), Mr. Luis Pabon

– (CP&A Ventures Caribbean) and Mr. David Clarke – (Third Party Operations Manager.)

The two teams hosted successful meetings, while the visiting delegation did extensive market visits across Guyana and were taken on a tour of the production plants at Thirst Park during their stay.

Banks DIH Limited delegation also included Mr. Shabir Hussain – Engineering Services Director, Mr. Gavin Todd, Operations/Engineering Director, Mr. Carlton Joao, Sales and Marketing Executive and Mr. Deonarain Seepaul, Finance Controller.



The Banks and Diageo team outside of the Rotunda



EXECUTIVE PROMOTIONS

Mrs. Reshma Rampersaud-Nedd, Dairy Plant Executive heads the list of Executive Promotions announced by Mr. Clifford Reis, Chairman/Managing Director for the period 2022-2023. Mrs. Rampersaud-Nedd is the first female employee to be elevated a Grade 9E Executive. Please find below the list the recently announced promotion list.

Grade 9E

Reshma Rampersaud

Dairy Plant Executive

Dairy Plant

Grade 8T

Patrice Jacobs

Alester Cameron

Mohamed Zaman

Electrical Engineer

Mechanical Engineer

Budgeting & Costing Executive

Electrical Workshop

Central Services

Finance Admin

Grade 8

Eustace Hinds

Colin Wills

Romel Edmondson

Senior Brewer

Mechanical Engineer

Automotive Engineer

Brewery

CO 2 Plant

Vehicle Workshop

Grade 7T

Michael Headley

Glenvor Phillips

Afsha Burke

Maintenance Superintendent

Automation Engineer

Environment & Safety Executive

Beer Bottling Plant

Electrical Workshop

Environment &

Safety Department

Grade 7

Morissa Howard

Jonathan Singh

Marlon Ageda

Electrical Engineer

Electrical Engineer

Electrical Engineer

Brewery

Rum Factory

Electrical Workshop

Grade 6T

O'Neal Ceres

Kevin Percival

Warren Archer

Greg Cooper

Mark Hamer

Shon Bianchini

Brewer

Brewer

Supervisor

Senior Maintenance Mechanic

Electrical Superintendent

Supervisor

Brewery

Brewery

Novelty Ice Plant

Trisco Plant

Electrical Workshop

Electrical Motors

Rewinding Workshop

Central Workshop

Central Workshop

Property Maint. Workshop

Env. & Safety Department

Finance Admin

Finance Admin

Berbice Branch

Berbice Branch

Garth Ralph

Arjuna Ramsami

Junior Wharton

Compton Sparman

Drupattie Deonarine

Ravendra Arjune

Fraechie Kendall-Hardy

Tootaram Etwaru

Supervisor

Workshop Superintendent

Properties Engineer

Safety Officer

Shares Supervisor

Budgeting & Costing Manager

Indoor Manager

Warehouse Manager

Grade 6

Latchmi Ramkaran

Malla Singh

Glenroy Higgins

Kenth Michael

Raymond Bacchus

Sceyon Hope

Maxwell Cameron

Nathaniel McIntosh

Jewel James

Collis Phoenix

Selwayne Underwood

Kenrick Bazil

Jeremain Medas

Horace Barker

Savannah Hackett-Lynch

Oslie Thomas

Shizelle Joseph

HR Manager

Supervisor

Supervisor

Blender/Operator

Electrical Supervisor

Senior Auto Electrician

Senior Motor Mechanic

Facilities Supervisor

Service Desk Technician

Manager

Manager

Manager

Serviceman

Bakery Manager

Admin Assistant

Yeast Management Technician

Laboratory Superintendent

HR Department

Dairy Plant

Winery

Rum Factory

Electrical Workshop

Vehicle Workshop

Vehicle Workshop

Property Maint. Workshop

ICT Department

Camp Street Qik Serv

Processing Room

Novelty Warehouse

Refrigeration Department

Trisco Bakery

Electrical Workshop

Brewery

Brewery





EXECUTIVE PROMOTIONS (CONT'D)

Melanie Pilgrim
Renee Fraser
Daniel Anthony
Rebekah Seymour
LaToya Ageda-Corbin
Denissa Paton
Mark Baker

Brewing Technician
Laboratory Technician
Laboratory Technician
Marketing Officer
Confidential Secretary
Advertising/Budgeting Officer
Sales Supervisor

Brewery
Brewery
Brewery
Demico House Admin
Sales Admin
Sales Admin
Liq. Sales/Bev. Supervision

Banks DIH Celebrates Coca Cola Woodruff Cup with Latam Partners

Banks DIH Limited, a member of the Coca Cola Latin America Group joined the Unit in celebrating its success in winning the Woodruff Cup. The Woodruff Cup is awarded annually to a Coca-Cola Operating Unit in recognition of its achievements. #CocaColaLatam was honoured with the 2021 Award. The Latam Group disclosed that it was a year in which "it was able to live its purpose of Refreshing the World and Making a Difference as ONE TEAM."

In service to its communities, The Group achieved an inclusive leadership score of 92%. In photo, members of Team Guyana pose with a replica of the Award. In addition, all employees of the Company were provided with a case each of Coca Cola and Sprite as a token of appreciation.



Royal Unibrew Senior Vice President visits Banks on Caribbean Tour



Mr. Michael Jensen, Senior Vice President of Royal Unibrew and a team of top officials of the international brewing Company visited Thirst Park during a recent tour of the Caribbean.

Mr. Jensen was accompanied by Mr. Felix Sencion, Commercial Director of the Americas and Mr. Romie Bondanea, Regional Manager – Sales and Marketing for Latin America and the Caribbean.

The visiting team held talks with Mr. Gavin Todd, Director of Operations/Engineering Services, Mr. Carlton Joao, Sales and Marketing Executive and

Brew Master Mr. Matthew Kendall. Also present was Mr. Clayton McKenzie, Brand Manager of Non-Alcoholic brands.

Royal Unibrew headquartered in Denmark, is the brewer of Vita Malt, bottled under license by Banks DIH Limited.

Mr. Jensen and team also made trade visits to several supermarkets and stores and was taken on a production tour of Thirst Park during their brief stay in Guyana.



Three apprentices awarded Scholarships to study at Port Maurant Training Centre



Three students - Joshua Harte, Antawn McKoy and Manasseh Kendall were awarded scholarships to study at the Port Maurant Training Centre (PMTTC) run by the Guyana Sugar Corporation (Guysuco). Mrs. Sharon Nelson, Human Resources Executive said the programme started in August 2022 and will be for a duration of four years.

Mrs. Nelson said the Mechanical Craft Programme will be in two parts, the first part will be two (2) years of theory/laboratory work while the second part will be work attachment at Banks DIH Limited. "During the attachment, the Trainees will continue to report and be monitored by the Lecturers until graduation," she added.

Forrester cops three first places at Pacesetter Toastmasters Club Speech Contest



Training Manager Sonya Forrester copped three first places at the recently held Banks Toastmasters Speech Contest hosted in the Conference Room.

Forrester won the International, Evaluation and Impromptu Speech contests while Kiven Bond placed first in the Humorous Speech Contest. Bond was also second in the Impromptu and International contests.

Rawle Nedd finished second in the Humorous contest while Devindra Jairam secured third place. Afesha Burke and Milessa Daniels secured second and third places respectively in the Evaluation segment while Andre Miller was third in the Impromptu contest.



Camp Street second time winner of Qik Serv Customer Experience Award



Camp Street Qik Serv has for the second time won the Demico Customer Experience Award topping the list of Departments within Demico Administration for the period August to September 2022. Camp Street Qik Serv also won the title last year.

The respective individual winners were Julius Douglas of Prize Medal Patisserie, Olivia Rahaman (Idiho Health Bar), Sophia Daniels (Stabroek Qik Serv), Andrea Campbell (Main Street Qik Serv), Odessa Howes (Camp Street Qik Serv), Walldena Christiani (Caesar's Parlour), Hendy Payne (OMG Restaurant), Tomesha Hughes (New Amsterdam Qik Serv and Jana Flatts (Sheriff Street Qik Serv). The presentations of prizes were done by Training Officer, Ms. Nebiola Gittens-Toppin during a ceremony in the Conference Room at Thirst Park.

Nineteen Bursary Awards presented to outstanding students of the National Grade Six Assessment

Nineteen children of employees and shareholders were presented with Bursaries as the Company continued its annual tradition to award children who were successful at the National Grade Six Assessment.

Mrs. Sharon Nelson, Human Resources Executive presented the awards to the parents of the awardees during a ceremony in October in the Personnel Department.

The awardees were Employees children: Angelique Fields, Akeela Simpson, Shaquain Greaves, Adriel Adams, Letryll Johnson, Tatiana Hodge, Tamesh Tiwari, Gabriella Grannum, Angelique Smith and Aniya Burrowes.

Shareholders Children: Elliana Ganpat, Parnita Kishun, Omar Shariff, Mahir Rajkumar, Ethan Daniels, Zoyaya Smith, Jahnessa Croal, Angela Chindu and Maleeah Hickson.



Berbice employees pay glowing tribute to Reginald Matthews at Farewell Ceremony



Mr. Reginald Matthews receives a warm hand shake from new Branch Manager, Mr. Nandram Basdeo in the presence of Sales and Marketing Executive, Mr. Carlton Joao.



Mr. Matthews receive a gift from the Staff of the Berbice Branch.

Mr. Reginald Matthews was described as the “Godfather of Branches” and an inspirational leader during a farewell function hosted in his honour by the Berbice Branch following his retirement after 54 years of illustrious service to the Company. Mr. Carlton Joao, Sales and Marketing Executive said Mr. Matthews served the Company with distinction and his years of service saw him working at all the Branches. Mr. Matthews started his career back in

August 1968 but during his extensive career he had a break in service twice. Mr. Joao said his positive attitude is one of his strengths and he utilized it effectively. Mr. Nandram Basdeo who succeeds Mr. Matthew described the former Administrator as a father figure and inspirational leader to the staff of the Branch. Mr. Matthew said he enjoyed his tenure and thanked everyone for making his stay memorable.

Mr. Shabir Hussain, Engineering Services Director in the presence of the recently retired employees.



Three employees attached to the Vehicle Workshop and Power Generation Department were recognized for their sterling contribution to Banks DIH Limited during a farewell function in their honour on September 30, 2022.

Messrs. Conroy Manoharlall popularly known as “C.M. Lall”, Clement Persaud of the Power Generation Department and Jenarine Jugool of the Vehicle Workshop who collectively contributed 115 years of service to the Company received glowing tributes from Engineering Services Director Mr. Shabir Hussain and other colleagues during the ceremony.

“I would like to express gratitude to these employees who made a significant contribution to the Company,”

said Mr. Hussain.

Mr. Manoharlall was employed for 45 years, Mr. Persaud 43 years and Mr. Jugool 27 years.

Mr. Hussain said Messrs. Manoharlall and Persaud helped build the Power Plant and he made a called to other employees to follow in the footsteps of the two retirees by developing and expanding their areas of operation in an effort to make a significant contribution to the Company’s development. The Engineering Services Director encouraged employees to stay, work hard and help develop Banks DIH Limited.

The retirees were presented with tokens of appreciation for their service to the Company.



Banks DIH recognized by National Library at 50th Anniversary Ceremony



Banks DIH Limited was among several organisations honoured by the National Library during its 50th Anniversary celebrated recently at the Pegasus Hotel. Our Company was presented with a plaque in recognition of its contribution to the development on the National Library.

Prime Minister Hon. Mark Phillips presented the award to Training Manager Mrs. Sonya Forrester during the ceremony.

Delivering opening remarks, Chief Librarian, Emily King, lauded the institution as a “landmark which can be viewed as a symbol of our nation”.

Over the years Banks DIH has been a regular donor to the institution through financial donations and publications including the Guinness Book of World Records.

Visit by Chinese Ambassador, H.E. Guo Haiyan to Thirst Park



Chairman/Managing Director of Banks DIH Limited Mr. Clifford Reis hosted Chinese Ambassador Her Excellency Guo Haiyan on September 22, 2022 at Thirst Park.

Ambassador Guo Haiyan who was taken on a guided tour of the Trisco Division, Soft Drink Plant, Beer Plant, Rum Factory, Dairy/Novelty Plant and Vehicle Workshop said she was very impressed with the operation at Thirst Park.



Ambassador Guo Haiyan later held bilateral talks during Lunch in the Rotunda.

Ambassador was met on arrival at the Complex by Engineering Services Director, Mr. Sbahir Hussain and Communications Manager Mr. Troy Peters.

Human Resources Director Mr. Andrew Carto, Engineering/Operations Director Mr. Gavin Todd and Finance Controller Mr. Deolall Seepaul were also in attendance during the lunch meeting.



Breast Cancer Awareness Month celebrated in October



In and Around Thirst Park



Officers of the Guyana Defence Force on Tour of the Novelty and Dairy Plant



Courts Optical hosted an Eye Screening at the Medical Centre at Thirst Park.



One of the presenters at the Retirement Seminar



Employees listen keenly at the Retirement Seminar

BANKS

HAVE A

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CHRISTMAS



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