



Powering through partnership

Description

In the face of South Africa's ongoing energy challenges, where power outages (or loadshedding) threaten business continuity, we embarked on a mission to secure reliable, sustainable energy while staying true to our commitment to cost efficiency and policy alignment.

With frequent power disruptions impacting critical operations, our GEMS Call Centre – a lifeline for stakeholders – faced mounting risks. Ensuring uninterrupted service was paramount, but rising electricity costs and environmental goals demanded an innovative approach.

The collaboration

Recognising the urgency, the Facilities team approached the procurement team with a bold vision: a solar energy system to reduce grid dependency, cut costs, and safeguard operations.



What followed was a seamless partnership:

1. **Alignment with the Group Procurement Policy:** The Procurement Team ensured the project adhered strictly to the Group Procurement Policy, guiding a transparent, competitive tender process. Central procurement streamlined decision-making, balancing cost-effectiveness with technical excellence.
2. **Innovation meets due diligence:** Together, the teams evaluated vendors, negotiated contracts, and secured a solar solution tailored to our needs, prioritising scalability, maintenance, and rapid deployment.

The impact of this project cannot be underestimated.

1. **Energy resilience:** The solar system now powers the GEMS Call Centre, ensuring 24/7 operations, even during outages.
2. **Cost savings:** Electricity bills have plummeted, with return-on-investment (ROI) projections are exceeding expectations.
3. **Sustainability wins:** The resulting reduced carbon footprint aligns with our global environmental, social, and governance (ESG) commitments.

This success was fuelled by trust and teamwork, proving that collaboration can turn challenges into opportunities. We'd like to say a heartfelt thank you to the facilities team for their visionary leadership and partnership, the Bid Evaluation Committee (BEC) members for their strategic guidance and support, reception, security, and the health and safety team who made the briefing and site visit a seamless process.

The future is bright



This project isn't just about solar panels – it's a blueprint for cross-functional synergy, policy-driven procurement, and sustainable innovation. As South Africa navigates its energy transition, we're proud to lead by example, powering progress even in testing times.

"Together, we're not just saving energy, we're energising potential."

— Simon Alexander Ong, author and entrepreneur

Category

1. Our Business

default watermark