

GARRY'S MESSAGE

A plea for ceaseless vigilance

Management, action immediately, please.

Let's not forget that we are dealing with a deadly virus. The continued health and protection against infection of our personnel, customers and the general public is paramount. Our industry and our management style must comply fully with regulatory, legislative and moral imperatives.

To remain secure in all our activities we need to enforce sanitisation, social distancing and other protocols as rigidly as we did on the first day of the lockdown.

This is no time for complacency or treating the precautions and processes as a box-ticking exercise. This is especially true as express logistics has a responsibility other businesses don't share.

South Africa relies on us as the essential service linking buyers and sellers. We have to be exceptionally vigilant and



Garry Marshall

observant. Our couriers make multiple visits in a day to people's homes as well as their workplaces.

The longer the lockdown goes on, the greater the temptation to forget why we are doing what we are doing. This is no time for complacency. The threat is just as severe as it was on Day One. Let's remind our people of this every day.

I am encouraged by the regular management reports we receive at SAEPA detailing how our members are enforcing the safety protocols. I

would even recommend that management go a little further by visiting the front-line to see for themselves how well their instructions are being observed. Their presence and authority will motivate their hard-working people while reinforcing the gravity of the situation.

In my message last month I said "We're not out of the woods yet". Let me repeat it now. Ceaseless vigilance is imperative. So please repeat and intensify this message to all your people.



Discretionary Grants 2021 – tight time window

Transport Education and Training Authority (TETA) Discretionary Grants 2021 applications will open mid-November 2020.

Members wishing to apply through SAEPA are required to contact martine@saepa.org.za to receive further information and documents to be completed. TETA DG application submissions through SAEPA close at 16h00 on Monday, 9 November 2020.

Discretionary Grants are prioritised for Hard To Fill Vacancies (HTFV) and critical skills within the sector. (See the article inside for a list of HTFV)

As applications for 2021 will be made on-line on the TETA system, members must ensure that they have a Skills Development Facilitator (SDF) registered with TETA.

If you need assistance to navigate this process, please feel free to contact martine@saepa.org.za by 5 November 2020.

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The current (2019) HTFVs and critical skills, with Organised Framework of Occupations (OFO) codes include amongst others:

- Supply Chain Practitioner (2019-333905)
- Supply & Distribution Manager (2019-132401)
- Delivery Driver (Courier specialization) (2019-732101)
- Truck Driver (General) (2015-733201)
- Health & Safety Manager (2019-121206)
- Business Improvement Specialist (2019-242101)
- Forwarding & Clearing Agent (2019-333101) which includes Export Clerks, Clearing Agents, Import Clerks; Freight Forwarding Customs Clearing Manager
- Sales Representatives (2019-333903) (includes Key Accounts Manager and Senior Sales Representatives)
- Sales Manager (2019-122102)
- Transport Clerk (2019-432301)
- Road Transport Manager (2019-132403)
- Fleet Manager (2019-132405)
- Warehouse Manager (2019-132404)
- Dispatching and Receiving Clerk / Officer (2019-432102)

If you need assistance to navigate this process, please feel free to contact martine@saepa.org.za by 5 November 2020.



Natiesha Karim



Martine Maraschin

Transport Education and Training Authority (TETA) Chamber Committee Representation

SAEPA will represent the Express Logistics Industry on both the Road Freight and Forwarding & Clearing Chamber Committees.

Natiesha Karim from RAM will be the representative on the Road Freight Chamber and Martine Maraschin on the Forwarding & Clearing Chamber. When an opportunity arises, SAEPA will nominate a representative to the Freight Handling Chamber Committee. Freight Handling is an integral part of the supply chain management system which provides vital support service to industries spanning all modes of transport. The sub-sector concerns itself with the handling, storage and stock control of cargo through seaports, airports, distribution centres, factories and other depots.

The role of your representatives on the TETA Chamber Committee is to inform 1) the Sector Skills Plan for TETA* and 2) to monitor TETA's Annual Performance Plan with the Department of Higher Education and Training (DHET). This means, the

We need you to inform us of your HTFVs and Critical Skills



need to identify Hard To Fill Vacancies (HTFVs) and ensure that these HTFVs are given priority placement in order to attract the funding parameters and requirements for TETA Direct Grants.

As your representatives, therefore, we need you to inform us of your HTFVs and Critical Skills. This can be done by emailing Natiesha Karim for Road Freight or Martine Maraschin for Forwarding & Clearing on natiesha.karim@ram.co.za or martine@saepa.org.za respectively.

If members believe a virtual meeting around this topic would be appropriate, please notify martine@saepa.org.za of your interest.

SKILLS DEVELOPMENT

TETA Women Empowerment Summit 2020

SAEPA was invited as an important stakeholder in the TETA landscape, to present on Trends, Challenges and Opportunities within the Express Logistics Industry at the TETA Women Empowerment Summit 2020 held on 21, 23 and 26 October 2020. Copies of these presentations can be obtained from martine@saepa.org.za

Elsewhere in this edition of News Delivery, we pay tribute to Natasha Parmanand of FedEx Express who has just been voted Standard Bank Top Businesswoman of the Year 2020

Other topics at the TETA summit were:

- How human factors/ergonomics improve safety and efficiency in transport sector operations
- The Psychology of an Entrepreneur
- Trends and business opportunities in, amongst others, the Taxi, Road Freight, Rail, Maritime Industries
- “How I navigated a male-dominated industry and won”
- TETA SMME Support: Projects and Vision
- Sustainable small business support and opportunities
- Using SETA opportunities to grow your business
- Business opportunities for women (beyond South Africa)
- How to start, develop and sustain a transport sector business

SAEPA was prominent, promoting our positioning as South Africa's Express Logistics Association. It was also a forum to create awareness of opportunities within our industry.

Road Freight Association

The Road Freight Association is hosting a 1 Day Labour Indaba on 25 November 2020 which will cover the following critical topics:

- Road Freight Case Law
- Legislative Gaps: employment of foreigners
- Sexual Harassment in a digital environment
- Workplace bullying

<http://www.rfa.co.za/labourindaba>

Employment Equity Reports 2020

The EE on-line system opened on 1 October 2020 and closes on 15 January 2021. The Department of Employment and Labour is putting particular focus on companies to achieving the EE targets. Members are urged to familiarise themselves with the Employment Equity Amendments Bill (B14-2020) <https://www.parliament.gov.za/bill/2291735>

The shift will be from companies setting their own internal targets to sectorial targets set in consultation with the Department of Employment and Labour.

Members are encouraged to implement strategies to mitigate risk of non-compliance once the consultations have been concluded. SAEPA is waiting for an invitation to join the consultation process.



The banner for the RFA Labour Indaba 2020 conference features a green and brown color scheme with geometric shapes. It includes the RFA logo, the event title 'LABOUR INDABA 2020', the venue 'KOPANONG HOTEL & CONFERENCE CENTRE, BENONI', and the date '25 NOV 2020'. Below the banner, the text reads '25 November 2020 Exciting 1 Day Conference'. A list of topics is provided: Sexual Harassment in a digital environment, Legislative gaps: employment of foreigners, Road Freight Case Law update, Workplace bullying, it's real!, and Networking cocktail function. A photo of Leanne Manas is shown next to her name, identified as the Special Guest & MC. A quote about her is also present. At the bottom, it says 'More information to follow soon!'.

25 November 2020
Exciting 1 Day Conference

- Sexual Harassment in a digital environment
- Legislative gaps : employment of foreigners
- Road Freight Case Law update
- Workplace bullying, it's real!
- Networking cocktail function

Special Guest & MC
Leanne Manas

Leanne is an Ambassador for Nelson Mandela's 46664 campaign and she is the only television anchor in the world to join the elite list of Ambassadors handpicked by Madiba. Leanne will be our MC for the day.

More information to follow soon!

National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)

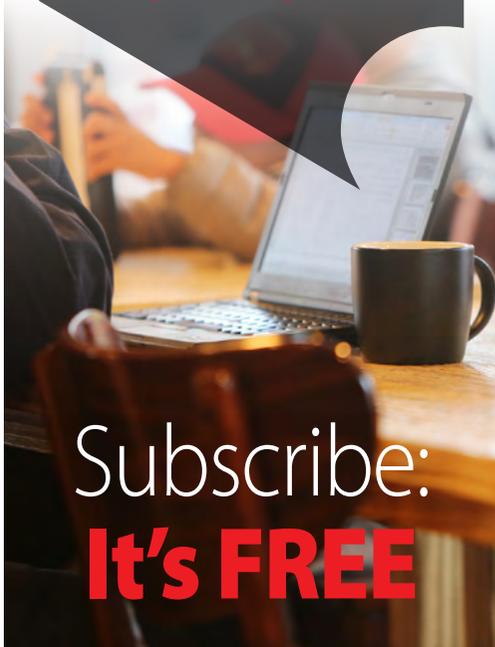
Circular to the industry clarification on the implementation date of the job grading for the Abnormal Loads Drivers & Petroleum Tanker Driver Positions

This may not be appropriate for all members in Express Logistics, but for those who do offer these services, we refer you to the circular dated 21 October 2020 available on the NBCRFLI website (www.nbcrlfi.org.za)

“Gear up for Black Friday. Retailers are looking to Black Friday to claw back some of their lost sales as the approach to Christmas prompts more liberal spending, observes Martine Maraschin. Many are even opening a wider window than the single day – 27 November – a scant month before Christmas. Some stores are promoting a full month of special pricing and deals. If it's good for them, it's good for express logistics. Make sure you're ready for the retail tsunami.”



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PEOPLE PROFILE

FedEx Express Commitment to Empowerment Recognised at the 2020 Standard Bank Top Women Awards

JOHANNESBURG, Oct. 2020 – FedEx Express South Africa, a subsidiary of FedEx Corp. (NYSE: FDX), was recognised among South Africa’s top five Top Empowered Companies in the Transport Category. During the recent Standard Bank Top Women Awards event, Natasha Parmanand, Managing Director Legal, Regulatory Affairs and Labor Relations of FedEx Express Southern Africa, was awarded Businesswoman of the year.

The Standard Bank Top Women Awards showcase businesses and individuals that aim

to sustainably celebrate and uplift women and organisations that support female gender empowerment.

“FedEx invests in policies and programs to benefit our workforce, enhance our culture, and support the communities where we live and work. We acknowledge people’s unique backgrounds, experiences and needs and believe that we are stronger together. On behalf of all South Africa team members, I am honored that this commitment has been recognised by the Top Women Awards,” said Parmanand.



Natasha Parmanand, Managing Director Legal, Regulatory Affairs and Labor Relations of FedEx Express Southern Africa

International Air Transport Association (IATA) sponsored

IATA provides individuals and organizations with all the skills and information needed to be ready for the transportation of the upcoming COVID-19 vaccines. CEIV Pharma, Temperature Control Regulations, training and webinars are among the services that will help.

Do you have the skills and knowledge to safely handle and transport vaccines and life science products?

Every second counts

Compliance with the latest regulations is mandatory to safely handle and transport vaccines and life science products

Comply with the regulations

IATA.ORG

Get ready to handle and transport COVID-19 vaccines safely and efficiently!

Learn More

David Alexander reminds us that Professional Aviation Services is IATA Publication Agent for all IATA Publications including the 2021 Dangerous Goods Regulations, Temperature Regulations and the Airport Handling Manual. Members can buy these products locally, without troublesome paperwork.



Moments of Truth

David on Security Officer Training



A moment of truth (MOT) in marketing is any moment when a customer, interacting with a service provider, forms an impression, favourable or otherwise. This is especially true when there is an emotionally charged interaction with front-line people.

I was reminded of this recently when the Security Officer at my bank shouted at me in enforcing the one-at-a-time access rules. He undoubtedly thought he was doing the right thing but it was in a manner that I found offensive.

When considering who is the first point of contact with your company few of us think of the Security Officer but, in many cases, this is the reality, especially given the circumstances of the lockdown. So the old cliché applies: "You never have a second chance to make a first impression." We rely on

"When you change the way you look at things, the things you look at change."

– Max Planck

our Security Officers for much more than security, perhaps more than we realise. They have a PR function which can influence attitudes and moods prior to important meetings and transactions.

Who has not been irritated by officious, incompetent, indifferent or rude security people? Or been charmed by helpful, knowledgeable, efficient and dedicated Security Officers?

The question is; do we train our Security Officers in anything other than the legally mandated minimum? Is this another example of "tick the box" compliance rather than recognising a service opportunity and training these key employees in the basics of client service?

When security is looked on as an entry-level job requiring few skills, the service potential is sacrificed. Let's put it in perspective: these are people whom we rely on to protect our assets and increasingly with COVID the well-being of our employees and customers. In extremis, we expect them to put their lives on the line.

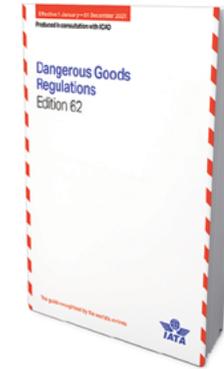
So why not work with your security advisers in their development, imparting service skills and improving their career path prospects. The cost is minimal and the benefits to your company image are incalculable.



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