

Black Friday
28 November 2025
Wishing you a busy and
lucrative period.



NEWS DELIVERY

November 2025

GARRY'S MESSAGE

As we approach peak season, all the signs are positive. The volumes are encouraging and set to grow. Our local and regional economy is buoyant.

DHL has committed to a massive investment in sub-Saharan Africa to stimulate the business economy and trading opportunities.

Our prominence in events such as Africa Supply Chain Excellence Awards - which we will continue to support in 2026 - demonstrates our commitment to resilience, innovation and sustainability.

SAEPA, Transport Education Training Authority (TETA) and our strategic allies in skills development continue preparing young people for employment and advancement. We have also been proud and delighted to welcome more women into meaningful roles.

Our operators are updating and complying with advanced security and safety measures to conform with global standards.

SAEPA members are well-regarded by business, government, agriculture and the public to the extent that express logistics - as we practice it - has become indispensable.

Our people are entitled to feel immense pride in their achievements and we can tackle the coming challenges with confidence and a smile.



Garry Marshall

Garry

PS One dark cloud remains on the horizon. We'd hoped for an early and favourable resolution of our dispute with the S A Post Office. Unfortunately, their conflict continues to drain our funds as our legal bills mount. SAPO has the public purse: we rely on membership contributions, which were earmarked for, among other goals, job creation and skills development. So, even in the season of goodwill, the fight goes on!

DHL BOOST FOR SUB-SAHARAN AFRICA



image courtesy: <https://group.dhl.com/>

DHL is investing R6 billion in a multi-year initiative across Sub-Saharan Africa.

DHL Express, DHL Global Forwarding and DHL Supply Chain are the divisions involved.

The objectives are to expand infrastructure, enhance service capabilities and create broader trade links.

The investment underscores DHL's commitment to Sub-Saharan Africa. It supports the Africa Continental Free Trade Area's goals to boost intra-African trade

and strengthen Africa's position in global markets.

"Our focus is to be closer to customers and make cross-border shipping simpler and more reliable. As trade expands, businesses are asking for predictable transit times, consistent delivery performance and support that understands local conditions. By raising the bar on service and proximity, we will help more African companies trade efficiently and compete on a bigger stage." Hennie Heymans, CEO, DHL Express Sub-Saharan Africa.

SAPO IN WONDERLAND

As it scales back its staff, shuts premises and closes down its own courier company – Courier Freight Group this year – the South African Post Office has devised a brilliant new strategy.

It wants the Independent Communications Agency of South Africa (ICASA) to fine couriers and give it the money. Only in South Africa or Wonderland could an idea like this be floated.

<https://mybroadband.co.za/news/government/616651-sa-post-office-wants-icasa-to-fine-couriers-and-give-it-the-money.html>

This from an organisation which received R10.5 billion in taxpayer bailouts, subsidies and business rescue injections since 2014. How much more do they need?

Instead of exercising strategic foresight to anticipate a global trend; instead of reacting while business and commerce, agriculture, government and the public voted with their feet; instead of meeting its targets; instead of focusing on its primary business; while cutting its own capability to the bone, SAPO has found a simpler solution. It asks ICASA to loot the Express Logistics industry on its behalf. A move to make Dick Turpin proud.

The whole sorry story is laid out in the SAPO Annual Report for 2025. *“Reengineering South Africa’s designated postal operator”*. This is a 219 pages blockbuster. If you haven’t read it already, you’re in for a treat.

“Since entering business rescue on 10 July 2023, S A Post Office has undergone a bold transformation.” You bet it was bold. The branch network was reduced to 657 sites, 28 of which are not operational due to historical landlord issues.

“The Post Office’s 2024/2025 annual report revealed that it has reduced its headcount from 10,854 to 5,946 as part of its ongoing business rescue proceedings. The figure is down 74% from the 22,575 staff the postal agency had in 2014.”

These thousands of retrenchments stand in stark contrast to the situation in the express logistics industry which was creating new jobs and educating thousands of young South Africans for meaningful employment.



Image by d2vn-Firefly

How did this hatchet-wielding affect the SAPO performance?

SAPO managed just 3.3 million parcel deliveries in 2024, down from 17.6 million in 2023. It missed the ICASA-mandated 92% mail delivery performance with an actual 62.13%. But don’t worry as *“plans are underway to maintain the momentum to fully achieve the regulated delivery standard of 92%”* This from an organisation which hasn’t met its minimum delivery standard in over a decade.

The Post Office courier target of 92% was underachieved with a performance of 69%. Incidentally, the Auditor General estimated the actual achievement to be materially less than reported.

Sad to say, the costs of combating SAPO’s demands to sequester revenue from our members and our industry are significant. The outcome is a reduction in funds that could be re-employed productively in creating jobs, sustaining service excellence and increasing industry education and skills in association with Transport Education Training Authority, TETA and an array of education service providers.

So, given all the facts, where do you stand on SAPO’s latest demand?

The boot on the other foot

The Minister for Communication, Digital Technologies and Innovation, Solly Mahlatsi, says SAPO is seeking strategic private-sector partners as it prepares imminently to exit business rescue according to Business Report.

<https://businessreport.co.za/economy/2025-11-05-finalisation-of-strategic-partner-for-south-african-post-office-nears-completion/>

The government has issued a Request for Information (RFI) to the private sector for potential partnerships in courier and postal services, as well as for leasing its infrastructure. This approach is driven by the need for private investment and expertise.

As part of the business rescue plan, SAPO underwent significant restructuring, including closing hundreds of branches and a large-scale employee retrenchment process, to place the entity on a more sustainable path.

SAPO RFI

Open to interested parties, a briefing session will be held on 10 December 2025 time 10h00-13h00 (*) at The SA Post Office, Supply Chain Management Cnr James Drive and Moreleta Street Silverton, Pretoria.

It will provide an overview of SAPO assets, the location of infrastructure, current services, and opportunities, and offer clarification.

Contact Ms Dimakatso Tshie and Mr Jikesh Jagbeer dmojela@dcdt.gov.za SAPO: sapoRFI@postoffice.co.za. For RFI submissions sapoRFI@dcdt.gov.za

• The date is provisional and all confirmed details will be published on the DCDT and SAPO websites.

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NEWS

The Handling, Storage and Transport of Dangerous Goods

Driving Safety and Compliance in the Handling, Storage and Transport of Dangerous Goods was the subject of a recent webinar hosted by the Chemical and Allied Industries' Association (CAIA).

The content embraced items of interest to our express logistics sphere, including:

- Understanding South Africa's Dangerous Goods Regulations
- Packaging, Labelling and Documentation Requirements
- Emergency Response and Incident Management
- Training and Certification for Drivers and Operators

The event attracted participation from almost 200 professionals, including Logistics and Fleet Managers, Compliance Officers, Dangerous Goods Handlers, Safety and Risk Professionals and Government and Regulatory Stakeholders

Our correspondent, Eddie Crane CEO of DGR Compliance Group, presented a review of Hazard Class Compatibility and Information Systems for Dangerous Goods.

Other subjects featured were:

- Training and Certification for Drivers and Operators
- Understanding SANS 10231: Annexure F and Its Relevance Across SADC Transport Regulations
- Goods in Transit (GIT) Insurance in the Transport of Dangerous Goods

DGR Compliance specializes in South African dangerous goods regulation to help companies involved in the transport and warehousing of hazardous materials and chemicals ensure continued safety and compliance with new and existing legislation at all times. It maintains its own training centre in Alberton and also offers its services nationwide.

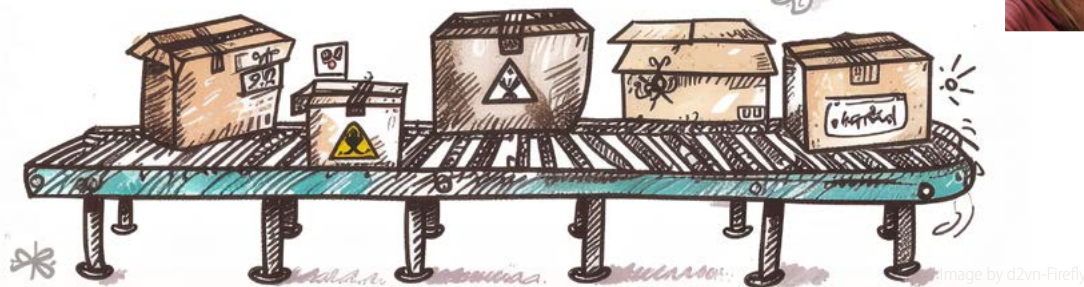
Contact eddie@dgrcompliancegroup.com

Their website: www.dgrcompliancegroup.com provides detailed info relating to the compliance requirements

The Chemical and Allied Industries' Association (CAIA) is South Africa's leading trade association. Through advocacy, collaboration and expert support, CAIA drives economic growth, sustainability, safety, and efficiency for its membership and the greater sector.



Black Friday then Christmas



Black Friday is next and we are already swamped with Christmas decorations and carols as our industry prepares for the sudden upsurge in all kinds of shipments.

We have just put behind us the last event - Halloween with its emphasis on "scary stories". Now, I am not a huge fan of Horror, but I do enjoy entertainment that is a little gothic in nature such as "The Addams Family", "Wednesday", "Beetlejuice", "The Sandman" which border more on the fantasy side.

These stories, along with a recent advertising campaign that I have seen on a social media platform by The Courier Guy prompted me to think about the "Scary Stories" that crop up in Express logistics.

- Human remains showing strange pieces of metal on X-Ray images (turns out it was just an underwire from a bra)
- Discovering undeclared containerized live baby snakes in parcels
- Clients dropping off boxes labelled with explosive hazard labels, (though in fact the box contained food)
- Blood dripping from a flyer bag (a client had sent frozen meat which was defrosting en route)

Occasions like these ensure there is never a dull moment in our industry. Every day is an adventure, especially since clients now take advantage of the myriad easy-to-use ways we have given them to send goods around the country!

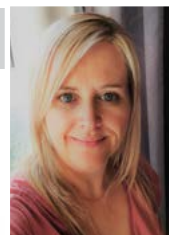
That's why we need a re-think how to educate our clientele about what they can and cannot send through these different

channels. This is very different from a personal handover with questions and body language. So, we also need to determine what checks and balances we can put in place to prevent real "Scary Stories" from happening. We need to be prepared for any eventuality.

Our goal remains to turn all client occasions into stories of great customer service in a safe and secure environment. This is where training is critical, so our people recognise signs to look out for to identify hidden or misdeclared Dangerous Goods: hazard labels or Globally Harmonised Symbols (GHS pictograms) or indications that the contents are flammable or if something is very cold to the touch possibly dry ice. For parcels that might contain animals, looking out for the tell-tale "breathing holes" or respond if there is movement within the box.

For those employees who deal directly with the public, training is essential on the type of questions to ask. Open-ended questions are generally a good idea - What, Who, Where, When, How and Why get to the truth of what is being sent. Even though we know (as Dr Gregory House MD puts it "Everyone lies") we need to treat senders with respect and work with them to understand exactly what it is they are sending.

The challenges of peak season await us. Keep your guard up - guide your clients on safe and secure shipments and let's get ready for the year-end celebrations.



Porch Pirates Premiership

The boom in e-commerce home deliveries has spawned a new breed of criminal:

Porch Pirates. These are opportunistic thieves who nick parcels dropped off by couriers at people's homes while they are out.

New UK research by technology company Quadient found that nearly 5 million households had been hit by at least one parcel theft in the last year.

When News Delivery reported on the issue two years ago, Hertfordshire topped the log with over 70 thefts per 100,000 population.

Now the county has dropped to second place with Leicestershire taking pole position.

Nationally, reported thefts increased from 11% of households to 17% since 2023 with an average value per hoist of £138 – over R3100.00. It's estimated that only 1 theft in over 350 is actually reported to the police.

Leicestershire and Hertfordshire. You'd be excused for wondering where are the expected big hitters in the Porch Pirates Premiership?

The Metropolitan Police and Greater Manchester Police didn't respond.



DANGEROUS GOODS AND SHIPMENT OF BATTERIES

(Source: Linden Birns on behalf of IATA)

The International Air Transport Association (IATA) has released updated 2026 editions of key industry manuals for cargo and ground operations, which incorporate close to 100 major changes and revisions to align with evolving global standards.

The main changes to the 2026 manuals include Dangerous Goods Regulations (DGR) and Battery Shipping Regulations (BSR)

The number of lithium batteries transported as cargo by air has surged 25% year-on-year.

“This year’s IATA manuals updates reflect advancements in technology, digitalisation, regulation, and customer needs that are critical for safer, more efficient, and increasingly sustainable operations,” Frederic

Leger, IATA’s Senior Vice President of Products and Services.

<https://www.iata.org/en/pressroom/2025-releases/2025-10-27-01/>



THE BIG PICTURE

The International Air Transport Association (IATA) reports on the latest analysis of demand and capacity in the air cargo industry. It is based on year-on-year shipment traffic and capacity data for September 2025 vs Sep 2024.

African airlines saw a 14.7% year-on-year increase in demand - the strongest rise of all regions, against a global average of 2,9%.



Image by Emily Rusch on unsplash





Cultivating Professionalism

User demands for urgency, service, coverage and last mile convenience are driving development and change in express logistics. Innovative technological solutions and greater compliance pressures call for capable and educated personnel at all levels.

The old ways of doing things are no longer the answer. That's why SAEPA members and their people are embracing education and training and leaving competition behind.

The Freight Forwarding Senior Practitioner (FFSP) designation.

Maxeen Naidoo Bharath (FFSP) is an inspiration to us all. Achieving the award of FFSP with the Institute of Customs and Freight Forwarding reflects her dedication, expertise, and commitment to maintaining the highest standards of professionalism.



"This equips me to handle complex logistics processes," says Maxeen, a customs clearing and compliance expert with SAEPA, who is employed at Skynet. She advocates continuous professional development to sustain industry leadership and provide clients reliability and efficiency.

In complimenting Maxeen, Martine confirms achieving the FFSP designation was a major attainment. "As a professional body the ICFF

imposes strict processes and stringent criteria."

Maxeen was obliged to submit her CV detailing her experiences and education. She had then to write an evaluation exam to determine the designation level. This was then followed by an oral evaluation with a series of technical questions to test her technical knowledge and skills. Once the process was complete, Maxeen was provided her results within 2 weeks.

Employment
Equity Report
Reminder

Submission
of 2025 EE
Report
(EEA2 and EEA4)
Deadline for
these reports
is 23:59 on
15 January 2026

MARTINE ON SKILLS DEVELOPMENT

Maxeen attended DEVAC:

#NEXTGEN

– Women in Logistics

The positive drive to attract more women to express logistics makes good business sense, giving access to an immense pool of talent, hitherto neglected.

In support, DEVAC Investments launched its inaugural #NEXTGEN conference, dedicated to exploring the role of women in logistics, obstacles they encounter and potential solutions.

Transport logistics is the lifeblood of the economy, interfacing as it does with multiple disciplines at scale – in the case of ports, rail and aviation to imports and exports,



customs clearance and freight forwarding to the now familiar last-mile delivery.

Recognising this interconnectedness – and the continuing need for skill and vision – is a step towards fostering a more inclusive industry. The panel discussions were in-depth and focused, maintaining a clear emphasis on empowering the next generation of women in logistics. A key highlight was the shared consensus that women balance drive with caring.

The event was inspiring, highlighting the importance of multitasking and proactive leadership and the need to mentor and uplift others.

Maxeen applauds inspiring women in her workplace – Ms. Leasego Masite, Ms. Nazira Jeewa and Ms. Prabashini Naicker.

She is also fulsome about the measurable impact industry stalwarts such as Martine Maraschin (SAEPA) and Ingrid Du Buisson (ICFF) bring to the task of education and the cultivation of skills.

A healthy workforce, now affordable



Introducing DNA Wellness Service, a partnership between Workforce Healthcare and SAEPA. Providing flexible, affordable healthcare solutions for employees and their families in SAEPA member companies.

Gold Tier - R149 (Principal), R139 (Dependant)

- Access to 140 MediRite Pharmacy Clinics nationwide
- Assistance from nurses or pharmacists
- Hassle-free experience with set fee deducted from salary
- Extensive coverage of various ailments

Platinum Tier - R175 (Principal), R165 (Dependant)

- Priority access to Workforce Healthcare walk-in clinics or MediRite Pharmacy Clinics
- Hassle-free experience with set fee deducted from salary and no cash exchange required
- Extensive coverage of various ailments
- Coverage for chronic conditions: asthma, epilepsy, hypertension, diabetes type 1 oral treatment, cardiac failure

Keep your team healthy and supported in all the ways that matter. **Contact us to find out how.** Cell: 083 325 4247 | Email: sharon@saepa.co.za | Website: www.saepa.org.za



Dr Tholsia Naidoo

News Delivery has pleasure in introducing to members another distinguished and highly qualified leader who is contributing to our pole position in Express Logistics.

Dr Tholsia Naidoo is an education leader and governance specialist with over 30 years of experience in South Africa's post-school education and training sector. She holds a Doctorate and Master's Degree in Education, supported by several further qualifications in the business space.

Tholsia has served in influential national roles across the skills ecosystem, including the Transport Education Training Authority (TETA), Board Member of the National Skills Authority, and the Council on Higher Education (CHE). She is the former Deputy Chairperson of the Quality Council for Trades and Occupations (QCTO) and has represented business at NEDLAC on key skills development matters. She has contributed extensively to SETA governance and industry bodies such as CILTSA and SAAFF, BUSA and HRDC Skills Committee amongst others. Beyond academia, Tholsia has an impressive record of community leadership.

An entrepreneur and innovator, she is the founding director of several successful education and training institutions, including Stellar International, iWhiz, and IQ. Her work continues to focus on advancing quality and impactful skills development with focus on digital transformation across South Africa. Her goal is to bring quality education to every child, bridging the educational divide in South Africa.

Dr Tholsia Naidoo has been appointed to serve on the TETA Board for a period of five (5) years which commenced in September 2025. She has also been appointed by the Board to also chair the ICT Committee. The Committee's purpose is



Dr Tholsia Naidoo

to strengthen TETA's operational delivery and overall quality as it executes its mandate with focus on effective utilisation and integration of technology fit for purpose.

Tholsia has been appointed to chair the Rail Chamber and

has attended all the board activities since her appointment in September 2025, including a Special ICT Committee meeting on 13 November.

She pledges "I remain deeply committed to advancing South Africa's national skills agenda and contribute to building a training ecosystem that is ethical, equitable, and future-focused. I support initiatives that enhance youth employability, expand workplace learning opportunities, and drive transformation across the transport sector and the wider economy. My service is guided by a strong belief in skills development as a catalyst for national growth, social mobility, and long-term economic resilience."

As the employer representative, she remains committed to ensuring that employer voices remain central to all strategic and operational decisions. Tholsia advocates for responsive, high-quality skills programmes that address real workplace needs, strengthen productivity, and support industry competitiveness"

Express Logistics, SAEPA and our strategic allies are the standard bearers for skills development to hand a second chance to South African youth to embark on a meaningful career in a growing market. We are also immensely proud of the career paths our skills development panel have devised in the interests of promotion and advancement, along with the courses and mentoring to bring them within reach.

KEY STRATEGIC ALLY

SAEPA is delighted to congratulate Dr Maria du Preez on her appointment as a board member to the Transport Education Training Authority (TETA) for 2025-2030.

This is an industry stalwart whose experience spans over four decades in the freight forwarding industry, with significant roles at Safcor Freight, which evolved through several mergers to become Bidvest International Logistics.

Currently a consultant, Maria has performed in leadership positions in business development and regional management, focusing on airfreight operations. She is actively involved in training and skills development through her companies, Tri-Anagram and Hentro Care Connect, and has contributed to industry advisory councils and educational boards.

An impressive array of qualifications include BCom, LLB, MBA, and a Doctorate in Business Administration, with ongoing studies for Doctor of Management, Technology, and Innovation through da Vinci Institute.

She has served on various boards, including the Cross-Border Road Transport Agency, SAPICS, and the Chartered Institute of



Dr Maria du Preez, board member to the Transport Education Training Authority (TETA) for 2025-2030.

Professional Practitioners and Trainers, among others.

Although Maria will be involved in the Maritime Industry as Chairperson, she sees herself as a forwarding and clearing representative committed to ensuring that the industry will receive the attention and funding it requires. "The board comprises professionals from various constituencies, and our engagements so far have been enlightening", she says.

"My reason for accepting the appointment is to make a meaningful contribution to TETA, bringing not just industry and corporate experience, but also passion, proficiency and knowledge in the training space as a private training provider. We need to develop qualifications that are future-focused and fit for purpose to equip trainees with employable skills".

TETA is a key strategic ally of SAEPA, standing shoulder to shoulder with us in the drive for skills, education and determination in our rapidly evolving and growing Express Logistics industry.