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South Africa



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Foreword

Public Transport: A National Priority

Public Transport is one of the critical priorities for socio-economic development in SA. The vision for public transport as established by policymakers in 1996 entails in part, the provision of an effective, efficient, safe, reliable and a seamless public transport system. An ideal challenged by the country's historical legacy which contributes to a quandary of public transport challenges that are navigated daily by citizens and policymakers alike.

The bus industry, which is all too quickly viewed as outmoded, is a significant player in the public transport arena. The industry has undergone significant transformation and continues to work towards a sustainable future that is in line with the national agenda to promote integrated public transport in SA. According to Professor Jackie Walters, Head of Department: Transport and Supply Chain Management at the University of Johannesburg, 'there are several reasons for the bus industry to remain optimistic'.

These reasons are based on plans that policymakers have instituted which prioritise public transport and the necessity for sector investment and support. These plans identify public transport as a key driver in empowering SA and its citizens. The apparent intention of the plans is to provide workable public transport systems and infrastructure that compel a shift in travel behaviour. Behaviour that would embrace and encourage environmental and economic considerations. The focus is a definite shift from private to public transport use. Increasing urbanisation of South Africa's towns and cities is contributing to increased congestion on the country's roads. It is not sustainable to build ourselves out of congestion therefore it is imperative that more focus is placed on creating sustainable integrated public transport solutions.

Prioritisation of public transport is beneficial as it acknowledges the importance the sector plays in the country's economy and



the investment that is required to develop the sector. What does this mean for the bus industry? The modal share of the bus industry in Gauteng itself is planned to increase from the current 17% to 26% in 2037. This growth shows that buses will play an increasingly significant role in public transport, not only in Gauteng but South Africa as a whole.

Transforming the public transport arena will take time and requires a great deal of patience and support of the national agenda by all stakeholders. Change always brings challenges, however, we believe that the bus industry is resilient, adaptable and here to stay. We must reconsider our movement choices and focus on developing infrastructure and a culture that embraces and encourages 'effective, safe and affordable public transport' for all South Africans.

Ramona Mudali, PR Manager, SABOA



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Foreword

There is much speculation on the impact of the country's junk status downgrade however one thing is certain - the industry can expect to pay more. For a capital intensive industry like road freight, operators may see a likely increase in financing and borrowing costs and increased inflation. The announcement by the Department of Energy to increase the diesel price by between 30c – 32c/litre as a result of the depreciating rand is also going to create more cost pressures on operators.

Although the extra heavy vehicle commercial market sales may have seen a small increase of 2,2% for the first three months compared to last year this does not necessary signal growth in the industry. Truck volumes on the N3, is usually a good indication of whether the industry is growing or shrinking. According to economist Mike Schüssler the Tugela plaza has seen a decrease in truck volumes of 7.1% at the end of March compared to the same period last year. Many road freight companies have also retrenched employees or may be forced to do so in the future which does not bode well for the industry as we to lose skills, experience and expertise when we shed staff.

The recent cabinet shuffle has seen the arrival of the new Minister – Joe Maswanganyi MP, who has been faced with a shocking 51% increase in the death toll over the Easter break and has made road safety the key focus of the Department of Transport again. Operators can expect to see more stringent legislation for operator accountability and penalties for non-compliance come into effect including the resurgence of AARTO and the Points Demerit System. RFA Convention 2017 “Rolling into the Punches” becomes more relevant in light of the challenges highlighted above. RFA Convention 2017 is a major event in the industry that highlights the strategic issues in the industry in an attempt to create awareness and a thought process to effectively lobby the issues going forward.

Road Freight Industry in focus



Some of these highlights include a panel discussion on the truck ban, reduction in speed limits and redoing of practical driver's licences; the symptoms of driver fatigue; SA's leadership trends and Political outlook; Road Safety partnership with the KZN Department of Transport, Safety and Community Liaison; impact of the junk status; freight transport market share; panel discussion on the congestion at Durban Harbour and a dedicated session on green trucking and the S12L energy efficiency rebate that could be the only solution for the industry when the carbon tax is implemented. It is clear that as authorities struggle to contain the road deaths and the fiscus bleeds dry, the road freight industry is under severe threat and we may see a plethora of legislation being introduced to keep the industry in line, including compulsory implementation of ISO 39001- Road Traffic Management System (RTSMS) which is a management system that is designed to reduce death and serious injuries related to road traffic crashes.

Without Trucks South Africa Stops! However the trucking industry is urged to play by the rules to stay in the game!

Sharmini Naidoo, CEO of the Road Freight Association (RFA)

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Ed's letter

Business as usual?

Welcome to another edition of South Africa's favourite trucking and logistics quarterly, it has certainly been a busy time since we last touched base. It goes without saying that the political insecurity, which our great land finds itself in has done nothing for the greater logistics industry, rather putting more fear into would-be investors, who can easily go elsewhere for less risky options.

I'll never forget a priceless quote from a leading mining personality I interviewed that sums up doing business in developing economies. In South America they lay out the red carpet for foreign investment at the airport, while in SA, they lay out the red tape.

It would appear that SA is an economy that is being held back. When the political games quieten down for a month or two, the rand strengthens, fuel prices drop and property goes up in value in prime areas. It reminds me of a slumlord that lets his block of flats go to rack and ruin, reducing the value of neighbouring property. As soon as the price hits rock bottom, he or she buys up the neighbouring property.

The biggest losers are the people of SA, who are left to deal with rising food, fluctuating fuel prices and unemployment. The best economic years SA has enjoyed since the fall of apartheid were under Nelson Mandela and Thabo Mbeki. Both were astute leaders, who said nothing without careful thought, seldom putting the reputation and economy of this great nation at serious risk. Thankfully our judicial system is still strong enough to fight off corruption.

The problem also lies with the business men and women who front the money for the bribe in the first place. In the UK, the briber gets twice the sentence of the person who received the



Gregory Simpson

payoff.

But it is certainly not all doom and gloom. The mining industry picked up in 2017, which is always good for the logistics sector. The bus sector continues to perform well with more money being pumped into public transport on the back of successful bus rapid transit (BRT) programmes in the major centres, which are continually looking to expand their routes. OEM truck assembly is ticking over nicely, with a better relationship between labour and management forming.

So as we look into the future, it certainly is business as usual, as the industry tries its best to block out the negative sentiments and perceived turmoil, rather focusing on what South Africans do best: getting the job done, first time, every time.

Gregory Simpson

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UD Trucks power on regardless

UD Trucks continues to be a solid performer in the local OEM scene, challenging the usual suspects for the lucrative top spot in the medium to heavy commercial market, making noises against the bigger trucks.





The South African (SA) truck market has shown ongoing resilience despite recent political and economic events. However, the effect of the rating agency, Standard and Poor, and other downgrades of SA to sub-investment grade, will determine if the small growth built so far by the industry this year will remain or be eroded.

“The next few months will be critical in determining the path we as a country will follow and leadership in all spheres of business, but mostly in government will be the key,” said Gert Swanepoel, managing director of UD Trucks SA.

“As the adage goes ‘cometh the hour, cometh the man (or woman)’ will now be more relevant than ever. A consolidated road freight industry is therefore needed to drive reform and advancement in the sector, as well as in the larger economy.”

According to the latest results released by the National Association of Automobile Manufacturers of SA (Naamsa), Associated Motor Holdings (AMH) and Amalgamated Automobile Distributors (AAD), the total truck market increased by a significant 16.9% month-on-month, to record 2 618 new truck sales.

This brings the market’s year-to-date total to 6 416 new trucks for the first quarter of 2017, a 3.9% increase over the same period last year. During the first three months of the year, sales in the medium commercial vehicle segment grew by 3.3% to 1 993 units compared to the first quarter of 2016. Sales in the heavy commercial vehicle segment increased by 11.9% to 1 355 units, while the extra heavy commercial segment grew by 2.2% to 2 837 units.

Only the bus segment remained in the red with a 10.5% decline in sales, to a total of 231 new units sold so far this year. “Even amidst all the turbulence, we believe that the dust will settle and the steady slog towards growth in the truck industry will begin once more,” said Swanepoel. “We still expect the SA commercial vehicle market to grow marginally by an estimated 3% during 2017, to around 28 998 units.”

To find out more I was lucky enough to be invited to UD Truck’s Brand Day at Kyalami Race Track, for a fun-filled day of driving trucks and learning more about one of the flagship brands, under the Volvo Group umbrella.

Knowledgeable UD Trucks SA marketing director, Rory Schulz, was on hand to provide more information about the state of the trucking nation.

This UD Trucks event at Kyalami, can you tell us a bit about the inspiration behind it?

The inspiration behind this event was to let people know and reaffirm UD Trucks in SA. We also wanted to take this opportunity to boost the Quester product at this point in time so we thought it would be a good idea, since the launch in 2015, to showcase UD Trucks.





Gert Swanepoel, managing director of UD Trucks Southern Africa

I remember a previous launch at Legends fondly, what's been the response from the market for the Quon and the Quester trucks?

The response on Quon – of course that has been a long-established brand, we launched it in 2010 initially and then revamped it in 2012, so that's been going along very nicely. Quester was for us at that time a newer type concept. Of course, it's starting to find its feet now and is on its way to maturing in the market place, so we thought it's time to reactivate its marketing, hence you being here today.

Truck sales are a big talking point, medium section up, heavies and light a little bit down. What's the rationale behind all of that?

Of course the word is that what we've seen on the medium duties or the heavy commercial vehicles here in SA has been positive and that is being underpinned by a nation that needs to



be fed and clothed. Those vehicles are playing that role to make sure that that takes place.

In the light duty market we are seeing a little bit of impact of a general downturn in the economy where obviously the smaller vehicles play a role in let's call it the retail side of things, which has been a bit slow. It's also influenced by the debt that we have in the country at the moment, so people are not spending on "nice to have's" as perhaps they would have in the past, so that's an indication, and if we go to the top end of the market we believe it's very much around the slowness in mining and the slowness that we now see in construction where the market is down at the moment.

As a leader how do you plan for all these different fluctuations that are sometimes out of your control?

Over the years we've realised that the market does move in cycles, so one must save for a rainy day. Yes, it's important to analyse the market and understand when these upturns and downswings take place so that one prepares properly for that. Obviously you don't want to get caught out so we try and forecast as best as we can going forward.

Yes, there have been times – for example the Asian crises at the end of the 90's – that caught everybody and the last financial crises also caught everybody. At this stage we are able to predict that it is coming, and we understand that we will not see a sharp rise in growth but a slower growth in the following three years.

The restructuring of the business under the larger Volvo Group umbrella, can you tell us a little bit more about that?

The new CEO for the (Volvo) Group, Martin Lundstedt, made a direct change in direction and said that he would rather have a geographical based organisation. He would prefer to have a brand focused organisation to enable each brand to stand autonomously and support their customers. He is very much on a drive to make sure that by having a brand focused organisation we can be far more customer focused and closer to our customers to provide them with what they require.

Customer service is everything in this business; how do you stay ahead of the curve in that regard?

Well that is indeed one of the challenges, it's not just about the product, it's about how we support the product in the country and that remains a challenging area of the business. Sometimes it goes very well, sometimes not all that well, so yes we do face challenges, but the important thing is to make sure that we provide a good quality of service. It's important for us to provide the right level of parts and have the parts available at dealerships so that we keep vehicles on the road, and of course that remains a big challenge.

And the synergy between UD Trucks and Volvo, there must be a lot of helping out between the two brands?



Rory Schulz, UD Trucks SA marketing director

Well in the past the way the organisation was structured, there were some synergies in the back offices and some of those synergies remain, but for the most part now that we're dedicated to brand focus we need to be more independent. We need to support our customers and our customer base, from a UD perspective.

Finally, key sectors for 2017, where do you see the growth happening?

For 2017 we're at the bottom so we'll start seeing some growth, there will be a bit of a recovery in the mining side of things, and we will see a little bit of recovery in oil, so that will help us into countries like Angola. The construction sector; there's still a lot of infrastructure development that needs to happen, government is trying to go back and say let's go back to the basics and get the national development plan sorted out. Once that happens then of course those industries will start picking up again.

Gregory Simpson

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SCANIA



MAN grows market share in tough times

In a really tough market context, MAN TRUCK & BUS is showing excellent market share growth year-on-year. Overall NAAMSA market: In the overall heavy truck and bus market over 8,5 tons GVM, MAN Truck and Bus has managed to chalk up an 18,5% growth in absolute volumes which equates to a market share growth of 1,5%.



This achievement should be seen in the context of recent political and macro-economic developments—the impact of which was really felt in the official April NAAMSA statistics.

MAN's market share development

Commenting on the year-to-date results, Markus Geyer, Managing Director of MAN Truck & Bus Southern Africa enthused: “We are delighted to see a number of customers approving of our products and services offering through their orders. Team MAN has done significant work on our product

ranges, and their reliability and fuel efficiency are now adding a lot of value to our client operations. Various sub-segments of the market are in decline, and for this reason we are delighted to be growing our market share”

Bus & Coach market

Elaborating Geyer states: “We are absolutely delighted to maintain the market leadership in the bus & coach sector. 2017 is a very exciting year for us at MAN, where we will see a variety of wonderful new products introduced locally, including the RR4 luxury coach chassis with Neobus coachwork, some exciting



Markus Geyer, Managing Director of MAN Truck & Bus Southern Africa

updates to our existing range of MAN bodies, as well as VW product enhancements”

MAN emphasises its gratitude to the long-standing Bus and Coach clients who continue to support its MAN and VW brands —enabling it to grow its year-on-year volumes by 12%, resulting in a 4% market share growth to 32,4%. “Clearly the total bus market is under some pressure, and we predict a smaller, yet more competitive passenger transport supply environment in 2017,” added Head of Bus, Philip Kalil-Zackey. “In this demanding market, we are extending ourselves as a Team to expand our product offerings, and be even closer to our customers.”

Trucks over 8,5 tons

Clearly the MAN fortunes are changing, for the positive, through a massive 20% volume growth year-on-year! This equates to a 1,5% increase in this very competitive space. “Thanks to a growing acceptance of our CLA 15.220 chassis in the 8 ton payload distribution segment, we have grown our 8,5 to 16 ton share to just on 5%,” added Eren Gunduz, Head of Truck Division at MAN. “With a volume growth of some 60 units year-on-year, market acceptance of our TGS EfficientLine long-haul vehicles is certainly growing strongly and the recent TruckTest 2017 results will simply add to this positive momentum,” elaborated Gunduz.

“Team MAN has worked very hard to optimize its TCO package, and we are sure our customers are starting to feel the efforts being put into our TopUsed seal of quality offerings, our Parts Marketing initiatives such as ‘ecotrade’ and the fuel consumption benefits of specification enhancements of our EfficientLine trucks,” enthusiastically commented Geyer.

If the NAAMSA results for the first period of 2017 are anything to go by, it certainly shows that Team MAN means business, and that the collective suite of services offered by the Company is gaining favour from many customers in the local market. Let’s watch this space.

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Kings of the Outback

When one thinks of the pinnacle of long haul trucking, the vast outback of Australia comes to mind, separating the men from the boys in no time, with trips of 4 000 kms a regular occurrence.



Australia has the largest and heaviest road-legal vehicles in the world, with some configurations topping out at close to 200 tonnes (197 long tons; 220 short tons). The majority are between 80 and 120 tons (79 and 118 long tons; 88 and 132 short tons).

Family run, Hovey Transport from Geelong own in the region of 200 trucks, 80 of which are Volvo, and 100 Kenworth trucks, which have the most longevity. This makes the operation more economical, ticking all the right boxes.

Overloading is not common in Australia and hijacking hardly ever happens. "That was a thing of the '70's," says knowledgeable fleet manager, John Hovey who has seen it all. The main theft problem in Australia is petty pilferage.

Drivers in Australia may drive 12 out of 24 hours and the seventh day is a "no drive" day. They have annual medical check ups, and there is zero tolerance of drug and alcohol use.

There is normally one driver per truck unless they are running shuttles. Trips vary from one to two weeks. Satellite telephones are used, and in the event of a breakdown or an accident, people will stop to assist in any way possible as hijacking stands at zero. We caught up with John Hovey, who was in Cape Town recently, for more on outback trucking.

Please tell me about your background?

I have been in transport all of my life. As a young boy my parents had a transport company and I worked there, washing and cleaning and doing interstate and local trips on weekends and school holidays. After I left school I started a boilermakers apprenticeship and at the age of 19 I got my semi licence, which meant I could work driving trucks at night after doing short trips locally.

When I finished my apprenticeship I worked driving local and interstate on general freight. After that I took a year off to travel around the world, visiting South Africa in my travels. Aged 28 I returned to Australia and started driving again doing interstate runs, which lasted until my first son was born. Then I started working back in the yard and workshop, later moving into the office working on roster and scheduling trucks round Australia as we grew the Freight business. I became the general manager of general freight, later moving into the role of general manager of the Fleet.

What are your impressions of the South African logistics scene?

I haven't had much time to look into the transport side of South Africa but I am very interested in learning more about the weights you carry, the registration cost wages and the configuration of the South African trailer combination.

What makes Australia one of the epicentres of transport?

Australia is one of the epicentres of transport, because of the





high weights of freight we move over a very large distance. We have many different trailer setups to cover the higher weights we move.

What are some of the primary challenges you face?

The biggest change over the last 15 years is the mass weights we cart around the country. Twenty years ago, on the eastern seaboard, the highest mass was 42 tons with one trailer – now the weights are up around 68 tons. With two trailers in parts of the east coast the weights are up around 74 tons on PBS approved routes. Over on the west coast and central Australia they tow 110 tons and 3 trailers, we call these road trains.

Why is the Kenworth such an icon of Australian road trains?

The Kenworth prime movers we run in Australia have become a true icon for the freight task they are asked to do. The cents/per km in maintenance is much lower than any other brand of truck we run and the conditions we put them through. The resale price also works well in the business.

The Kenworth prime movers we run in Australia have become a true icon for the freight task they are asked to do.

How has trucking changed over the years in Australia, in terms of trucks and loads?

Road trains work well in Australia to cover the great distances. These trucks are normally set up with satellite phones, bunk cools for driver comfort to accommodate sleeping in temperatures in the outback of up to 50 degrees. A lot of these trucks work with a two-up team so the trucks can cover up to 500 000 km a year. The communication in Australia with satellite phones is great and most big companies have good GPS systems set up to keep track of their assets.

What separates an average fleet manager from the best?

To me the best managers and operations staff we have are problem solvers; they make decisions on a task at hand. Most decisions they make are right, less than 20% are wrong and they will learn from that. Also, managers who take ownership of what they do seem to work their way up in the business.

Gregory Simpson

Sub-Saharan Africa vehicle parc is set to migrate to the new Euro V and VI emission standards

The task of reducing pollutants by commercial vehicles down to almost zero is as good as achieved with the Euro VI program in engine design.

Sydney Brückner (Emission Fluids Engen Business Manager) confirms that hand in hand with this development is the focus by Engen Petroleum and the commercial vehicle manufacturer to reduce nitrous oxide emissions even more from trucks and busses. Authorities around the world have taken steps to regulate the emission of pollutants from heavy duty, light vehicles including stationary equipment. New emission regulation has been in force in Europe since 2006 meeting Euro IV, Euro V and Euro 6 exhaust-gas emissions standards. South Africa is committed to reduce its gas emissions by 34% by 2020 and 42% by 2025. The Energy and transport sectors has been identified as key sectors that must contribute to reducing CO₂ & NO_x emissions. Despite a lack of the usual market driver in South Africa in meeting Euro V & VI “emission legislation” as promulgated in Europe for the on / off road vehicles the AdBlue® business is growing steadily in Sub Saharan Africa

is positioning to provide solutions that matches changing market and customer requirements”. As the leading downstream marketer of petroleum products in Sub Saharan Africa, Engen has secured the exclusive distribution rights for the Air1® brand. It is the brand name given by Yara for the supply of AdBlue® the world’s largest manufacturer of AdBlue. Engen is the first South African fuel company to do so, ahead of their multinational competitors. Air1® is the world’s leading brand of AdBlue® emission fluid used; in conjunction with Selective Catalytic Reduction units (SCR), to reduce nitrogen oxide (NO_x) emissions in diesel engines exhaust gases. Currently legislation in RSA only requires diesel vehicles to comply with Euro II emission standards, however, there are a small but growing number of Euro IV and V configured trucks operating in RSA that are already fitted with SCR units.

The biggest driver in the Sub Saharan Africa industry is already from the environment –fuel efficiency and lower vehicle emissions. As a petroleum industry player, Brückner says “Engen

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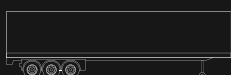
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Mighty Hino claims 26th straight finish in Dakar

Hino built on its phenomenal reliability record at the Dakar Rally, the world's toughest motor race, when both of its trucks completed the almost 9 000 km route in the hectic 2017 edition of this famous event. This was the 26th consecutive Dakar Rally in which Hino has participated and all its entrants completed the course.



The eighth-place finish by Teruhito Sugawara and co-driver Hiroyuki Sugiura was the best placing by a Hino since 2010, when a Hino finished seventh. Finishing in the top 10 overall is an amazing achievement for the four-wheel drive Hino 500 Series truck, as it has a much smaller engine than the huge trucks that usually dominate the top 10 placings in this two-week marathon event. This makes it very much a David against Goliath contest in the truck category for Hino with its production-based six-cylinder turbo diesel engines of less than 10-litre capacity.

The second Hino 500, crewed by Yoshimasa Sugawara and Takahashi Mitsugo, finished 29th overall out of the 40 finishers from an original field of 54 trucks in this year's race. The Hino trucks that raced in the 2017 Dakar Rally were fitted with engines of 9-litre capacity and they finished first and second in the Dakar Challenge for trucks with engines of less than 10-litre capacity. This was the 17th time that Hino has won this special award in the 18 times it has been contested since 1996 and has extended the current winning streak to eight years.

Hino was one of seven makes of truck to achieve a 100% finish this year, with the others being Kamaz, Maz, Liaz, Ginaf, Iveco,



Scania, and Mercedes-Benz. The other truck makes represented at the start, which did not have a 100% finishing record were: MAN, Tatra, DAF, and Renault. Hino was once again the only Japanese truck manufacturer to take part in the Dakar Rally as was the case when it entered these long-distance races for the first time in 1991. The most successful year for Hino was in 1997 when it took the first three places overall. In addition, a Hino has finished second overall six times in the 26 events contested.

“We at Hino South Africa are justifiably proud of this wonderful reliability record in the Dakar Rally on which Hino continues to build. The attribute of reliability is one of the cornerstones of Hino’s ongoing success as a truck brand in our country,” said Ernie Trautmann, the Vice President of Hino SA. “This strong performance also underlines Hino’s competitive spirit and technological resources,” he added.

The Chairman of Hino Motors, Masakazu Ichikawa, flew from Japan to Buenos Aires to welcome the triumphant Hino duo at the finish. He said he was very proud of yet another display of reliability in the Dakar Rally as it underlines his company’s passion for technological innovation. “Trucks form the foundation of logistics operations worldwide and technologies that improve environmental compliance in the form of reduced emissions and better fuel economy, together with providing a powerful overall driving performance and high safety standards, are getting more sophisticated every day. Therefore, we believe we need to take up the challenges offered to us, which includes participating in rally-raids,” said a Hino spokesman.

“Hino’s worldclass truck technologies are the products of the company’s fervent mental fortitude and passion. The vision we see beyond the Dakar Rally finishing line is the image of Hino taking on the next challenge that will result in further technological innovation.”

The 2017 Dakar Rally will go down in the record books as one of the toughest in this event, which was staged for the first time in 1977. Reasons include plenty of adverse weather – from very hot to cold – interspersed with heavy rainfall and subsequent flooding. This resulted in several timed stages being cancelled or shortened. The extended period racing at high altitude – above 3 000 metres – also took its toll on competitors and their machinery, while difficult navigation compounded the challenges this year.

2017 marked the ninth time that the Dakar Rally has been staged in South America, after previously having been run on the African continent. This year Paraguay became the 29th country in the world to be traversed by a Dakar Rally and the fifth South American country to host a section of the event. Director of Hino Team Sugawara, Yoshimasa Sugawara, continues to rack up records in the Dakar Rally. Now aged 74 he holds the record for the most consecutive finishes in the Dakar at 26 from 33 attempts. He is also the only Japanese to have completed this epic race on a motorcycle and quad as well as in a car and truck. His son, Teruhito, has contested the Dakar Rally 19 times, finishing in the top 10 on 14 occasions.

“This year’s achievement was certainly no fluke,” said Teruhito Sugawara at the finish. “It was the result of a lot of hard work over many months. We are already working on upgrading our trucks for next year’s Dakar Rally!”

The Fiat Panda conquers the desert

Meanwhile, a Panda played a starring role at the 2017 edition of the world’s toughest race, the Dakar, entering a car closely derived from the multiple award-winning Panda utility car. The car – which was named PanDakar – is a Fiat Panda 4x4 Cross fitted with a standard powerful yet efficient 132 kW 2.0 multijet engine, with only a few changes made to enable the little utility vehicle to withstand the race’s extreme demands. Credit for the PanDakar’s amazing achievement goes to the Orobica Raid team, formed in 2008 and led by Giulio Verzeletti, which specialises in long-distance raids like the Dakar. All team members are experienced drivers, jointly counting over 40 participations in the Dakar.

“The 2017 Dakar Rally will go down in the record books as one of the toughest in this event”

The Italians, Giulio Verzeletti (who has driven motorbikes, cars and trucks in 15 Dakars) and Antonio Cabini (who has participated in the race 20 times, on motorbikes and in cars and trucks) drove it through the finish line, relying on the invaluable input of Nicola Montecchio, who successfully managed the entire engine preparation side, especially the features needed to overcome the high altitudes reached and maintained for long stretches of the event.

The 12 stages of the amazing 2017 Dakar ran through three Latin American states – Argentina, Bolivia and Paraguay – for a total distance of almost 9 000 km and over 4 000 km of exhausting special stages. The PanDakar, the first utility car closely derived from a production vehicle to complete the race, had to overcome plenty of challenges: seven special stages were more than 400 km long, including one which was over 500 km; car and crew had to deal with the problems caused by a shortage of oxygen due to the altitude, which never fell below 3 500 metres as they drove for 2 200 km over five days. Moreover, temperatures which often exceeding 40° Celsius, combined with the incredibly variable weather, put a strain on both the mechanical strength of the vehicle and the physical resilience of its crew.

Staff reporter



INTRODUCING

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- » NO HIDDEN COSTS
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HINO SA: Proven record of outstanding performance and after-sales

Hino South Africa and its countrywide network of 66 dealers has a proven record of providing outstanding customer service. The proof can be seen in the results of the Competitive Customer Satisfaction Monitor conducted quarterly by Scott Byers. Hino has been the top ranked truck brand for the past nine consecutive quarters, not only in terms of the overall score, but also in the Service and Parts categories.



Hino scored 97.18 in the Service category in the first quarter of 2017, compared to an industry average of 91.3, while the Parts category score for Hino was 95.31 compared to an industry average of 90.12.

“Hino South Africa takes the results of these quarterly customer satisfaction studies by Scott Byers very seriously, because ensuring customers get excellent service is a very important strategy in retaining present customers and attracting new ones,” said Ernie Trautmann, the Vice President of Hino SA.

“We have made significant progress in improving our customer satisfaction ratings in recent years and our customers are enjoying the benefits. We have found that increasing benefits are flowing from our ongoing implementation of the international Hino Total Support philosophy. This involves building and maintaining

strong relationships between Hino Japan, Hino South Africa, suppliers and the Hino dealer network to ensure our customers have a trucking partner they can trust,” explained Trautmann.

Last year Hino SA announced changes to two important after-sales offerings in terms of an extended warranty on the vehicle and doubling the warranty period on genuine parts from one year to two years provided the parts are supplied and fitted by a Hino dealer.

“What is very important is that Hino SA will issue and administrate its own extended warranty programme in the future instead of using a third party as was the situation previously. In the past, we found that some of our customers were dissatisfied with the previous extended warranty offering because of claims being rejected and that sometimes extended warranty work was not carried out by a Hino dealer,” explained Trautmann.



All this has changed now that the extended warranty is an in-house Hino SA product. There is a choice of two options – a basic plan or a superior plan – both of which are very competitive in terms of costs, while the new extended warranty also has the benefit of more comprehensive cover on components.

However, what is most important for the customer is that making use of the Hino extended warranty, which can run up to five years, will keep a Hino truck in its original condition as only genuine parts will be fitted and all the work will be carried out at a Hino dealership, thereby improving the truck's resale value.

The improved warranty on Hino genuine parts is also an important factor in further improving customer satisfaction levels. Parts purchased over the counter and fitted by a third party still carry a 6-month/20 000km warranty on the part only, whereas if the parts are supplied and fitted by the dealer this cover extends to a one year unlimited kilometre warranty on the parts as well as dealer labour workmanship. A part supplied and

fitted by a dealer's workshop is also covered for consequential damage caused by the defective part for unlimited kilometres.

Hino has a policy that if it does not have a specific part in stock – possibly a low demand item – then it will fly in the part from wherever in the world it can be located. In addition, Hino dealers offer tailor-made service and maintenance plans that suit a customer's particular requirements. The dealer network also offers 24-hour standby for towing and parts supply while many of these dealers provide servicing at night or on Saturdays, with some going as far as to offer 24/7 servicing provided appointments are made in advance.

"Hino South Africa continues to evaluate its after-sales offerings against those of its competitors to ensure it matches up to or exceeds the best in the industry," added Trautmann. "The Hino brand in South Africa also backed by a 44-year history during which it has built up an enviable record for providing reliable and durable products backed up by outstanding after-sales service and we will continue to build on that legacy. Everything we do is aimed at enabling our customers to keep on trucking."

Hino



SIYABUSA

C A R G O E Q U I P M E N T

Protecting & Securing your Cargo

ABOUT US:

Established in January 2015, with a workforce of only two employees, Siyabusa was nothing more than an idea - an idea that soon developed into a force that is Siyabusa.

Today, the company employs 45 people and has come to realize a 2000% growth in manufacturing capacity, making it one of the largest in its industry.

We take great pride in our machinery. We are one of few tarpaulin manufactures that use high frequency and hot air welding. Our machinery allows us to convert 100 000 square metres of tarpaulin in just 6 weeks.

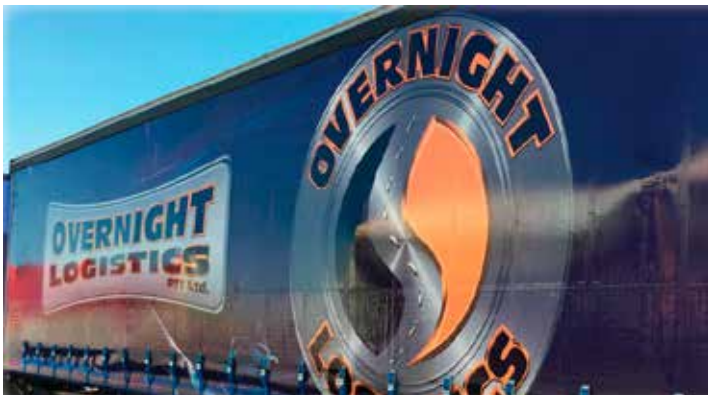
Not forgetting that we are able to manufacture a single tarpaulin piece up to size of 5 000 square metres in a single run.

We currently export into 5 sub-Saharan countries, our customer portfolio includes some of Africa's largest transporters.

Our Gauteng branch is the heart of the company – a fully fledged, fully equipped manufacturing plant. All manufacturing is completed here, and then later shipped to our KZN and Western Cape branches.

Specializing in providing Cargo Equipment to secure our clients cargo whilst in transit and under the elements of nature. At Siyabusa Cargo Equipment we provide our clients with individuality in choosing the correct product of prestige quality at a competitive price. We continue to evolve and grow with the ever increasing standards of this demanding industry. We are set on exceeding market standards by offering our clients a service based on professionalism, integrity and excellence. We carry out our business operations keeping the word GROWTH at the forefront. Strongly believing in the growth of our country, and in contributing to the growth and success of our clients. Continuously growing our company, help grow our employees and to responsibly grow our environment.

Others services include repairs and maintenance of tarpaulins and tautliners available to our clientele in the Western Cape, Kwa-Zulu natal and Gauteng regions.



OUR MISSION:

- To be the supplier of choice
- To represent leadership
- To embody innovation
- To be a symbol of service excellence

SERVICES WE PROVIDE:

- Manufactures of tarpaulins, tautliners, cargo nets, straps, rachets
- Suppliers of corner plates, chains and binders
- On site tautliner and tarpaulin repairs

TAILOR MADE TAUTLINERS

- Extra Heavy Duty 800gsm PVC/ Print Media 900 gsm
- Steel / Plastic Runners at top
- Over centre buckles
- Weather strip / pelmet at top



PVC FLAT TARPAULINS

Flat Tarpaulin Specifications

When it comes to PVC flat tarpaulins, everyone's loading specifications differ. We are able to custom make flat tarpaulins to fit your load, so your tarpaulins never ends up too big or too small. We are also able to print your company name in bold 30cm block letter printing which means extra advertising for your company while your vehicle is out on the road. Siyabusa Cargo Equipment is one of South Africa's leading high volume tarpaulin manufactures.

We supply the following grades for flat tarpaulins:

- Medium Duty 550gsm PVC Flat Tarpaulin – Ideal for smaller and lighter loads such as furniture and boxes. Suitable for local haulage
- Heavy Duty 700gsm PVC Flat Tarpaulin – Our most commonly used tarpaulin, ideal for most loads, strong and durable - Suitable for long distance haulage
- Extra Heavy Duty 800gsm PVC Flat Tarpaulin – The strongest

Tarpaulins, Tautliners, Cargo Nets, Straps, Ratchets, Corner Plates, Chains & Binders

grade we stock. Ideal for tautliner curtains or tarpaulins which are subjected to major wear and tear - Suitable for longevity

- All our flat tarpaulins come hemmed with steel eyelets spaced 1m apart and 1m 7mm rope per eyelet



CONFIGURED TARPULINS

Configured Tarpaulin Specifications

- Siyabusa Cargo Equipment is able to manufacture configured tarpaulin covers to fit frames on truck beds and trailers
- A custom made trailer cover by Siyabusa will be made exactly to your trailer's dimensions, in any shape or size



POLYWEAVE TARPULINS

- 180GSM Tarpaulins, Polyweave
- Available in Blue, Green, White and Olive (Subject to Availability)



CARGO NETS

Cargo Nets, Sizes and Specifications

- Rope Dia: 3.5mm, 4mm, 5mm, 6mm, 7mm, 10mm
- Mesh Size: 75mm, 100mm, 125mm, 150mm, 200mm, 225mm, 250mm, 300mm
- Available in Blue, Green, Black, Red, Orange and Yellow (Subject to Availability)



CHAINS AND BINDERS

Chains and Binders Sizes and Specifications

- 6m long x 10mm Chain
- 9m long x 10mm Chain
- 10mm Load Binder
- 10mm Ratchet Binders
- 6m long x 13mm Chain
- 9m long x 13mm Chain
- 13mm Load Binder
- 13mm Ratchet Binder



LOAD STRAPS AND RATCHETS

- We stock good quality 4ton straps and ratchets to help you secure your loads
- We can also custom make various sizes for smaller or larger loads

Load Straps, Sizes and Specifications

- 9m long x 50mm wide White 4 Ton Strap with J-Hook
- 50mm Ratchet with Tail



POLYPROPYLENE ROPE

Polypropylene Rope, Sizes and Specifications

- Rope Dia: 12mm Polypropylene Rope

CORNOR PLATES

Corner plates are an absolute must when it comes to securing a load.

Corner Plates, Sizes and Specifications

- Sizes: 1.2m x 300mm
- Sizes: 2m x 300mm
- Steel Corner Plates are available for the glass commodities



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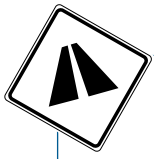
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Protecting & Securing your Cargo



Harnessing technology to cut supply chain costs and drive efficiency

From high-tech advances like digitisation, flying robots and self-briefing portals for drivers, to simple, ultra-effective innovations like double-decker rack trailers and ingeniously designed tanks, Imperial Logistics is committed to leveraging supply chain technology that can reduce costs, increase efficiency and strengthen client partnerships.

At Imperial's multi-user warehouse in Herten, Germany, a special flying robot is being tested to simplify complex stocktaking processes at high-shelf facilities. "Imperial is part of a pioneering project to design and test these robots as an exciting new logistics asset," reveals chief business strategy officer Cobus Rossouw.

He says that Imperial is responding to the evolving technology and digitisation demands of its markets and clients by ensuring that the group maintains a market leading position in these areas. "We offer a host of digital products for our clients, to help them shape the future and prepare them for future markets.

We have also developed and implemented outstanding digital training for our employees, to ensure that they are well prepared for upcoming technologies and innovations."

Imperial has its own supply chain lab in Berlin and is using the co-working complex of the WeWork operator at the Sony Centre on Potsdamer Platz, to develop solutions that are tailored to clients' needs, working in conjunction with specialists, insiders and IT students from the start-up scene. "Being right at the heart of the start-up scene, we gain information about any innovations very quickly and will obtain benefits in digitising our services," Rossouw asserts.

Imperial's services and technology solutions business is exploiting advances in mobile technology, Web APIs (application

programmes interfaces) and SaaS (software as a service) to deliver big benefits to clients that include a major supermarket chain. The retailer has partnered with Imperial to develop a new delivery management system for online orders. It utilises Imperial's ground breaking "One -Link" mobile solution. Outlining the process flow, Rossouw says it extends from when a customer places an order, through order processing, scheduling and picking, to delivery vehicle assignment, the pre-trip vehicle inspection, en-route tracking and, finally, the successful delivery.

The client is benefiting from improved customer satisfaction through on-time communication, increased efficiency with the RFID loading process, improved asset management and reverse logistics control, and improved security and accountability that is resulting in reduced stock shrinkage. Imperial's One-Link solution includes the mobile application, Web-based administrative interface and rugged mobile devices.

A self-briefing portal for drivers, developed and implemented by Imperial, is an industry first that the group is rolling out across its operations. This ground-breaking initiative consists of a comprehensive system on which every driver's personal and professional information is stored - from driving certificates, licences and training updates, to driver ratings, incident reports, medical details and chronic medication. Self-briefing "kiosks", much like the self-service check-in counters at airports, have been installed at selected Imperial sites. "Where drivers would previously interface with a controller, they now clock into the self-service portal and brief themselves on the system," Rossouw explains.

This system will not allow the driver to clock in unless he has had the required 12 hours' rest.

If he is taking chronic medication, for a condition like diabetes, for example, it will ask the driver questions to ensure that he has taken his medication. The biometric system is operated with the driver's fingerprints, and Rossouw reports that Imperial has found staff are more willing to declare and answer questions during the self-briefing session than they might be when sitting face-to-face with a supervisor. For drivers, the system is providing them with computer skills and boosting their self-esteem. The same system and kiosks are also being used for post-trip driver debriefing by Imperial, with great success.

The technology that sets Imperial's transport service apart includes sophisticated next-generation trucks, specialised tankers and innovative trailer designs. Imperial's unmatched tank designs and hi-tech wash bay facilities enable the company to transport anything from milk to cyanide. "Our advanced tanks, which feature different compartments, enable us to transport back-to-back loads of incompatible products. We might move a certain chemical or solvent one way, and return, on the same route, with the same tanker loaded with a food product. For a cement industry client, we employ advanced wet and dry tanks to transport a certain by-product into the cement plants, and then transport cement out. One tank compartment is designed



Cobus Rossouw

for wet goods and the other for dry goods. Clients benefits in terms of cost-savings and time," he says.

Imperial's double-decker rack trailers are a simple but ultra-effective innovation conceived by the group to boost the load volume capacity of standard design trailers. In the first test loads, up to 73 pallets were achieved, with the payload still below legal limitations, thereby halving the client's fleet requirements. "Imperial is proud of innovations like this, and the benefits they are providing, and will constantly strive to maintain a position at the cutting edge of the technology advances that are reshaping modern supply chains," concludes Rossouw.

Case study



DIRECTION
150 deg(T)

25°40'50.4"S
28°16'08.8"E

ACCURACY 5 m
DATUM WGS84



Crash risk mitigation – where does training fit in?

During the 2016/17 festive season we heard once again how the road traffic collision statistics climbed by more than 10% – exactly as ‘naysayers’ predicted and in contrast to the promises, threats and promotions.

According to most recent statistics and as reported in a Road Crash Cost Report by the CSIR for the RTMC in 2016, the total cost of road traffic collisions on South Africa’s road network for 2015 amounted to an estimated R142.95 billion. That’s not peanuts! It’s about 3.4% of gross domestic product! This has huge implications for taxation, infrastructure, insurance

and the management cost of road safety. But this is hardly the worst of it! About R60 billion goes to fatal collisions, R30 billion to major incidents and R31 billion to damage-only collisions.

But that’s only money. When you consider the real cost – the impact on lives – it looks substantially worse: in 2015 alone, over

13 000 people died, 62 000 were involved in major collisions and 1.4 million were in damage-only collisions. That's more than 1.7 million people affected by crashes every year. These are huge numbers. Thinking that, "you've been lucky thus far" or that "you have never been involved in an accident" and that this is enough consideration is a very flawed way of looking at your chances of becoming a victim, a suspect or a defendant in a crash-related matter. But the risk of crashes is not all you need to consider.

The total cost of road traffic collisions on South Africa's road network for 2015 amounted to an estimated R142.95 billion.

Towards the end of 2016, Stan Bezuidenhout from IBF Investigation received more calls relating to what clients describe as irrational insurance repudiations than in the total 17 years he has spent as a Crash Specialist in South Africa. Stan tells some stories and seems to be able to string them up like beads. With facts immediately available, unnatural recall of specific details and a passion that is palpable, he gets animated when talking about this stuff. This man hates exploitation, bullies and people who take advantage of others and he has sharpened his anti-bullying spear in martial arts, military intelligence and as a specialist reservist in the South African Police.

Stan eagerly starts with what seems to be his favourite story: "I had this one client call me. Her husband was a driver in a car registered in her name – a BMW M6. It was during one of the worst hailstorms to hit Joburg in several years and he lost control and spun out when he struck a puddle of water, she told us. When she called the insurance to claim she was apparently warned – actually told - that the car is expensive so there will likely be an investigation before the claim is paid. And sure enough, the insurer repudiated the claim. She challenged their finding and was promptly dismissed without much reply. That case is still ongoing and the claim still hasn't been paid. She has sought intervention by the Short-term Insurance Industry Ombudsman (STIIO).

"After two reports by so-called experts and no further movements she is now seeking legal advice and plans to proceed with criminal fraud charges against an expert hired by the insurer, who reported that all four of her tyres were totally smooth – tyres he personally saw and photographed not to be.

The claim remains unpaid and it has already been more than a year since the loss."

There's more and Stan gives another example: "Another client approached me. He was driving down a two-lane road and the traffic on the left lane had started to back up. As he approached the end of the queue of vehicles in the left lane – driving in the right hand lane himself – another motorist attempted to make a U-turn across his lane of travel, causing a collision that resulted in his vehicle rolling over. His car is a write off and uninsured.

"Since the other motorist clearly acted illegally, he instituted a claim against her insurance. The insurance repudiated, seemingly without any establishment of facts, stating that their client claims another vehicle caused her to have to turn in front of him. The insurer suggested that he seek compensation from that (phantom) vehicle. When he compiled a letter, with our assistance, outlining all the road traffic and legal requirements the at-fault motorist violated and referring to an independent witness' version of events, supplied on a sworn affidavit, supporting his version, the insurance simply wrote back, saying that they have stated their position and that he should seek legal advice."

People typically think about road traffic collisions in terms of the only two aspects that affect them directly: the cost and loss associated with the crash event; the cost in money and the loss of lives or injury and the legal battle that might follow. Beyond this, most people – including major transport fleet operators who face enormous risk on account of either fleet size, miles covered or product transported – tend not to think about accidents much.

The typical risk mitigation strategy, when it comes to road crash risk, for both private and corporate vehicle owners and operators, includes some effort to prevent collisions, insurance to ensure that they suffer minimal losses and legal strategies to fight claims – if and when they arrive – typically only exploring strategies when the legal battle starts and often as much as two years or more after a collision. People actually spend less time worrying about how they would claim from others after an accident than they do about how they would protect themselves from claims emanating from them. And they totally ignore the risk of criminal charges until after their arrest or that dreaded first court appearance.

After years in court, many hours in the witness box and having washed more blood off his shoes and hands after attending crash scenes than most people actually have in their bodies, Stan sees the world in a completely different way. In his mind, the value of the loss is something no one can do anything about. He explains his way of looking at it like this: "When crashes happen, the damages will be there. The actual cost will be affected only by the make, model, parts availability and severity of damages.

"This is the quantum. The quantum is hardly ever argued in courts unless someone blatantly lies about it. In almost every crash you know that there will be insurance claims. Insurance assessors will also confirm quantum. While repudiations do follow in some cases, seemingly now more than ever, the



insurance claims process is pretty predictable. There's nothing you can do to change it or affect it – where there is insurance. By the time a case heads to court, whether for civil or criminal purposes, the process is also predictable. There will be one party making an allegation and another opposing it and there will be some decision as to who is wrong or right, guilty or innocent, culpable or exonerated. The only part you can ever hope to control to your advantage, in anything from an insurance or civil claim through to a criminal case, is the evidence. And evidence wins more cases than anything else.”

Stan carries on and the rabbit hole gets deeper: “You see, if you submit an insurance claim, you will invariably be placing your trust in the system. In a court case you might believe that the truth is all that is needed. But in either case you are at a disadvantage the moment the crash happens. Those administering or managing the claim or the trial know much more about the system and the process than you do; not only about the law but also about the court, the mechanisms that affect and influence the trial or the claim and the many aspects that affect the one thing you might think comes naturally: your believability, your credibility.

“See, in an insurance claim or in a legal trial, everything you say can and will be used against you and those using it against you will drag you right out into the middle of their playing field – alone. Without any assistance, support, reassurances or due consideration, you will be treated like you are guilty until you can prove your innocence. That's a very difficult and frustrating position to be in.”

Seriously? We're wondering if Stan isn't just trying to scare us. Surely it can't be all that bad – can it? Surely, “the truth shall set you free?” Surely – if it comes down to “his word against mine,” all I need to do when filling in my insurance claim or when I go to court is tell the truth?

Stan doesn't think so and he has another real-world example at hand: “One of my clients was involved in a collision. He submitted his insurance claim and waited for the pay-out. When his insurer called him and asked that he come in for them to discuss his collision, he had no reason to be suspicious or defensive and thought that it was probably a normal process. He agreed to the ‘chat’ and arrived for the meeting; only to find that he was now surrounded by several people who seemingly wanted to interrogate him. He decided that he had nothing to worry about, he will simply tell the truth and has nothing to hide. One of the questions he was asked was whether he had had anything to drink.

“He answered that he did, he had one beer earlier on the evening. He had no reason not to be honest, after all. He came from a good family and he was taught to always tell the truth. The meeting eventually ended and he was thanked for his time and sent on his merry way without any reason to believe that this was anything more than a ‘chat.’ He was shocked to receive a letter of repudiation later, confirming that he admitted – during an interrogation (of all things) – that he had consumed alcohol.



His policy wording included that he was not allowed to operate his vehicle while under the influence of a drug. There was no stipulation of the extent of impairment, the specific drug or the amount consumed. Under this blanket repudiation clause, he now has to pay for the damages to his own vehicle.”

If you think this kind of stuff only happens to private people and that it is not an issue that plagues large fleet operators, think again. Stan has as many stories from the commercial transport sector as he does about private. He insists that there is a new trend in insurance. He explains it like this, “Considering the number of insurance repudiation complaint cases I received during 2016, I am left wondering if insurance companies have not just become law firms. I am left wondering further if there are not insurers that would pay a claim only if they are absolutely certain that they would never win a court case if they repudiated. In addition, I wonder if they don’t simply select cases where they have the best possible chance of winning in a trial and ... litigate. I’m using that term because the typical series of letters that follow repudiation are more legally akin to pleadings and demands normally sent by lawyers than they would ever be if it were a service provider apologising for being unable to assist in a particular case. I find the letters to be abrasive, full of legal jargon, dismissive, cold and abrupt, most of the time.

“That disturbs me to my core. You entrust your risk to a service provider, hand over your money and live in the belief that you

are insured. When something happens and you claim you are sometimes subjected to nothing short of a paper-trial and treated like a suspect by some service providers. In the illegal U-turn case mentioned above and after supplying them with applicable legal, dynamics and independent witness data, the final reply was actually just this: ‘Good Morning, I’ve already provided you with feedback. I suggest that you seek further legal advice. Kind Regards.’ In his e-mail to the insurer he’d asked their client to prove the involvement of the phantom vehicle and asked if the insurer had any details of it or the driver. All this was ignored and never commented on or replied to. Is this possibly a case where the insurer assumes that – because you are not insured yourself – you will not have the money to claim and should therefore not be able to fight a legal battle? Are insurers now also bullies? Or are they law firms, perhaps – after all?”

So what does all this have to do with crash investigation training? We’re wondering if Stan has forgotten what we were supposed to be covering in this article. But he hasn’t. And he drops the other shoe like a solid-steel cowboy boot – rowel and all, right on the floor in front of us.

“See, if you’re involved in a collision and you want to go and tell anyone – from your insurance to a judge – how innocent you are or how the other person is guilty, you’d better have the physical evidence to prove it. Without physical evidence you’re selling snake-oil in most cases, if the other person’s version just sounds



better as it comes out of their smooth lying mouth than yours, coming out of your dry, nervous one. You see – many cases start the same way – it goes like this: Screech, bang, oops, sorry . . . then the posturing starts at the scene and people try their best to go to trial on the side of the road. It's so easy there, because the tempers are flared, the cars are right there, the damages are visible and everyone is in shock. It's the perfect place for a trial but it never actually works that way and it practically never ends there.

“What happens next is that people part ways and go home. This is where they have time to consider their actions, the implications of their actions and the consequences they are likely to face. Then they start planning a variety of methods by which they can prove their innocence, or your guilt. They talk to family and friends, convincing everyone of their version. With family and friends, they are very good and actually quite convincing. But the other party is not present. Family and friends are rooting for you and you can easily manipulate your version without any judgment. This is your story and you can tell it any way you like. It's when you get to court that all those months or years, cementing your version with the support and understanding of friends and family, fall apart right in front of your face as the cross examination starts. Suddenly, you are not able to tell your story in the way you saw it: there is now special attention given to evidence, the value of damages, approach angles, legal responsibilities, due care, keeping a proper lookout, taking steps to prevent the collision, things said at the scene and perhaps even a witness calling you a liar. This is when you might realise that you need help, but any help might be too little and too late.”

Stan explains that every crash case has the potential to be or to become a crime scene, an insurance claim, an insurance repudiation or a court case. In every case, in a perfect world, you could bring everyone to the original scene while the cars, debris, tyre marks and blood and guts are all still present. Perhaps – in this fantasy and idealistic world – you could even play a video and show anyone who wants to know, exactly what happened. But this is hardly ever the case. In most cases the people involved have never been in court, have never presented evidence, have never litigated, have never studied reference law and have never faced criminal charges or the threat of a civil judgment.

When the chips are down, you're going to feel like you're walking straight into the lion's den, your memories will become foggy, your throat dry, your face flushed and your legs weak. You'll have difficulty swallowing and you're most certainly going to be under pressure. Alternatively, you're so uninformed and naïve that you walk into court or a civil dispute full of confidence having no idea how it actually works, thinking you can just “smooth talk” your way through it. In all scenarios your best weapon is, remains and will always be . . . the best evidence. He who holds the best evidence steers the trial. Period.

Stan explains: “If you are involved in a road traffic collision

and you end up on the wrong side of any form of dispute or litigation, the best possible position you can ever be in is to have the upper hand; to have the most information, the best evidence. For this purpose, we released a book in 2015 called *DIY Accident Investigation*.

After almost two years on the market, hundreds of copies sold and provided in support of our physical training, we realised that no matter the value of the content, people are lazy to read. They prefer to acquire knowledge in keeping with their ‘one-minute world’. People are much more willing to sit in a classroom or in front of a screen and to learn from someone than they are to read and learn for themselves. In order to address this, we launched an online college in January 2017.

This allows us to now train people anytime, anywhere on practically any modern internet-connected device. We launched with 12 courses, covering everything the basic road user, fleet operator, police officer or private investigator should know in order for the best evidence to be collected at the scene of a collision and afterwards. Covering topics like selecting the correct gear, using your cell phone for investigation, crime scene awareness and photography and ending with measuring and sketching crash scenes, this is the one course you'd want to explore as another tool in your risk mitigation package.

Now, for the first time in South Africa, you or anyone in transport can simply go to www.ibfsa.com/training and start a DIY accident investigation training course for less than the cost of a decent meal out with the family.

This training is designed to empower road users, fleet operators and investigators at all levels. The training takes you through the maze of evidence collection and information gathering and places you in a position to collect the best evidence, even when time constraints force you to do a so-called ‘rapid-fire investigation’.

“Gone are the days when insurance companies are simply going to bully you with ‘your word against mine’ arguments. No longer will you be forced to simply try to argue your innocence in a trial or to talk your way through the situation. With accident investigation training at this level, you will be in a position to collect the correct evidence, the correct way, for the correct reasons, at the correct time. This should be the first strategy in crash risk mitigation: know more, have more and keep more than the other party.

From there, your lawyers, your insurance, prosecutors, magistrates and even third parties will have to evaluate your collision not only on the quantum but also on merits,” Stan closes. We get it now. If you have better information, better intelligence or better facts, you are better equipped and Stan's online DIY accident investigation training is but one example of where your personal or commercial risk mitigation strategy should start. Stan and lawyers can perform better, with your proper investigation in hand. Well worth considering, we'd say.

IBF Investigations



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2017 CONFERENCE & EXHIBITION

THE SOUTH AFRICAN BUS & COACH EVENT ON
PUBLIC TRANSPORT & EXHIBITIONS BY KEY INDUSTRY PLAYERS

24 & 25 MAY 2017

CSIR INTERNATIONAL CONVENTION CENTRE
BRUMMERIA, PRETORIA

CONFERRING PROGRAMME

DAY 1 WEDNESDAY, 24 MAY 2017

10:00-13:00	Registration
13:00-13:45	Lunch
13:45-16:00	Plenary Session
16:30-17:15	Annual Report & Industry Overview
18:30	Gala Dinner

DAY 2 THURSDAY, 25 MAY 2016

07:30-08:30	Registration
08:30-10:00	Plenary Session
10:30-13:00	Parallel Sessions
13:00-14:00	Lunch
14:00-15:00	Plenary Session

TOPICS TO BE ADDRESSED BY KEY INDUSTRY OFFICIALS

- The DoT's Turnaround Strategy for Public Transport
- Operational Readiness & Overview of the Points Demerit System
- B-BBEE Bus & Coach Sector Charter
- Initiatives to Improve Road Safety in SA – RTMS
- Overview of the NLTA Amendment Bill
- Review of the White Paper on National Transport Policy
- Initiatives for the Empowerment of SMME's
- Challenges & Opportunities for the Coach Industry
- Cross-Border Industry Proposed Policy Reforms & Developments
- Integrated Public Transport Network, Progress at Municipalities

EXHIBITORS



For bookings or more information contact Cynthia on
011 511 7641 / cynthia@saboa.co.za or visit www.saboa.co.za

RFA Convention 2017

28 - 30 May 2017
Champagne Sports Resort, Drakensberg

Rolling with the Punches



In recent times the trucking industry has had to absorb many blows but still continues to deliver.

RFA Convention 2017 "Rolling with the Punches", will highlight the many legislative challenges and changes that the road freight industry has to contend with.

This is an annual event that brings together decision makers and executives from the road freight industry to address issues at a strategic level.

This year, the Convention takes place at Champagne Sports Resort in Drakensberg, Kwa-Zulu Natal. Nestled at the foot of the majestic Drakensberg mountain range, Champagne Sports Resort is the ultimate destination for work and play.

The three day event includes two days for conferencing and covers some of the following topics:

- Impact of the proposed Truck Ban
- Freight Transport Market Share
- Driver Fatigue
- Congestion at the Harbour
- Green Technology
- Carbon Tax Rebate for the industry
- Tackling Corruption
- 2017 Political and Economic Outlook

For more information contact Shantal Singh on 011 974 4399 or email events@rfa.co.za



WITHOUT TRUCKS, SOUTH AFRICA STOPS!

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Putting driver safety first

Road freight safety on South African roads is of primary importance for a strong and safe supply chain, with driver training and health programmes like Trucking Wellness being of high priority.

The Trucking Wellness Programme was launched in 1999 as an initiative of the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI). The programme is a primary healthcare delivery system dedicated to the health and wellness of those employed in the Road Freight and Logistics Industry.

Over the years, Trucking Wellness has evolved into a sustainable model of primary healthcare delivery to key populations through a blend of sleek mobile Wellness Centres and 22 fixed roadside Wellness Centres.

These Clinics can be found on all major trucking routes and across South Africa's borders. Since its inception, the programme has grown into providing a holistic approach to health and wellness which encompasses a wide range of client specific, easily accessible and free primary health care services. To find out more we caught up with Tertius Wessels, Managing Director of Trucking Wellness.

What is the latest on the fight against HIV in the trucking community, are things getting under control?

Absolutely! Trucking Wellness (previously known as Trucking Against AIDS) is a National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI) initiative, which was launched to create awareness around HIV/AIDS and sexually transmitted infections among long-distance truck

drivers, commercial sex workers and those at risk such as driver spouses and partners. To date, Trucking Wellness has provided healthcare education to more than 700 000 individuals and more than 400 000 patients have been consulted and have received various forms of treatment and care. Over 21 million condoms have been distributed to these key population groups since inception. Currently there are over 3 000 people on ARV treatment in the industry and although we are making an impact, I think there is still a long way to go.

How did the high HIV infections rates of the 90's affect the supply chain and knock-on effect to the economy?

With the lack of education around how to live a healthy lifestyle while being HIV positive, people are falling victim to the disease. Illness results in lower labour productivity due to absenteeism or worse, and having to source new employees due to death. Additionally, healthy individuals who are not living with the disease often have to take time off work to look after their loved ones who have HIV/AIDS.

In terms of a business' supply chain, the effectiveness is hugely compromised by HIV/AIDS. If the road freight and logistics industry is unable to move goods across the country efficiently due to employee illness, economic growth is negatively impacted as goods are ultimately not delivered on time, every time. This has a knock-on effect for other parts of these businesses, as it ultimately means that their operations are not running smoothly.



How have your Roadside Wellness Centres helped foster a more healthy point of contact for drivers, families and communities since 1999?

Since 1999, Trucking Wellness has steadily grown into a sustainable model of primary healthcare delivery to those working in the road freight and logistics industry as well as their families and surrounding communities. Both our roadside and mobile clinics are well looked after and equipped with all the latest medical supplies and headed by highly qualified nurses. As a result, individuals feel safe when visiting our clinics and feel free to discuss any healthcare issues with our nurses.

How many employees, within the road freight industry, was Trucking Wellness able to positively impact on in 2015/16?

During the 2015/2016 financial year, we distributed an estimated 1 525 889 condoms and about 19 686 employees were counselled and tested for HIV via our mobile wellness centres. Additionally, 39 415 people were educated across our 22 roadside wellness centres. These figures are minimal when looking at the bigger picture of what our programme does and the number of lives we have managed to improve.

What has been the buy in from big to smaller fleet operators, and where do you see an opportunity for more assistance?

We received phenomenal buy in from operators, however it seems that the smaller operators are still a bit reluctant or do not know how to access the services, and the costs for these services. The services are absolutely free of charge for all companies registered to the NBCRFLI and we can be contacted at 011 914 1610 or Thobela@coremp.co.za/eric@coremp.co.za to arrange a booking.

What are the benefits of the mobile clinics for remote depots?

The mobile clinics are perfect for remote depots as we work on a system where we book a vehicle for ten days at a time and service all companies within that specific region. All relevant medical supplies are taken through to these remote depots and all services are carried out from there.

How you seen a shift in lifestyle choices from drivers, to more healthy options?

We have seen drivers taking their health seriously and quite a few have enquired about healthy food options at the truck stops. Drivers also tend to stop at the centres to request that we check their blood pressure, etc. We have also seen a 43% increase in healthcare-seeking behaviour among industry personnel.

What is some of the retro fitting needed for the mobile vans?

Current vehicles are newly fully equipped, however we always need more counselling and testing gazebos.



Tertius Wessels, Managing Director of Trucking Wellness

How do you ensure that the latest medical advancements and alternative medicines are offered to avoid an over reliance on prescription drugs?

Staff receives training on an annual basis and through education and information provision we can assist drivers to reduce their risk of contracting lifestyle disease.

What have been some of the success stories for the programme, and biggest lesson learned?

One of our biggest milestones was in 2011 when our 22nd roadside wellness centre was successfully opened. Additionally, in 2015 we acquired 5 new Ford Rangers and 2 Mercedes-Benz Vito's which act as mobile clinics and transport clinic staff and medical supplies.

The biggest lesson that we have learnt is that HIV/AIDS is not a disease that can merely be eradicated. It is an ongoing fight and the public needs to be continuously educated on how to avoid contracting the disease and how to live a healthy lifestyle to ensure that they do not fall victim to HIV/AIDS.

Plans for the next five years?

Implementing a cloud base patient management system, which will allow us to monitor driver's health. To work closely with the Department of Health to enable us to access various treatment regimes, which will ultimately reduce costs and enable Trucking Wellness to become more sustainable and to expand on the current services offered.

Gregory Simpson



TRUCKING WELLNESS

VITAL FOR DRIVERS AND THE ECONOMY

With the welfare of truck drivers its main concern, the Trucking Wellness Programme provides free healthcare of the highest standards, undivided support and unlimited care for those that work and operate within the Road Freight and Logistics (RFL) Industry.

The programme initiative not only provides healthcare, but also healthcare education and various forms of treatment and care.

Not only do we offer a service to truck drivers, we also offer support to surrounding communities, spouses of truck drivers and sex workers.

Trucking Wellness Primary Healthcare Services

- TB awareness, information, education, screening and referrals for treatment and care
- Malaria awareness, information, education, screening and referrals for treatment and care
- Screening tests for blood pressure, blood sugar, blood cholesterol and body mass index
- Diagnosis, treatment, care and support of primary health problems or concerns
- Condom use education and distribution
- STI screening diagnosing, treatment and education
- HIV awareness, information, education, counselling and testing
- Referrals to appropriate service providers for ART as well as HIV and AIDS treatment and care

Wellness Clinics HIV Counselling and Testing

6522 industry members were tested during **2016**, with a further **4104** non-industry members tested during the same period.

Mobile Wellness Clinics HIV Counselling and Testing

13396 industry members were tested at the Mobile Wellness Clinics during **2016**, with a further **639** non-industry members tested during the same period.

Over **1.2 million** male condoms and almost

35 000 female condoms were distributed in **2016**



Trucking Wellness Supporting Drivers Countrywide

Realising the importance truck drivers play in our economy and the stressful and often lonely lives they live, the Trucking Wellness clinics are based at 22 Roadside Centers, situated at truck stops across all major routes in South Africa.



If you require or seek further information on Trucking Wellness please contact us on:
Tel 011 914 1610 - Fax 011 914 3463 / 086 693 3997
Email info@truckingwellness.co.za

Trucking Wellness is an initiative of the National Bargaining Council for the Road Freight and Logistics Industry



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RETHINK. REINVENT.





Opinion piece: don't let your merchandise out of your sight

Until recently, warehouses were seen as a separate entity in the overall supply chain; merely a repository for merchandise storage before it was moved onto its final destination.

Now retailers and other businesses have realised that by integrating the warehouse and freight transport into the greater supply chain, they can reap the benefits of enhanced inventory management, better loss prevention and shrinkage protection.

When it comes to transporting merchandise between warehouse and retail destination, merely tracking the movement of trucks is no longer enough, and companies are having to rely on armed escorts and the implementation of smarter security technology to get their freight to its destination.

Despite additional security measures, there are still syndicates that outsmart these technologies and additional measures while in transit. In addition to merchandise being at risk during transport, these goods are also vulnerable in the warehouses

while waiting for collection.

Securing the goods inside and outside the warehouse

The main risks in warehousing and freight transport are theft, loss and mishandled goods. However, the transportation of goods continues to be one of the most critical areas of vulnerability. While systems can be placed both in the vehicle and the warehouse exit and entry points, their effectiveness depends on implementation and strict control measures to ensure the integrity of the system.

Inside the warehouse environment security can be enhanced through the use of Ultra-High Definition (UHD or "4K") IP cameras, which offer better resolution and more detail. Because of the high video resolution of these 4k cameras, fewer of them are required to monitor a larger area, which means fewer



cameras to manage, fewer network points and less of a drain on bandwidth and storage.

This is largely due to the fact that these cameras are capable of adaptive video streaming, which allows for recording of the video at 4k resolution and viewing at resolutions that meet the viewer's requirements. These cameras have even evolved to the point where it's now possible to use them for visual monitoring and verification of merchandise.

For example, in a warehouse where goods are picked from the shelves and placed in a cage ready for transport collection, by using a 4K camera, an operator can visually ascertain whether the correct number of crates or boxes were loaded from the warehouse.

Using these 4K cameras, and the associated video recorder management applications it is possible to monitor the merchandise all the way from the warehouse, until it reaches its end destination. Each situation is different but, for example, by utilising closed body trucks the freight is not as exposed to the risk of theft.

A closed body truck can be monitored, using a mobile DVR and cameras which can monitor what is going on inside the truck, as well as provide visual verification that the correct goods were loaded into and off the truck.

Such a mobile video recording and transmission system also ensures that the load is secure during its journey, as an alarm is sent to the control centre with video verification in the event that the load bay door is opened. Once the goods have reached their destination, footage from the mobile DVR cameras can be used to conduct an external visual inspection to make sure that the load doors are still sealed (this verifies integrity of load).

A main gate interlocking system could also be implemented, whereby access is given to the control centre operator (not the guard at the gate) and the driver, vehicle and guard would be recorded as they enter and exit the premises. While this can be time consuming, it means goods can be tracked along every meter of the journey with visual verification of any intrusion or collusion between parties.

Where bandwidth availability is an issue, the same technology that is used for cash-in-transit vans could also have application in freight transport. Such a system is effective in its simplicity as it enables remote monitoring of the vehicle making use of GSM networks with bandwidth requirements as low as 8kpbs. Using cellular and wireless technology, live video is streamed (and recorded) from vehicles to a remote control centre.

Despite the fact that warehouse and freight security has long been overlooked, it's undeniably important to focus more attention on the integrity of the supply chain at this point. By securing the goods in transport and storage in a simple, visual way, retailers will be able to see the positive impact on security, in the elimination of theft, loss and damage of valuable goods.

Laurence Smith, Executive Graphic Images Technologies



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**MICHELIN TAKES CARE
OF YOUR TYRES WHILE
YOU TAKE CARE OF YOUR
BUSINESS**



Michelin Tyre Care is a tool that provides a solution to truck owners and fleet managers with a need for insights and information that will give the best return on investment for their tyres. Fleet managers operate in an increasingly testing environment, with escalating operating costs and a highly competitive landscape. They have a clear expectation which includes safety, efficiency, reliability and cost reduction.

Previously the monitoring of tyres was viewed as a manual process with high-intensity admin, limited frequency of vehicle inspections and reports were not delivered in real time.

Michelin Tyre Care, however, will provide a digital and connected solution for fleet operators.

Michelin works alongside truck owners and fleet managers to analyse their mode of operation, identify their needs and develop innovative services, offering them far more than just tyres, but tyre services.

Michelin Tyre Care has reduced the time it takes to check tyres by threefold; making it possible to consistently check the status of the fleet. As a result, monitoring the pressures, tread depth and general condition of tyres is easier and accurate, enabling optimum coordination of the operations to be carried.

Michelin Tyre Care is all about collecting and recovering all information concerning the tyres on a fleet of vehicles, in a reliable, automatic, simple, rapid and relevant fashion. All this organised intelligence will have an immediate impact on the fleet operators' costs and performance of the tyres.

"Michelin Tyre Care is beneficial to fleet operators, because it reduces breakdown and vehicle immobilization, improves safety of people and goods carried, and control tyre budget," says Yoliswa Nkomo, Operations Marketing Manager – B2B at Michelin.

Michelin is underpinning its role as a business service partner by providing fleet operators with efficient solutions and improve their operational efficiency. Better maintenance, better monitoring, better traceability and better business coordination: with the Michelin Tyre Care digital solutions, detailed truck tyre management will mean getting the best out of tyres.