

"A journey of a thousand miles must begin with a single step."

-Chines Proverb

Times they are a Changing

While **UTi** is going to go through significant change over the coming months, we wanted to end the year by reiterating the message that it is still business as usual for **Delivering Better Lives**.

DBL was created some 8 years to Deliver Better Lives and that is what we will continue to do. We may have to change our operating model, we may have to raise funds slightly differently and we may need to revise the projects we work on, but you can be assured that we will continue to Deliver Better Lives as we have done for the past 8 years.

The work of **DBL** in 2015 has continued to grow, as have the nature of projects as we have expanded our horizons and reached out to more and more communities to improve the quality of life of those in need. We still build, upgrade and renovate many schools, work to improve medical services, establish or upgrade refuges and shelters but in 2015 we have entered a range of new areas and have grown our work in fields where we have previously had a minor presence.

The wonderful work in the Peruvian Andes to improve the agricultural practices of the indigenous locals and therefore their nutrition, together with a program to warm their homes has been very exciting and led to wonderful experiences with these people.

Increased work with special needs children, work to develop new medical testing regimes and assistance to at risk young people, have all been extremely rewarding experiences that have led to the Delivery of many thousands of Better Lives.

All of this work is only possible through the support physically and financially of the **UTi** family.

Please remember, our work is your work, our success is your success and that many thousands of people lead better lives because of you.

On Behalf of the team at **Delivering Better Lives** and all of the people we help, thank you for your support in 2015, we look forward to your ongoing support again in 2016 .

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New Projects in Q4.

Tan Phuc, Hamlet 4 School

Tan Phuc Village in Vietnam is a large community with 5 Hamlets with between 1500 and 2000 people in each. Hamlets 4 and 5 have very poor condition school buildings and with population growth are rejecting more children than they are accepting. **DBL** will fund and manage the construction of 2 classrooms, construct a roof over the schoolyard for protection from the weather and so it can be used for classes, construct new fencing around the school, and construct a new kitchen with water supply.

"If we are to better the future, we must disturb the present."

-Catherine Booth

Ho Chi Minh Free Clinic Renovation

Ho Chi Minh Free Clinic in Vietnam provides a free service to local people who cannot afford to attend a Doctor or Hospital. The clinic is manned by volunteer doctors and nurses who work in the public hospital system and volunteer their services each week. The clinic accepts any clients without question and on weekends completes out service trips to country areas.

The clinic operates from premises provided rent free by the Red Cross but is in a very bad state of repair and not very hygienic.

DBL purchased a sonar Doppler machine for out service work to enable the clinic to address more completely cardiac issues.

DBL will now work to replace walls and windows, paint the facility, provide some furniture, and new floor coverings.

Avant

The AVANT project is located in Valencia, Spain. The objective of Avant is to help in the initiation of para-triathlon and multisport practice, for young people with physical disabilities between the ages of 6 to 18. The hope is that partaking in these activities will motivate them to grow daily with the same guarantees and opportunities as non-disabled children.

DBL will provide much needed sporting equipment to Avant, that will include bicycles, tricycles, hand bikes.

Bwailia Hospital

Bwailia Hospital in Malawi, is the District Hospital for Lilongwe. All patients must attend the hospital before being referred to specialized facilities.

Bwailia has multiple wards including Maternity, Fistula, TB, HIV, Children's and the biggest and busiest, the Out Patients Department. Bwailia is reported as the busiest hospital in Africa, it is attended by extraordinary numbers of patients who arrive from 4 am and wait up to 12 hours to be seen. Facilities are grossly inadequate, patients wait in the sun and rain, patients pass out and in some cases die in the queue.

DBL will construct a comprehensive new Out Patients Ward at Bwailia with the capability of attending to 1700 patients a day, a significant improvement to the quality of care for ill people in Malawi.

Sekolah Jemis Kebangsaan Confucian School

Sekolah Jemis Kebangsaan Confucian School is located in Kuala Lumpur, Malaysia. The Primary School educates the local Chinese community but exists on donations and parents support. The school must adhere to a curriculum without the funding to do so.

DBL will fund and install a computer education facility at the school, that is essential to ensuring the children are educated to the curriculum standards.

DBL Delivers New Lives to Thai Orphans

For the past couple of years **DBL** has been working with the Camillian Sisters who established and operate Lorenzo's Home an Orphanage for HIV infected orphans in Thailand. While all orphanages are special, places Lorenzo's Home has found a special place in the hearts and minds of the UTi team in Thailand and the team at **DBL**. The Sisters operate a caring, nurturing home where the young people learn to love and care for one and other in a world not always so open to them. One only has to see the older children caring for the young ones and all looking after a young man with special needs to see what the Sisters have created.

"A kind gesture can reach a wound that only compassion can heal."

-Steve Maraboli

When we first visited Lorenzo's Home they had many needs that had to be prioritized. The first was Hot Water. There was no hot water available anywhere in the facility and cleanliness in the case of these children is next to godliness. This project was completed quickly and efficiently and the impact for such a small project was extraordinary.

Then came the hard work of determining the next priority, in the end this became very easy. A new home adjacent to the main orphanage building was planned as a place for the teenage girls to live so that they could be independent while still under the watchful eye of the Sisters and most importantly so they can learn to live on their own with their own budget, cooking for themselves preparing for the time when they will leave the orphanage and live independent lives.

This new Home was opened in Thailand on 30 November in a very moving ceremony. I only wish that all of our supporters could have been there to see the joy on the faces of the young women who will now have this lovely home to live in and an opportunity to live as we all expect to be able to do.

Lorenzo's Home is a fine example of lives being lived under adversity but being lived in a loving caring environment where kind words, hugs and ready ears create a place to learn from and a world in which young people with special needs live a life of freedom and fun.



A Healthy Life for people of Vietnam

Delivering Better Lives recently completed a project at the Ho Chi Minh Free Clinic in Ho Chi Minh, Vietnam. The Clinic provides care to poor Vietnamese from both within Ho Chi Minh at their clinic and also in rural areas, where they undertake trips into the community.

The clinic was desperately in need of expensive equipment to perform cardiac ultrasounds. **DBL** is proud to have been able to supply the clinic with a Cardiac Doppler machine that can improve the diagnosis and therefore direct the treatment more specifically to a patients needs.



Project AVANT

UTi Valencia (Spain) team has launched a new project to support Avant Association. "Avant" is a sports association based in Valencia (Spain) open to any sporty person with or without disability. Its goal is to promote, motivate and inspire the practice of sports to people with disabilities by practicing para-triathlon. 50% of the members have a disability and some of them have competed in Paralympic games.

People with motor disabilities are confronted by social barriers that put them at risk of social isolation, and limited participation in certain activities. A good way of improving physical and psychosocial functioning for disabled people is to offer them the opportunity to promote their own health by maintaining an active lifestyle. The participation in an adapted sport can contribute to this improvement.

The AVANT project's objective is to help in the initiation of para-triathlon and multisport practice, for young people with physical disabilities between the ages of 6 to 18. In doing so they intend to help give them the motivation to grow daily with the same guarantees and opportunities children without disabilities.

The project includes financial help that will provide the school with much needed sporting equipment in order to participate in para-triathlon events, and form the basis of a healthy lifestyle. **UTi Valencia** is committed to assist in these events and help generate fundraising activities throughout the year.



"Although the world is full of suffering, it is full also of the overcoming of it."

-Helen Keller



Madre Carmelita

Delivering Better Lives has just completed our second project at the Madre Carmelita Orphanage in Guadalajara, Mexico.

Madre Carmelita established her homes to provide a loving safe environment for children of former or current street workers. The facility provides accommodation from 3 homes for girls of varying ages.

DBL returned to Madre Carmelita to complete a renovation program that required the fit-out of a kitchen in one of the homes. **DBL** also provided additional storage and wardrobes in the girls rooms.



Europe and the Middle East year-end update

We are almost at the end of this 2015. It is of course time to plan goals and actions for a new year but also to look back and see what has been done.

It is much more than ever necessary to give recognition to those in **UTi** that have demonstrated support to the initiatives taken to help people in need. Those who have launched projects, those who have organized and promoted fundraising events, those who simply had a word to motivate or support in a certain moment, those who work to support **DBL** from the Functions in **UTi**.

“Helping others is not limited to providing food, shelter and so forth, but includes relieving the basic causes of suffering and providing the basic causes of happiness.”

-Dalai Lama

It has been a very special year to me. This is because it's been when I've had the privilege to touch, feel and see real projects for people in need and the **UTi** people who have taken the ownership of this projects. I have in my mind the teams that I've visited or contacted during the last months: Vietnam, Thailand, Jordan, Egypt, Turkey, Israel, Spain, Germany...

Something that impresses me much today is that, after some months of difficulties and uncertainty, the number of projects in the pipeline is higher than 6 months ago ... which means that **UTi** people are keeping above all, the Culture that has made this Company unique for so many years. That's why we spend time visiting teams, offices and facilities to share what **DBL** does to support **UTi** team initiatives everywhere to support needed people.

In 2016 we will launch a new Walkathon to promote new fundraising events that may integrate not only **UTi** people and teams but also Clients, Suppliers, etc.. with a common goal which is to help people in need. I have now in mind the sport events organized by **UTi** teams in The Netherlands, Czech Republic, Turkey, Jordan, Egypt, Israel and Spain. In addition to that, the donations received from many Management Team meetings from all the Areas and Functions from all over Europe.

In addition to the traditional events (team meals, lottery, running, etc.) we will promote and trigger new and creative ideas to organize fundraising events that may keep people engaged around a common goal which is help people...ideas like the Golf Tournament that engage around that end not only **UTi** people but also clients, vendors, families and friends.

And, of course we will be ready and available to assist and support any project that any **UTi** Team in Europe and the Middle East wants take that ownership in their location and need **DBL** support to launch it.

Juan Manuel Santos– Program Manager– Europe & The Middle East



Marketing Clutter Clouding Your Vision?

As I look back over this year I am thankful for my new journey as Program Manager for the Americas Region with Delivering Better Lives. I have been deeply touched by those **DBL** helps with our global project work, but also by the teams of people around the world who make it possible. My experience so far can be summarized by one word; Ubuntu. It is an idea from the Southern African region, that means 'we are one, I am because of you.' As I look to 2016 it is hard to get past the myriad of retail marketing noise. I ran across this term Marketing Clutter the other day and it resonated with me. Marketing clutter refers to the high volume of advertising that we see daily. "We've gone from being exposed to about 500 ads a day in the 1970s to as many as 5,000 a day." Jay Walker-Smith, Yankelovich Consumer Research

"If you knew what I knew about the power of giving, you would not let a single meal pass without sharing it in some way."

-Buddha

Regardless of the average number of ads per day we are exposed to it is a lot. The holiday season brings "extra" marketing clutter. Halloween, October 31, 2015, was the date that I saw my first 'holiday' commercial of 2015 pushing consumers to get into the holiday spirit, to spend. Since then retailer emails received and the ads on the other media sources have escalated.

Marketing agencies and the individuals who work in Marketing are clear in their intentions when it comes to crafting ads. They spend a lot of money and research to best determine what gets us to buy. Ads are designed to engage the unsuspecting. Ads are designed this way is to tap into your subconscious and use those senses to result in manufactured desires and feeling. Words and images are very powerful and when you tie those with feelings the ad has done its job to move you in the direction the marketers/retailers want. Have you ever experienced this? You watch a TV commercial at 9:00 PM at night and the ad shows a rich, soft, big chocolate chip cookie fresh out of the oven. It looks so good your mouth starts to water; your stomach grumbles in anticipation of the cookie and you swear you can smell it. You then make straight for the kitchen to see if you can make them yourself or better yet head to the store for packaged cookie dough that takes only 10 minutes to bake. How did this happen? You weren't even hungry. Heck you actually just started a new diet less than 24 hours ago! Yes, your senses were hijacked by the ad.

So why do I mention this? My desire for all this holiday season and into the New Year is for you to be aware, to be awake to your life, to be conscious of what you want to create for yourself and your family, rather than to be lead down a path that is not in-line with your goals, desires and passions. The New Year has become synonymous with reflection of the year that passed and looking forward to the New Year ahead. Some people will write up lists of new goals, while others set simple New Year's resolutions. There are many quotes that support this tradition; "A man without a goal is like a ship without a rudder" – Thomas Carlyle "A goal without a plan is just a wish" – Antoine de Saint-Exupery and my favorite "A man without a plan for the day is lost before he starts" – Lewis K. Bendele

So many goals or as some see them, to-do lists, can be very uninspiring. Who wants to start out a New Year feeling like you 'have to' do something? I heard it explained so well by author, Danielle La Porte in her book, The Desire Map, "You're not chasing the goal itself – you're chasing the feelings that you hope attaining those goals will give you." So this New Year instead of writing down the same old uninspiring goals; lose 10 pounds, pay off credit card, run a 10K race, buy a new HD TV, put some thought into what feelings you would like to evoke more often in 2016 and write events that would generate those feelings as goals. Doesn't this feel different; wear bright colors, find a running club, volunteer at your food bank, keep \$20 in your ashtray as emergency cash (it's not spare change for a soda ha, ha), start a date night? Danielle recommends picking 5-7 feelings that speak the loudest to you and float to the surface of your heart. She calls these Core Desire Feelings. So what are you waiting for? Here is a run-on sentence full of many, many feelings just to get you started; Abundance, Attuned, Courage, Radiant, Joy, Secure, Alive, Exuberance, Deeply Connected, Loved, True, Vibrant, Generous, Free, Bold, Servant Leader, Compassionate, Awake, Connected, Authentic, Fearless, Creative, Curious, Inspired, Still, Magnetic, Healthy, Passion, Grace.

Have some fun with this and bring in your spouse or close friend and do some Core Desired Feeling Goal setting together. Ring in the New Year full of joy, anticipation and excitement backed by a plan.

As I move into 2016 I too will make some new fun goals and in full transparency I am happy to share my Core Desire Feelings; Vibrant, Connected, Authentic, Joyful, Grace and Moksha (its Sanskrit so feel free to look it up.)

Kathy Blount– Project Manager– The Americas



“Do your little bit of good where you are. It’s those little bits of good put together that overwhelm the world.”

-Desmond Tutu

Creative ways to Deliver Better Lives.

The team at **UTi Shared Services** in Johannesburg have been very active and extremely creative in raising funds to support **DBL**. But there latest effort has really challenged everyone. The Team decided to sell off the parking spaces in the building allocated to members of management. Management team members then bid against to these team members.

Creative but very successful in raising SAR16,000 for **DBL** and giving us increased capacity to Deliver Better Lives.

Thank you to the team at “Creative Fundraising” Services in Johannesburg.

Educating UTi in Spain

DBL’s Program Manager-Europe & The middle East– Juan Manuel Santos is continuing to educate the team in Spain on the work of DBL. Recently he has held presentations to create awareness about **DBL** by knowing where we come from, what we have done so far, what are our goals and how to engage and collaborate with **DBL**.

Juan Manuel met with the teams from **UTi La Coruna, UTi Vigo and Uti Madrid**. The teams were able to learn and provide ideas for future projects or fundraising ideas.

Previous sessions held by Juan Manuel have now resulted in the approval of the Project Avant in Valencia, Spain.



Giving Thanks for those in Need.

Community Solidarity in Hempstead, New York recently held a Thanksgiving Bonanza to provide food to the needy. The team at **UTI-JFK** once again donated and volunteered their services. The team sold “dress down days” to raise money for food. Pictured are Dave Eisenberg, Vanessa and Vaughan Blackman and Lori Savino.



“No act of kindness, no matter how small, is ever wasted.

-Aesop

UTi Texas Making Thanksgiving Brighter

UTi Texas recently took part in Food Drive to provide food to a local food bank. Food Banks provide an essential service to members of the community experiencing a challenging time in life and its great to see the team members providing for others in need.

Pictured to the right at the Food Bank are team members Angela Hildebrandt, Anabel Rangel, Rafael Villegas and Mario along with Food Bank Volunteers.



UTi Chicago Adopt– A-Family

The team at **UTi in Chicago** have spread the festive cheer by considering those less fortunate and ensuring others too can enjoy Thanksgiving and Christmas.

The team organised a canned food drive and collected donations. They then used the money raised to purchase items including, turkeys, pans, pies and decorations for 5 families in need to ensure their Thanksgiving celebrations were a little brighter.

The team also support 40 kids through the Adopt-A Child program in Maryville. This program sees them providing Christmas presents to children who otherwise would get very little or nothing at all.



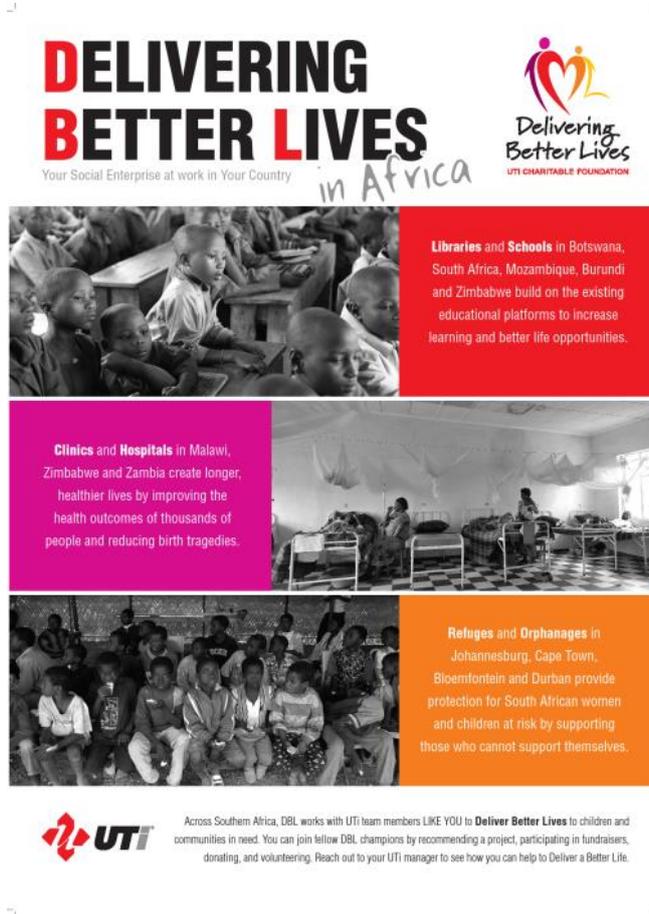
DBL Posters for Africa

Delivering Better Lives has a new poster that will soon be distributed. The poster focuses on the work that have done or are doing in Africa. In particular referencing health, education and housing.

Keep an eye out for these posters coming to an office near you soon.

“Love bears all things, believes all things, hopes all things, endures all things.”

-Corinthians



DELIVERING BETTER LIVES
Your Social Enterprise at work in Your Country

DELIVERING BETTER LIVES
in Africa
UTI CHARITABLE FOUNDATION

Libraries and Schools in Botswana, South Africa, Mozambique, Burundi and Zimbabwe build on the existing educational platforms to increase learning and better life opportunities.

Clinics and Hospitals in Malawi, Zimbabwe and Zambia create longer, healthier lives by improving the health outcomes of thousands of people and reducing birth tragedies.

Refuges and Orphanages in Johannesburg, Cape Town, Bloemfontein and Durban provide protection for South African women and children at risk by supporting those who cannot support themselves.

UTI Across Southern Africa, DBL works with UTI team members LIKE YOU to Deliver Better Lives to children and communities in need. You can join fellow DBL champions by recommending a project, participating in fundraisers, donating, and volunteering. Reach out to your UTI manager to see how you can help to Deliver a Better Life.



Everyone on this planet has a right to a roof over their head food in their stomach an education and basic healthcare

Help to make the world a better place

UTI CHARITABLE FOUNDATION

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“Thank you to everyone who contributed to this edition of the Delivering Better Lives newsletter”

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