



INTRODUCING INNOVATION SHOP

The Innovation Shop, developed by Synercore and Innovative Research Solutions, was created to bring exciting ideas to life. It showcases the formulation capabilities and functional ingredients of Synercore and its channel partners, through the creation of commercial products and fresh, new brands.

The first two brands are testament to what happens when you combine knowledge with passion - these products are Dear Body Skin + Gut Powder and YanguMasi Processing Aid. Dear Body is a strawberry flavoured powder packed with VERISOL™ collagen peptides, superfood powders, botanical extracts, novel fibre, vitamins, and probiotics, created to give women all of the ingredients they need for a healthy gut and glowing skin.

Tertius Cilliers, Synercore CEO personally wants to congratulate the Dear Body creators, Anneri Carinus, Anishka Eksteen and Dr Liezl Bloem, who brought their extensive knowledge of Biochemistry and Microbiology together to develop a sophisticated and beautiful product.

YanguMasi is the second product developed by Synercore and IRS, and is a vibrant and energetic brand that provides customers the opportunity to create their own traditional and delicious Amasi at home. One sachet of YanguMasi powder creates two litres of Amasi, making it an effortless and affordable alternative to store-bought Amasi.

Both of these products are available to shop on our online store right now.

<https://synercore.co.za/store/>

Leadership is unlocking people's potential to become better.

Bill Bradley

WE LOVE WHAT WE DO

- Research and development
- High quality manufacturing (FSSC 22000 certified)
- Customised product formulation and application support
- Supplier of speciality ingredients
- Contract blending and toll manufacturing

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PROUDLY SOUTH AFRICAN

ALLMARK
FOODS





SYNERCORE IS THE PROUD PLATINUM SPONSOR OF THE 2021 AGRI-EXPO SA DAIRY CHAMPIONSHIPS

This year, Synercore is honoured to once again form a part of the biggest, oldest and most prestigious dairy awards in the country. The SA Dairy Championships, hosted by Agri-Expo since 1834, create an opportunity for large, medium and small dairy manufacturers to compete for the esteemed titles of SA Champion, the Qualité Mark of Excellence and the ultimate Product of the Year.

The awards will be presented on Friday 26 March 2021 at the Endler Hall in Stellenbosch.

ALLMARK FOODS TAKES A STAND FOR SUSTAINABLE PALM OIL

Allmark Foods Midrand acquires new RSPO certification

The environmental and social impact of cultivating palm oil has been widely broadcasted and as a result the use of palm oil broadly contested - it is for this reason that the Roundtable of Sustainable Palm Oil (RSPO) was established.

Many food and product suppliers have started their journey towards the use of sustainable palm oil, and Allmark Foods Midrand, a division of Synercore, in recognition of the importance of palm oil sustainability, has acquired its RSPO certification.

Allmark Foods specialises in the blending, packaging and distributing of products for the South African food industry, and since palm oil is found in a large variety of food products like biscuits, chocolates, instant meals and peanut butter, the decision was made by Executive Management of Allmark Foods to use only sustainable palm oil in their products.

Thanks to their recent RSPO certification, Allmark Foods Midrand will now form a part of more than 4,000 members worldwide who represent all links along the palm oil supply chain. From October 2020, all Allmark Foods products (from Midrand) containing RSPO certified ingredients derived from palm oil, will be included on the product labels along with the brand new BMT-RSPO-001226-AL certification number. Allmark Foods Klapmuts is next in line to receive its certification.

The more companies apply for this RSPO certification, the sooner sustainable palm oil can become the norm and the better we can look after our planet.



CEO MESSAGE

The Sheikh on the Train



With 2021 departing the station, I can hear a sigh of relief from most of its passengers. Our train had to endure and conquer challenging conditions and harsh environments during the past year, entering dark and scary tunnels along the way which felt like a lifetime to exit. Some passengers disembarked during our trip, others boarded the train, it was sad to say goodbye to those that departed but at the same time exciting to receive and welcome the new passengers onboard. If you are reading this, I think it is safe to say that you are onboard the train en route to the next station - let's hope this year will have less detours and challenges than in 2020!

Having said this, challenging times builds character and test our resilience, one of the core values of our company. I recently read a piece where the founder of Dubai, Sheikh Rashid was asked about the future of his country. He said: "My grandfather was on a camel, my father was on a camel, I'm in a Mercedes, my son drives a Land Rover, but my grandson will be back on a camel...". When asked why, he replied, "Tough times create strong men, strong men create easy times, easy times create weak men, weak men create tough times."

As we start a new financial year on the 1st of March, year-end financials are prepared, strategy is discussed and refined, and budgets are planned and finalised. Going through the motions I cannot help to utter a sigh of relief for the year that was, but at the same time I'm energised and excited about the prospects and opportunities for the year that lies ahead. Hopefully the camel will be traded in for a Land Rover (although some might argue in such case just to stick to the camel...). But the Sheikh's wisdom teaches us a valuable lesson - we should probably not only despise riding a camel nor only enjoying driving a Land Rover! It seems counterintuitive, but here's why it's not:

We should appreciate the tough times for the opportunities they bring and should guard against complacency when we prosper. In many respects, this is my wish for all of us this year - to find the balance between challenge and reward, between hardship and prosperity, between inspiration and relaxation, between personal and professional. Of course, this does not mean that we should live a dull and uneventful life, on the contrary, we should live in the present and adapt and excel when new challenges and obstacles are presented, and never be complacent, especially in light of pending success and achievements (which is a given taken into consideration the talented passengers we have on board!).

It is my wish that each employee and their families will have success and prosperity this year. May we all find the balance in our daily routines, to truly enjoy and appreciate each sunset of 2021 without ever taking it for granted. May we all arrive safely at our next destination.

EMPLOYEE SPOTLIGHT

Raoul Martin,
Manager,
Fats and Oils, AFI



This Employee Spotlight shines upon our newly appointed Manager of the Fats and Oils division, Raoul Martin. To get to know him and his role a little better, we've asked him a couple of questions.

In a nutshell, tell us about your new position and what it entails?

In my new position I will be responsible for building a portfolio of Fats and Oils customers. These mainly include customers using emulsifiers for the manufacturing of margarine and spreads, as well as stabilizers for ice-cream and dairy products. I would therefore mainly be focusing on promoting these two functional ingredients namely emulsifiers and stabilizers with the aim of building up a profitable business unit within the bigger Synercore group.

Why are emulsifiers and stabilisers so important?

These two ingredients allow processed food to behave in ways previously considered impossible. Ingredients that would normally be incompatible can be combined harmoniously, enabling exciting new capabilities and functionality. Confectionery, dairy, ice-cream, bakery, mayonnaise, margarine and meat can all perform better with these, and be loved more. These ingredients can contribute to delivering a large range of benefits to customers. Depending on what the customer's needs are, these benefits can include:

· reduced fat	· added nutritional value
· leaner labels	· better moisture content
· improved structure and stability	· improved spreadability
· extra softness	· enhanced viscosity
· longer shelf-life	· increased mouthfeel

What about Synercore drew you to apply for the role?

I believe Synercore's "Key Words to Success" (Teamwork, Innovation and Customer Excellence) did it for me. Their Customer centric believe and approach, together with the many service offerings definitely influenced my decision. Also, the fact that the company believes in partnering with Global and Respected suppliers with the aim being the preferred total food solutions / turn-key partner in the food industry for South African and Africa.

What is your life motto?

I think with the current Covid Pandemic I have adopted the motto "Never Give Up". We are all facing challenging times these days and giving up is so easy and can sometimes be the easiest way out. I was there for a long while during Covid. My late, Father John Martin, also taught me that. Back in the early 90's he fought for people of colour to play Golf at the old "Paarl Golf Club". He eventually became the first person of Colour to be president of the club. I believe, and think, that having a positive mind and positive self-belief is what we should focus on. We are all in charge of our own destiny. "Never Give Up".

What is your favourite meal and why?

A good medium rare steak (I don't care what it's served with as long as the steak is good)...

What are your hobbies outside of work?

To me family is very important, so I spend a lot of time with my wife, family and friends...and of course our two 4-legged children (our dogs). I also enjoy playing golf, trying my hand at a bit of cooking (accompanied by a nice glass of red wine), and enjoy a good movie.

LATEST NEWS

INTERNAL STAFF EMPOWERMENT COURSES

At Synercore, we believe in the importance of skill development, and as a result, want to give a massive congratulations to our diligent Synercore employees who took the time to upskill and empower themselves.

Five employees underwent AET (Adult Education Training) that develops reading and writing skills. Two out of the five employees subsequently received their senior certificate, which is equivalent to a Matric diploma.

Seven 12-month learnerships were completed at Klappmuts, after which three students received permanent employment as admin clerks, stores supervisors and production clerks.

Diane Cloete in Midrand (Site Manager) and **Alex Moshidi** (Stores Supervisor) started a Generic Management learnership in 2020 which will be completed in 2021.

Abdurasiet Darries (Site Manager in Klappmuts) and **Mark Chambers** (Management Accountant) completed an accredited skills programme in Stock Management.

Nyameka Mkhuzangwe (Lab Assistant) is currently enrolled in a Food Laboratory Analysis NQF 3 that focuses on the development of special skills to equip her for work in the Product Development Department. Her dream is to one day be a R&D Technologist, which we are training her for.

We have offered various interns, graduates and students from Stellenbosch University the chance to complete their practical at Synercore as a part of their BSC Food Science degree or CPUT BTech in Food Technology.

SYNERCORE TEAM WINS

Now look at these big smiles! The Synercore team is proud to have received their award trophy for #SupplyChainSupplier 2019 for Famous Brands. We would like to once again thank Famous Brands, and our amazing team for their support, without you this would not have been possible.



Shiloh **CALL TO EMPLOYEES**

community in action

FOOD, STATIONERY AND TOILETRIES FOR SHILOH RELIEF

For our March contribution to Shiloh Relief, we're encouraging you to donate Styrofoam tubs and lids for meal packaging, stationery for Back 2 School learners, toiletries for dignity packs or fresh/frozen veggies and non-perishables for their monthly family hampers. A little help goes a long way, and Synercore is very grateful for every employee donation.

Donation drop-off points:

Midrand: Diane Cloete, Operations & Site Manager

Groene Weide Farm: HR Department



Dear Tertius and the Synercore team,

Thank you so much for your generous contribution to the Lynedoch Community School! We are so excited to introduce the new science equipment to our children. We know it will have an incredible impact on their learning experience.

Warmest wishes,
Shaun, Jess & the SI team



**SUSTAINABILITY
INSTITUTE**



@sustainabilityinstitute | sustainabilityinstitute.net

AFI INNOVATION



SUMMER = ICE-CREAM!

ECONOSERVE is a dry powder mix that provides an easy-to-use, cost-effective, and environmentally-friendly solution for the production of delicious soft-service ice-creams.

Why **ECONOSERVE**?

1. Reduces electricity usage and cost:
The product does not need to be frozen.
2. Convenient and time-saving: No defrosting required.
Cost saving: No refrigerated transport and long-term storage required.
3. Alleviates space constraints.
4. Reduces waste: Exact quantities can be mixed on demand.
5. Improves inventory control and stock write-offs.
6. Reduces the risk of contamination.
7. Environmentally-friendly with a reduced carbon footprint that promotes consumer loyalty and satisfaction.

Congratulations to Alex Zabbia our Innovation & Quality Executive!

OUR KEY WORDS TO SUCCESS



TEAM WORK

At Synercore we believe in collective intelligence or shared group intelligence that emerges through collaboration, collective efforts and the competition of individuals while maintaining and achieving alignment in decision making.



INNOVATION

The cornerstone of Synercore's value-proposition is innovation. We pride ourselves on recruiting the best available talent to not only introduce new ideas, methods or processes, but to translate such ideas within the industry we serve.



CUSTOMER EXCELLENCE

At Synercore we believe that the customer is the most important stake-holder within our business. We continuously strive to not only deliver, but exceed customer expectation through personalised innovative market driven solutions.