



## Clover Case Study

Clover, whose history dates back to October 1898, is very well known in the South African corporate world. The story of the company, which grew from a single creamery in what was then Natal to a giant South African organisation today, is essentially one of milk procurement, processing and marketing. Besides the fresh milk and cheese traditionally associated with a dairy-based company, the Clover name is also associated with many other dairy products, including yoghurt and yoghurt drinks, fresh juice, mineral water dairy/ice tea/juice blends and UHT milk, custard and cream.

With a turnover of in excess of R5 billion and a staff complement of 6 500, Clover collects some 30 percent of South Africa's milk, processes it in 13 factories and distributes its dairy and related products through 19 national distribution depots and 8 large agents. Clover also exports products, mainly in the long life range, and mainly to South Africa's neighbours Swaziland, Namibia and Botswana.

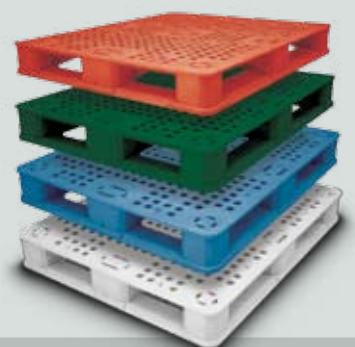
### Client Challenges

- The company previously used special wooden pallets of its own design, but had to start using plastic pallets for reasons of hygiene and to comply with HACCP requirements, in terms of which food products may not be handled via wooden equipment.
- Hygiene issues aside, the wooden pallets were found to be constantly causing injuries to staff through protruding nails and splinters.
- Bits of wood breaking off from the pallets caused drain blockages.
- In addition, product losses were significant as a result of damage caused to packaging by splinters and nails.
- Wooden pallets are heavy and not particularly user-friendly on the factory floor.

Case Study



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**KAYMAC**  
**STRUCTURAL FOAM**  
(PTY) LTD

## The Kaymac Solution

Kaymac's plastic pallets, which Clover has been using in its factories since 2004, have provided solutions to all the above challenges. Clover selected Kaymac to supply it with pallets after obtaining various quotes and finding Kaymac to represent the best value for money, with a lower-cost, yet stronger, product. Kaymac was also very helpful in assisting with the testing of their product in the Clover context.

Benefits of using Kaymac pallets include the following:

- They are obviously HACCP-compliant, since they eliminate the wood element previously present in the factory.
- No more splinters, hence no more injuries and no more drain blockages.
- No more puncturing of products and packaging, with a consequent drastic drop in concomitant losses.
- The significantly lighter Kaymac plastic pallets are easier to handle and more user-friendly.

Clover's representative, Mr André Coetzer, explained that while the form of the Kaymac pallet used is the standard one, Clover required the pallets to be made from a particular type of material, which Kaymac was happy to do. Mr Coetzer expressed great satisfaction with Kaymac's service, the ready availability of Kaymac representatives, and the promptness with which pallets that have had to be repaired have been collected, fixed and returned.



Kaymac Pallets are HACCP-compliant.

