

GARRY'S MESSAGE



Garry Marshall

Like me you will be astounded by the innovative thinking and problem-solving ability reflected in the entries to the fourth ASCEA African Supply Chain Excellence Awards. I was privileged to be the leading judge for this prestigious competition. It demonstrates the importance of our industry throughout South Africa and across our continent in keeping the economies pumping. We trust the authorities sit up and take notice of the importance of sustaining an environment conducive to development. Among other important benefits the resultant growth is creating meaningful job opportunities.

Technology is making a major impact on the way we do business and is fuelling growth. Member companies are finding solutions to new challenges in ways unimagined decades ago. Yet while we all benefit from such innovation, we must never underestimate the human factor. Consider, for instance, the relief you feel when in trying to solve a problem, you encounter a human voice on the end of the telephone.

That's why we set such great store by skills development and - recognised in this month's SD article - mentoring of new entrants to our member companies.

So let's nurture talent wherever we can. At the rate our business is growing, we are going to need more of it.



The Africa Supply Chain Excellence Awards (ASCEA)

"The 2025 ASCEA entries, finalists and winners showcase the power of supply chains to solve social, environmental and operational challenges. These trailblazers exemplify what African ingenuity, collaboration and resilience can achieve."

- Garry Marshall, head judge.

69 entries were received from across Africa, with 47 progressing to the final judging stage and 40 named as finalists in 13 categories.

SA Harvest took home the special Judges' Award



Continued on page 2

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NEWS

Continued from page 1

The African Supply Chain Excellence Awards (ASCEA)

CATEGORY AWARDS

Humanitarian & Health Supply Chain Management

VillageReach and SA Harvest named joint winners

Demand Planning and Management Category

Alstom for its "Demand Side Time to Shine" project.

Innovation & Change Management

GLS Supply Chain Equipment

International Trade

AECI for its entering the Papua New Guinea mining sector

Inventory, Warehousing and Distribution Management

Unitrans in partnership with Isanti Glass

Manufacturing and Production Management

Alstom Rolling Stock

Preservation of the Environment

Digistics for drive to achieve Africa's greenest supply chain

Procurement and Supply Management

Africa Resource Centre

CATEGORY AWARDS

Supply Chain Coordination and Collaboration

CEVA Logistics

Technology, Information Systems and Related Fields

Takealot and partnership featuring Opsi Systems and DP World.

Training and Talent Management

Stellenbosch University's EV bikes project

Transport (All Modes and Intermodal)

DSV Road and Everlectric, RnR Technologies and Vanguard

Unique Supply Chain Projects

Vanguard Solwezi

ACKNOWLEDGMENTS

ASCEA thanks main sponsor Forte Supply Chain Solutions and all sponsors who made the event possible. The Awards also recognises the judging panel, who represented SAEPA, RFA, CILTSA, Standard Bank, SAPICS, Commerce Edge, CSCMP ARIA, iqbusiness, SAIE and others.

<https://www.ascea.co.za>

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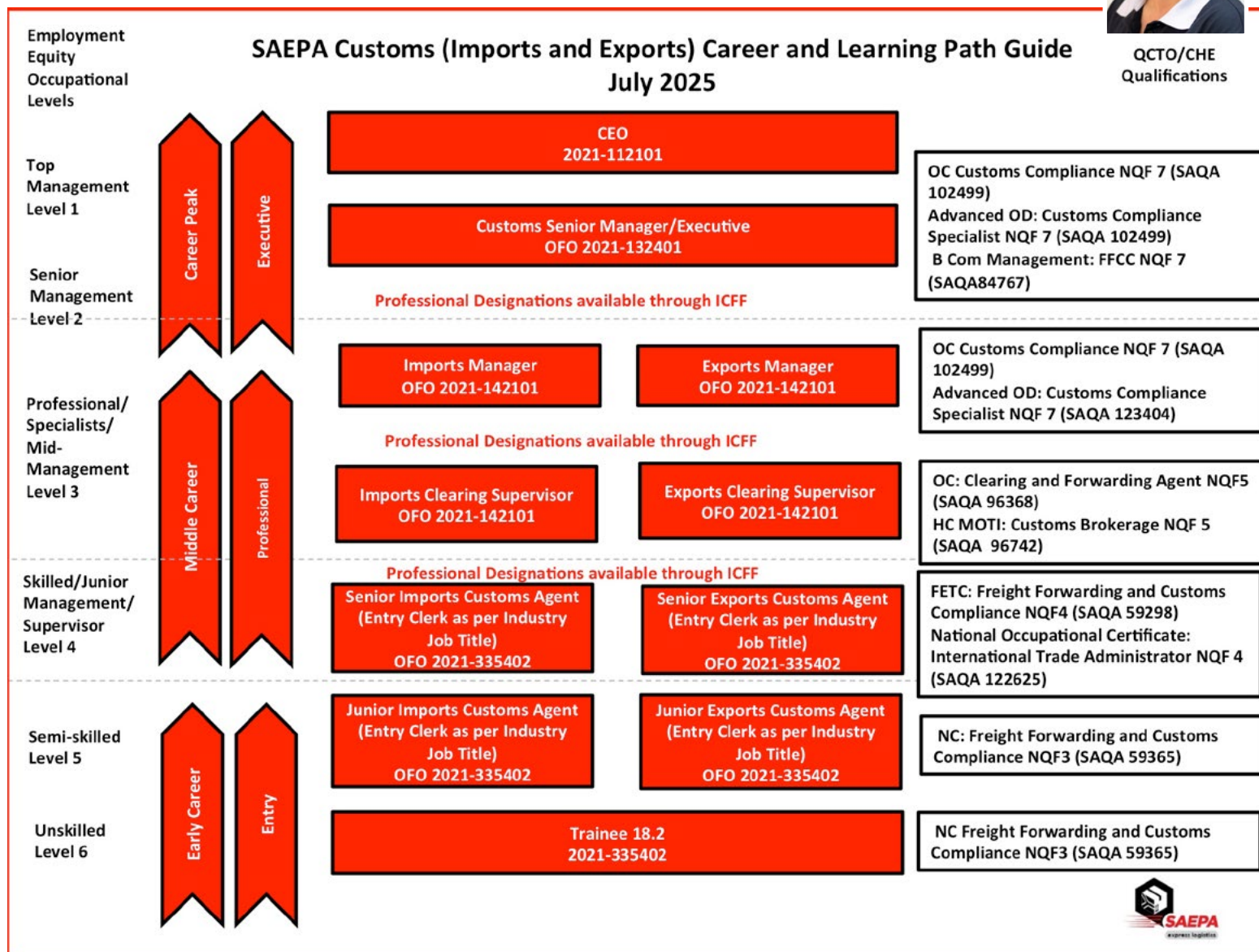

QCTO/CHE
Qualifications

The importance of qualifications

Qualifications in the occupational and higher education sectors are both designed to enable vertical career progression, allowing job holders to move into related or higher-level roles. Last month, we highlighted qualifications in the Forwarding & Clearing and Road Freight sub-sectors at Transport Education Training Authority (TETA)

Starting this month we will be revisiting SAEPA's career paths. These will serve as a practical guide for Learning and Development departments, as well as employees seeking to advance their careers within the express logistics sector.

We begin with a focus on Customs-related occupations in express logistics. The diagram below illustrates the different roles within Customs (Imports & Exports), with corresponding learning opportunities and qualifications listed alongside each role.



Want a professional designation?

The Institute for Customs and Freight Forwarding (ICFF) offers designations aligned with the qualifications shown. Learn more at www.icff.co.za or email Imapheto@icff.co.za

Abbreviations: **NC** = National Certificate **FETC** = Further Education Training Certificate **OC** = Occupational Certificate **OD** = Occupational Diploma

Administrative Adjudication of Road Traffic Offences Act (AARTO)

AARTO is active only in Johannesburg and Tshwane currently. From 1 December it will launch in 69 municipalities, including major metros like: Gauteng, Western Cape, KwaZulu Natal, Eastern Cape, Mpumalanga, Limpopo and Free State. From 1 April 2026, AARTO rollout will extend to an additional 75 smaller municipalities. 1 September 2026 will see the demerit points system fully implemented nationwide.

AARTO records offences against the individual driver, not just the vehicle owner. This will impact the organisation. Losing a licence means that the driver cannot work in his/her driving role, which could affect their income and employment. Member companies may wish to consider other deployment for a driver not permitted to drive. It would be unfortunate if this led to terminations. Having fewer drivers will risk delivery delays and unfulfilled contracts, or may require increased overtime with the resultant higher costs.

There's also reputational risk. Repeat offences by company vehicles may affect an organisation's credibility with clients and possibly its operating permits.

The demerit system also records offences against vehicles. This will impact on Transport Managers and their fleets as their vehicles may be impounded.

What is our role as Human Resources and Learning and Development Specialists to deal with these upcoming changes?

- **Train drivers:** Offer refresher courses on road rules, safe driving, and load management.
- **Enforce pre-trip checks:** Avoid offences related to roadworthiness by making vehicle inspections non-negotiable.
- **Policy updates:** Have clear internal rules about responsibility for fines and repeated offences.
- **Consider driver rotation:** rotate drivers for courses - avoid assigning higher-risk drivers to routes or loads which may increase their likelihood of offences.

Important dates for stakeholders in the Road Freight & Logistics Industry

The NBCRFLi (National Bargaining Council Road Freight & Logistics Industry) will be holding stakeholder information sessions covering the following topics: •Main Collective Agreements •Compliance and Enforcement •Dispute Resolution •Funds Administration •E-Business •Wellness Fund Health Plan benefits

East Rand: 11 September 2025

Newcastle: 17 September 2025

Pretoria: 9 October 2025

RSVP Elaine Naicker elaine.naicker@nbcrlf.co.za

Who should attend? Operations Supervisors and Managers, HR

SAEPA Junket Feature : Mentoring for Career Success

At SAEPA's recent Junket Dave Walls and Ian Bratt from Facilitated Mentoring Services addressed the need for more mentoring in the workplace for unemployed and employed learners alike.

Facilitated Mentoring Services (FMS) recognised that a large component of the formal working population are young people and that there is a big step from the classroom to the boardroom. FMS's intention is to facilitate contact between those with experience and those who are new to the work environment.

Oliver Balch from Thomson Reuters asked how disadvantaged youngsters could increase their likelihood of career success in today's technology-driven economy. The answer was not, as one might think, to learn to write code or master search-engine optimisation (valuable as these may be): instead, it was to find a mentor!

Why Mentoring Matters

- Mentees are 5x more likely to be promoted and see 5x faster career progression. It's a mutually beneficial arrangement as mentors are 6x more likely to be promoted. (thrivementoring.reading.ac.uk, brancher.com.au)
- Mentored employees stay longer - a 69% better retention rate, meaning organisations which practice mentoring often see reduced turnover costs.
- Employees with mentors are more content (90%) and 50% less likely to consider quitting. (thrivementoring.reading.ac.uk, Keevee)
- Productivity gains of 23%, leadership readiness up 42%, and improved diversity outcomes up 30% from targeted mentoring. (Keevee)
- Structured mentoring fosters stronger company culture, cross-team collaboration, and inclusive environments. (Chronus, Dentons)
- Mentoring strengthens critical soft skills – communication, teamwork, problem-solving, all of which are increasingly in demand and essential for long-term success. (Reuters)

Mentor Programmes, Employment Equity and B-BBEE

Mentoring is increasingly essential – not only to help organisations meet Employment Equity Sector Targets set by the Department of Employment and Labour (DEL), but also to support the Advancement Programmes outlined in the proposed B-BBEE Transport Codes. Well-structured mentoring programmes can serve as a strategic tool for achieving compliance with these new organisational targets.

So the question is - What degree of mentoring is going on in your company and what are your plans to intensify the practice?

Facilitated Mentoring Services Pty Ltd – www.yourmentor.co.za

Dave Walls – 082 417 0608 and Ian Bratt – 082 887 6611

Save the date!

Women in Logistics, Transport and Supply Chain

The Empowerment Conference takes place on Friday, 26 September 2025 at the Birchwood Hotel and OR Tambo Conference Centre in Johannesburg, hosted by the Chartered Institute of Logistics and Transport South Africa (CILTSA).

For details, contact Catherine Larkin catherine@cvlc.co.za



REVERSE LOGISTICS REVERSED

Every aspect of our business points to continued growth, with personal purchases roaring ahead.

Reverse logistics used to be a pain, involving as it did wastage of time, resources and often product. Now the fruits of sales are finding their way back into the market - with a vengeance.

No-one can ever say die where express logistics is involved. After charity shops flourished on the high street with their pre-owned fashion and domestic items, could the courier industry be far behind?

Reverse logistics has developed a whole new segment. The UK's online second-hand shopping will grow to a £4.8 billion "second chance" segment of the economy this year. That's according to a study by the Centre for Economics Business Research (CEBR) on behalf of Amazon. John Bounphrey, Amazon UK Country Manager says the company's "Second Chance" sales in the UK and Europe exceeded £1.7 billion.

This segment kept more than 199 million products alive in the UK last year. They include "open box" purchases sent-back unused as well as clean-and-adjust items.

Given the nature of acceptance by younger buyers, this market segment looks forward to a bright future. Second-hand products now account for 34%-45% of UK spending within categories such as smartphones, tech, fashion and small appliances. 74% of people aged 34 or under welcomed second-hand shopping compared to 52% of over-55s.

Based in London, The Centre for Economics and Business Research is an economic consultancy supplying economic forecasting and analysis. <https://cebr.com>



New aircraft for Airlink

Airlink has finalised a lease agreement with Azzora for 10 new Embraer E195-E2 twin-engine aircraft, with delivery starting this year.

Airlink operates over 225 daily flights covering 45 destinations in 15 countries across Southern and East Africa as well as to St Helena Island and Madagascar.

Our thanks to Linden Birns for the news and photo.

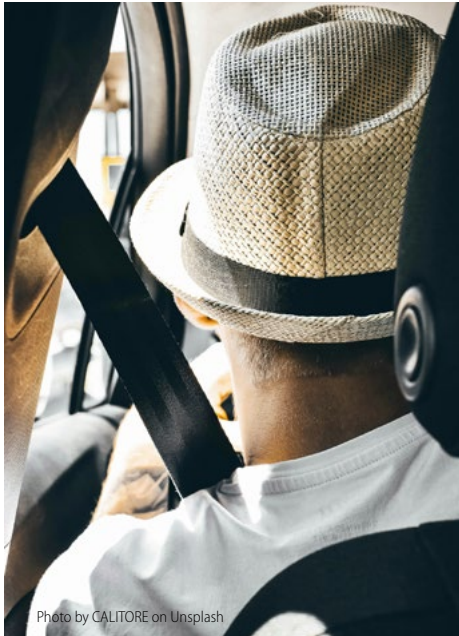


Photo by CALITORE on Unsplash

Huge and growing

Buckle up, operators. We're in a huge market segment that keeps on growing.

Cartrack says recent reports indicate there are 32.55 million individual e-commerce users in South Africa with an average spend of R1648. An important market component.

This is a further incentive to continue developing our people and the systems they implement to keep pace with growth.

<https://www.cartrack.co.za/blog/how-to-start-a-courier-business-in-south-africa>

<https://www.mordorintelligence.com/industry-reports/south-africa-courier-express-and-parcel-cep-market>

Lockers, lockers, everywhere

It takes two to tango. In our case, traditional delivery methods required courier and end user to meet face to face. The shortcoming was that plans change affecting availability. It may have been no longer convenient to wait in the office or at home. As much as 10-15% of deliveries may have been affected.

Then the new last mile was ushered in. Users pick up or despatch parcels where and when it suits them. They can also redirect delivery from home or work to a convenient locker with

technology guaranteeing security. Moreover, lockers don't keep office hours so user choose the time that suits them best.

So successful has the innovation been that in its short lifetime there is already a profusion of competing lockers in strategic accessible positions at petrol stations, shopping malls and hotels.

Andre V. Veskimeister of parcel and post technology international examines the subject in his article "Why competing locker networks are accelerating last-mile evolution."

<https://www.parcelandpostaltechnologyinternational.com/>

Nurturing the Future generation through Mentorship

As members of SAEPA, the express clearance cycle is characterised by a fast-paced, highly sensitive environment that demands precision and resilience from agents navigating the complexities of customs clearance processes. Recognising the importance of skill development and knowledge sharing, SkyNet SA Pty Ltd recently embraced a mentorship approach, inspired by insights gained at the TETA Summit, which highlighted existing skills gaps within the industry.

Maxeen Bharath, Imports Manager at SkyNet SA, has initiated a series of #HighImpact sessions through their inhouse training academy called "Sky Smart" under the care of their Technical Training Specialist, Essy Esterhuyzen. These sessions have thus far been to engage team members in process flow analysis, allowing them to gain practical understanding of their roles and responsibilities within an express parcel scenario. The focus is on strengthening operational outputs and building confidence among team members.

Maxeen emphasises, "Having someone to support you and offer the right guidance is crucial as the customs clearance landscape continues to evolve." The objective of these sessions is to provide team members with the confidence to excel in their roles and create a safe space where questions – often complex or unfamiliar – can be openly addressed.

SKYNET
EXPRESS CLEARANCE

Internationals
#HighImpact

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Customs clearance processes involve intricate knowledge of regulations, documentation requirements, logistics coordination, and compliance standards. Effective mentorship facilitates the transfer of expertise, ensuring operational continuity and minimizing errors. It also supports #fitforpurpose training, where new professionals develop critical thinking skills essential for efficient operations and superior customer service.

Given the heavily regulated nature of the customs clearance industry, mentees learn through practical, work-based challenges, gaining a deeper understanding of legal requirements and policy updates. This approach helps them avoid penalties and ensures compliance with evolving regulations. Additionally, mentorship accelerates the onboarding process, enabling newcomers to adapt more quickly, which ultimately leads to increased productivity and reduced operational risks.

"I believe the ultimate goal of these mentorship initiatives is career development. By nurturing talent, mentors contribute to employee retention and the cultivation of future industry leaders. Upholding high standards, promoting compliance, and supporting sustainable growth are vital to maintaining a resilient and forward-looking clearing and forwarding sector in a dynamic marketplace. #impactingchange"

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