

*"Don't say you don't have enough time, you have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michaelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson and Albert Einstein"*

-H. Jackson  
Brown Jr

## highlights of content

### PAGE 2 & 3

- Walkathon 2015

### PAGE 4

- New Projects
- Bright Stars, Bright Future

### PAGE 5

- UTi Community Champions

### PAGE 6 & 7

- Projects Complete – Egypt & Jordan

### PAGE 8

- KioscUTi

### PAGE 9

- I want to be one of you!

### PAGE 10

- No, Not the Middle Seat!

### PAGE 11

- DBL now on Twitter

## A moving trip to South America



In April I had the opportunity to visit Argentina, Peru and Chile to review existing **DBL** projects, with the team and consider new projects especially in Argentina and Chile. While I am always very close to all of our projects, I was especially moved in Peru when we visited the high Andes Mountains near Juliaca to inspect some completed projects and one about to commence. The people who live in this high Country are extremely poor and live a very basic subsistence life existing on the food that they can grow which has historically been very basic and from the few animals that they breed.

One of our projects was a very exciting opportunity to change lifestyles totally. The end product of this project was to increase life expectancy substantially, reduce respiratory disease and to significantly improve the quality of life of the people by warming their Adobe (mud brick) houses. Sounds simple and often the most effective solutions are simple.

So what did the project involve. Well there were three simple steps :

1. Polypropylene sheets were used to install ceilings in the houses . This reduced heat loss, reduced moisture build up and improved the quality of the air in the houses.
2. The second step was to install a Perspex void at the end of each house to capture the heat from the sun and direct it through strategically placed holes into the houses. We have temperature loggers in the houses measuring the temperatures after the installation but evidence suggests we have increased the internal temperatures by up to 12 degrees Celsius.
3. Installing chimneys in their cook huts to direct smoke and other contaminants outside away from where these people cook, eat and live.

The impact on lives for around US\$1500 per house is extraordinary. People now sleep all night despite the extreme cold, the incidence of respiratory diseases is reduced and above all they live longer, happier and healthier lives. It will be some years before we can measure the full impact in terms of improved life expectancy but a short visit shows you how significant the changes are.



The impact of this work was obvious as we walked around but it was not until we sat down with one small family group to discuss the changes that I realised exactly what we had done. One old lady sat beside me and said through an interpreter that in her lifetime she had never had a visitor, never had anyone other than her family in her home and never had anyone stop to chat.



That was when the magnitude of what we do hit home (yet again), its the fact that we care and give hope that makes the biggest difference and we should never forget that . It is not about money or the size of a project but about caring for people.

Glenn Mills



Walkathon once again demonstrates the passion and power of the people.

*We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop.*

*-Mother Teresa*

Thank you to every person who has so far participated in the walkathon and community week in any way whatsoever. Those who walked, those who cooked, those who ate bugs, those who played games and those who simply enjoyed the company of colleagues. The events this year as in others are wide and varied. In many locations the teams walked but barbecues, lunches, table tennis, bug eating, head shaving, golf, scavenger hunts, and more eating were some of the events that people participated in.

This event is designed to allow us all to come together in an environment where we can demonstrate to all the culture of commitment to others that is key to our lives.

There are still events running in a number of locations so we will not know the total funds raised for another month or two but we will share this with you as soon as we have it and we will continue to bring you photos from events around the world in upcoming Newsletters.

To everyone once again thank you. Every cent will be put to a good cause, the photographs below show just some of the fun that teams around the world had.



Port Elizabeth, South Africa



Tokyo, Japan



Portland, USA

DBL 2015  
Team Portland



Taiwan



*"Be the change you wish to see in the world"*

-Ghandi



Atlanta, USA



Penang, Malaysia



Los Angeles USA



Shenzhen, China



Mexico



Shanghai, China



Brisbane, Australia



Madrid, Spain





## Projects Approved

Four new projects have been approved since our last newsletter. All four provide an opportunity to make significant improvements in the lives of individuals who will benefit from the completed work.

These new projects include;

### ***Escuelar Tamarugal– Santiago, Chile***

Escuela Tamarugal is a school for special needs children who cannot function in the state school system. The children have a range of special needs including Down Syndrome, Autism, Cerebral Palsy and “acquired” disabilities. All students come from poor families with little or no capacity to pay.

DBL will work to improve Kitchen ventilation, Bathroom access, and Wheelchair access. Focusing on these areas will allow the facility access to increased government funding.

### ***La Montana Children’s Refuge-Santiago, Chile***

La Montana is a home for at risk boys and youths who can no longer be left in the family home. The risks generally arise as a result of generational poverty, substance abuse and mental illness. Some of the residents have been physically, mentally and sexually abused others are at significant risk of such abuse. A key objective is family rehabilitation.

The facility is operated by a registered NGO in premises provided free of charge by the local government authority. The buildings are old and in poor repair but sound. **DBL** will work to replace asbestos roofing over an outdoor study and play area, construct of a pathway from kitchen to dining room and a bathroom upgrade.

### ***Ludoteca Pancheco– Buenos Aires, Argentina***

The Ludoteca is located in a favela on the outer edge of Buenos Aires. The facility aims to provide a centre for children to attend and provides a broad range of services; including meals, counselling, drug and substance abuse education, and sexual education. This project is in partnership with Potencialides and will work to see the completion of their Ludoteca, which was under construction but due to a lack of funding, never finished.

### ***Philippines Education Program-Manila, Philippines***

This project will continue the support of students seeking vocational education to increase their employment opportunities. **DBL** will provide support to ensure they are financially able to continue their education.

*“Safety and Security don’t just happen, they are a result of collective consensus and public investment. We owe our children, the most vulnerable citizens in our society, a life free of violence and fear.”*

*Nelson Mandela*

## Bright Stars, Bright Futures

Bright Stars School in Dhaka, Bangladesh is offering educational opportunities to the poorest children in society. They focus on children involved in child labour, beggars and orphans. The school is run by NGO SLUM (Society for Lowest Urban Mass) who aims to provide the children with education, clothes, meals as well as activities outside of school hours such as dance, drama, music and sport in a bid to keep them off of the streets.



**DBL** recently completed a project at the school that involved some building renovation work, provision of furniture and classroom equipment, books, musical instruments, computers, sound systems and cooking equipment. We hope this contribution will provide them with opportunities to build themselves a brighter future.

## UTi Community Champions

In a recent edition we began to look at the **UTi** community champions around the world and we would like to recognise two more of the real champions of the people;

### Daniela Cordero-Sales Executive, Buenos Aries, Argentina

Daniela has been travelling into the favelas of Buenos Aries for some years now to help at the Ludotecas operated by a partner of **DBL** named Potencialides. These Ludotecas provide children of all ages with somewhere to escape from the tragedies of their lives and neighbourhoods and at the same time to smile, be happy, to eat and to learn to avoid the temptations of the streets.



**Daniela (2nd from left) with the team at San Jorge**

Daniela has brought a number of projects to DBL some completed and some still underway but all have one common element and that is that they Deliver Better Lives to the most needy.

I was recently in Buenos Aries and visited a number of existing and potential projects with Daniela and saw first hand the depth of her commitment and her deep seated drive to improve the lives of the Argentinian people.



Thank you Daniela.

### Alice Ng-HR Manager, Kuala Lumpur, Malaysia

Alice has worked on a number of projects with **DBL** over the past four years. Projects that helped improve the lives of abused young women, that provided major life improvements to refugees from Myanmar, projects that improved the quality of schooling of Malaysian Indian children and projects that gave refugees from a number of Countries in the region the opportunity to learn computer skills and improve their chances of employment.

Alice is always quick to report developments and helps at call with anything that must be done to improve the quality of life for those in need.

Thank you Alice.



*"When you're surrounded by people who share a passionate commitment around a common purpose, anything is possible."*

-Howard  
Schultz

# Projects in Egypt and Jordan

A report from Juan Manuel Santos-Program Manager Europe & the Middle East

The **UTi** team in Egypt and Jordan, led by **Ayman Abou Eleinin-Managing Director**, is another example of commitment and how to successfully integrate Social Responsibility into the normal day-to-day activities. Teams in these countries have already completed a number of projects and have new ones on the waiting list to be approved and rolled out. They also have developed good relationships with NGO's whose goals fit very well with the **DBL** mission.

We can say that these teams share DBL's founding principles:

*Everyone has fundamental Rights*

*A right to:*

~ to a roof over their head

~ to food in their stomach

~ to an education

~ to basic healthcare

These are the three openings that took place during the last month:

## Al Orman Orphanage in Cairo, Egypt. May 27th, 2015

Orphanage's are a huge reality. The Team members from **UTi's** Cairo office are very sensitive to this situation and collaborate with several organizations that are searching for solutions to the terrible situation for many children. The team launched this project to renovate almost completely the Al Orman Orphanage and improve the living conditions of the children living within the home.

It was a job done well by the team along with Al Orman and the Construction team who worked hard to have everything completed on time and on Budget.

The opening took place last Thursday 27th of May. The Project led by Amal Moustafa, Shereen Sharkawy and Rania Nabil, along with other **UTi** team members from the Cairo office who also attended the opening ceremony to spend some time with the children.

The renovation of the house consisted of the 3 floors of the house where 45 orphan children live (from 1 day old through to 12 years old) with house mothers that take care of them (some part time, some others full time). The project also included the renovation of the kitchen and the outdoor patio and provision of washing machines.

*"When I approach a child, he inspires in me two sentiments; tenderness for what he is, and respect for what he may become."*

-Louis Pasteur





### Ezbet El-Shahed Village in Al-Fayoum (Egypt). May 28th, 2015

The Ezbet El-Shahed Village is located 2 hours by car from Cairo heading south. This an area were many people live in very bad conditions with very limited resources and in poverty. There is a high prevalence of disease and life expectancy is short.

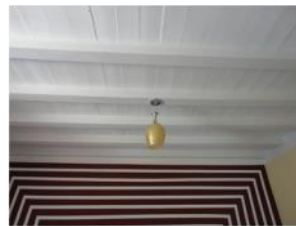
Team members from the **UTi** office in Cairo selected in this first phase, 11 houses from a very poor area of this village to be totally renovated. Al Orman organization helped them to select the houses by evaluating the situation of families living there.

The families now have a house with a floor, wooden roof, kitchen, bathroom, bedroom and living room. The houses all have running water and electricity, simple things we take for granted that substantially improve the living conditions of these families.

This Project has brought hope for the future to these families and for the rest of the village that is now expected to be a part of future phases

*"Blinding ignorance does mislead us. O! Wretched mortals, open your eyes!"*

-Leonardo da Vinci



### Arwa Bent Abd El Motaleb School in Amman, Jordan. May 27th 2015.

The opening took place on Wednesday 26th of May. This is a **UTi** Jordan Project, led by **Iman Hashem Bkyrat-Branch Manager of Amman and Aqaba**, that involved the renovation of the facilities of this public school. The girls school currently has 1,800 students

Among the **UTi** team members attending to the opening we had **Ayman Abou Eleinin-Managing Director- Egypt & Jordan** and **Iman Hashem Bkyrat**.

We were honoured to have Her Royal Highness- Princess Alia Al Tabaa attend the opening as Trustee of Promising Hands. Promising Hands is the Organization who helped the **UTi** team in Amman to select this school and who **DBL** has previously worked with.

It was a very happy and special day for both students and teachers. They now have renovated classrooms, bathrooms, teachers' room, main meeting room as well as new furniture and additional learning materials.



## KioscUTi

In Argentina we have a little candy shop to raise funds for **DBL** projects that is almost two years old. It is called **KioscUTi**. It was an idea of the commercial department.

In the beginning we started selling sodas and candies. When we found it worked, we built the structure, painted it and started to buy merchandise every week. Prices are better than outside in the street and at the same time we are collecting money for our projects. All **UTi** employees buy what they want and write down their names on a sheet of paper indicating what they took. Every Friday someone sums up and sends an e-mail with the amount of the debt.



*"Do you want to know who you are? Don't ask. Act! Action will delineate and define you."*

-Thomas Jefferson

At the opening, we did campaigns to promote the **KioscUTi**. We used to give prizes to the best client like chocolates and we organized raffles too. Nowadays everyone in **UTi** office collaborates with the **KioscUTi**. We also have our first subsidiary since Argentina has opened a new branch in the same building for the brand new customs team.

The money we collected goes directly to help our projects, mostly Ludoteca San Fernando where 120 boys and girls go to have tea (for some of them is the only meal they have before going bed). In the Ludoteca they play, draw and enjoy being children. With our earnings we go there with a different meal for them once a week (like hot dogs, soup, noodles, milk, cookies or cakes for example) and also materials they need to do different activities (plasticine or modelling material, pencils, activity books, paints, cardboards).

Last Children's day we used our earnings to buy wood and paints and every **UTi** employee and his family painted "tic tac toes" for the children of both projects, San Fernando Ludoteca and Orphanage. We also use the income to buy prizes for the different campaigns we organize. For example, in March we organized a campaign to collect school supplies and we made a raffle between all the people that collaborated to win a perfume and a drink. One Christmas we bought candies and every employee helped to make a package with activities and candies for each child. Last week a dentist went to the Ludoteca with us to explain to the children how to look after their teeth and we bought 120 tooth brushes for them with our **KioscUTi** funds.

We are in close contact with the people of the projects and ask them what they need and try to get it with the resources we earn together. We use Facebook and flyers by e-mail to promote our actions and our friends and contacts also help us. With this kind of advertising we get for example hockey equipment for all the girls, we also got sport shoes for every child and board games for the winter days.

We hope other **UTi** offices find this candy shop inspiring.

**Daniel Cordera— Account Executive— UTi Buenos Aires, Argentina**



# I want to be one of you!

This may have been the most intense and touching month of my life. When I received “*the welcome to DBL*” message from Glenn, together with a feeling of happiness, I knew that my life was now going to be a new volume. After receiving the news, I went to Jordan and Egypt for the opening of completed projects and to see potential projects.

I am writing this while Glenn Mills is inducting both Kathy Blount and I whilst visiting Vietnam and Thailand. It is 6 weeks since I started as **DBL** regional representative, but I have known of **DBL** since it was created and have been privileged to participate in activities organized in Europe, Africa and America. While I understand the social reality, this month I’ve seen live the real commitment of **DBL** and **UTi** teams to those living in the worst conditions.



*“Try not to become a man of success, but rather try to become a man of value.”*

-Albert Einstein

Teams find time, in addition to dedication to jobs and families, social contribution has become part of their lives. **DBL** has provided pathways for **UTi** teams to deliver better lives. It is difficult to explain in a newsletter what teams have seen, difficult to explain how easy it is to change the future of people, difficult to explain how the face of a sick child changes when one caresses their arm or whispers in their ear.

## What I’ve learned?

I need to look around at my community, talk to people to see what difficulties they face. Be aware of the reality, understand needs and their priorities. Touching the reality of the needy people must lead to immediate action.

## How can I contribute?

**DBL** provides *pathways* to deliver better lives to needy people. **DBL** can assist you :

- Do something by yourself or with others to address needs in the community. You may find a solution by yourself or with others find the solution. Often simple solutions change dramatically the lives of those in need.
- Collaborating as a volunteer. More and more people want to contribute by themselves using their time, skills and resources to solve or mitigate problems. **DBL** can assist to find a place among the enormous number of projects already completed or in progress.
- Creating a project to be supported directly by **DBL**. Individually or as a team any **UTi** member can recommend and submit a proposal for a project. Once a project is approved **DBL** together with the team involved, controls the resources to ensure a positive outcome. **DBL** does not give grants to other organizations. **DBL** does deliver better lives to others and to the teams involved.
- Spread the message and invite others to participate in projects. Participating in team projects makes people proud of being part of the team. It makes the team stronger and those around them are uplifted.
- Fundraising. To support projects **DBL** needs funds, this is an important way to support initiatives. **UTi** people and their teams have launched many fundraising initiatives, **DBL** can recommend ideas and supporting initiatives. Initiatives like the annual Walkathon (many different activities created by the **UTi** teams. Team walks, Team runs, Team meals, Golf Tournament, etc.), donations in meetings, **DBL** presentations to **UTi** teams, charitable boxes at reception, payroll deduction, direct donation to **DBL** and supporting individual or team initiatives are only a few examples of how you can support **DBL** projects. Fundraising does deliver better lives through projects and delivers better lives to the team by engaging people.

My deepest and humble recognition to each person in **UTi** and **DBL** that have delivered and continue delivering better lives every day making a huge impact on the future of their communities, both in **UTi** and in the lives of more than 2.000.000 people so far.

I want to be one of you.

**Juan Manuel Santos-Program Manager– Delivering Better Lives**

## No! Not the middle seat!!



*"True happiness... is not attained through self-gratification, but through fidelity to a worthy purpose."*

-Helen Keller

Who are the middle seat people? I am talking about commercial flights here. Does one exist? I know lots of window seat people and they think it is the best seat. They say a window seat gives them the best possible chance of sleeping. You have seen them, or maybe you are one of them? They have a whole routine; stuffing tiny pillows between themselves and the window giving them a few additional inches for their shoulders and a solid surface to prop up their head. Then you can turn to the window and pretend to be looking out in the hope that others don't try to start a conversation. I prefer the aisle seat. In the valuable commodity which is space in the aircraft I like the fact that in an aisle seat I can get up, when the seatbelt sign is not illuminated of course. I don't like disturbing others or worse having to wake someone up because I need a trip to the lavatory. The middle seat demands no additional money, validating my hypothesis that middle seats are the worst and middle seat preference people do not exist.

So why all the thought and dialogue about an airline seat in a **DBL** Newsletter? Well in making a recent international flight reservation for a **DBL** trip you guessed it; I was only able to select a seat from middle seats for the 14 hour red-eye flight. Ugh! This was my first trip for **DBL** and I was very excited about the indoctrination into the next book in my life. See I have worked in transportation & logistics for the last 18 years in various positions; sales, sales management, product management, trade lane development and recently ocean product pricing & procurement in **UTi**. Each position was unique requiring me to learn new skills but still within the same industry. **DBL** is the charitable arm of **UTi** but that is where the similarities end. It is because of this that I see this new position, as Program Manager for the America's region, with **DBL** as a new book, rather than a new chapter. **DBL** is a non-profit (I like to call it a "for purpose" company versus a non-profit) company focused on delivering better lives wherever **UTi** does business. **DBL** funds projects that address ; the basic rights of people to a roof over their head, food in their stomach, basic healthcare and for all to have access to an education. Besides the great desire and responsibility I have to make a significant impact the middle seat reminded me, that it's not all about me! What you say? It happens so fast it is easy to get caught up in the smallest of challenges, to lose sight of what is really important. I am going to be transparent and real because in 48 years I have determined through trial and error that I am lousy at being anyone else but me! I had become fixated during this very exciting new adventure, on that stinkin' middle seat. I even worked an angle, asking the LAX Gateway Manager for help. About a week before my departure he sent, on my behalf, an email to the airline asking if they could switch me to an aisle seat. Now truthfully I wanted that switch but that is when I know I was really off course in my thinking. Deep down I had visions of them responding to the email with more than a switch to an aisle seat. I secretly hoped they would upgrade me to business class, aisle seat of course! I was definitely worrying about myself. Will I be able to sleep? What if I can't sleep? I'll be exhausted, I'll probably get sick because I can't sleep and my immune system will be weakened. Then when I get to Ho Chi Minh I'll be exhausted and not at MY best! Oh my gosh this is awful. Yes, sadly these are just a few of the thoughts in my head. Notice all the 'I' pronouns?

I wrapped up my job, Director of Ocean Pricing - America with **UTi** on June 1st. In the weeks that proceeded I received many calls wishing me heart felt congratulations, thanking me for being of service. I was so moved and emotional, especially my last day. It was sometime during that last day, following one of those calls, that I was reminded again, it is not all about me! The new book I am embarking on now and the way I have approached my work in the past is rooted in service. When I help I get a deep feeling of satisfaction. Those kind and gratitude filled phone calls reminded me of that fact and feeling. My experience has been that helping, and dare I say serving, is not just a gift that is given away. Given away implies that it is a one-way street, a deficient of some sort.

The irony is I have found it to be the opposite of a deficient, but rather a gift that gives back in great abundance. The fact is I was so graciously reminded that I feel richer when I give and serve versus



seeking to gain. That day, that moment, the middle seat became a mute-point. I saw myself as blessed to have this new position not inconvenienced by a middle seat. I saw myself as honored to serve our extended work-family within **UTi**, the deserving recipients whose lives will be impacted through past and future **DBL** projects and others who I have yet to meet. I look forward to 'our' new book, playing a part in delivering better lives and being grateful during the journey. I will still select an aisle seat when given the choice but I can honestly say I will strive to not sweat the small stuff and be thankful for the gift that is service.



Kathy Blount (2nd from right)

Kathy Blount-Program Manager– Delivering Better Lives

*"What spirit is so empty and blind, that it cannot recognize the fact that the foot is more noble than the shoe, and skin more beautiful than the garment with which it is clothed?"*

-Michaelangelo

## Listen to DBL Twitter

Delivering Better Lives can now be found on Twitter.

For all those with a Twitter account please head to Twitter and follow **@DelBetLiv** and stay tuned for regular updates.

Remember to retweet us to spread the word of the work of Delivering Better Lives.

Thanks for your ongoing support.



DBL is on Facebook providing a new opportunity to track the people and organizations we support across the globe. Join our following by typing **Delivering Better Lives Foundation** within the Facebook search function and selecting "Like." option.



UTi CHARITABLE FOUNDATION

**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**

### Contacts

Glenn Mills-Executive Trustee  
[gmills@deliveringbetterlives.org](mailto:gmills@deliveringbetterlives.org)

Kathy Blount-Program Manager-Americas  
[kblount@deliveringbetterlives.org](mailto:kblount@deliveringbetterlives.org)

Juan Manuel Santos-Program Manager-Europe & The Middle East  
[jmsantos@deliveringbetterlives.org](mailto:jmsantos@deliveringbetterlives.org)

**"Thank you to everyone  
who contributed to this  
edition of the Delivering  
Better Lives newsletter"**

*The opinions of the authors expressed  
herein do not state or reflect those of  
UTi.*

