

## GARRY'S MESSAGE

### • People • Processes • Equipment •

At a time of transformation, service providers have to be alert to rapid change. Fortunately, in our industry this is almost entirely positive. But we do need to keep up.

On the people side, our industry leads in tailored education and training suited to people at various stages of their careers. There are entry-level courses for beginners up to advanced level for seasoned veterans. Our skills development team works tirelessly to shape courses, marshal resources, assist learners and constantly promote the benefits of acquiring knowledge, know-how and customer handling techniques.

Not only do we concentrate on skills development but we also back Wellness Express which offers employees and their families an affordable medical service supported by SAEPA.

Everyone who has recently dodged a motorcycle rider delivering groceries is aware of how new services have come from nowhere to serve end users with different products in ways that weren't imaginable not long ago. The use of drones and the spread of parcel lockers is testimony.

While member companies add value and broaden their business to business and consumer offerings, our processes are also impacted by regulation and geopolitical developments. Adapting swiftly to new requirements is a priority for management whether safety, security or compliance with local and international rulings and practices.

Part of the coming-of-age of express logistics has been the massive support industry that came into existence to serve couriers and their clients. Advances in route optimisation, tracking and communication technology have simplified procedures and contributed to overall service quality.

It's also rewarding to note how automotive manufacturers are taking our business to heart, developing and refining vehicles customised to challenges in last mile stop/start urban deliveries and collections.

It's an exciting time to be active in express logistics and SAEPA will continue to do all we can to help our members make a great success of their operations.



Garry Marshall



## Imperative: Skills Development

*"The skills shortages are largely driven by the fast-paced changes in global trade, evolving regulations and advancing technology. Many professionals in the field have struggled to keep up with these rapid advancements or lack access to the necessary training to stay competitive."*

- Juliette Fourie, Metro Minds.



Metro Minds is an enduring educational partner engaging with the express logistics industry over the years, assisting employees to gain

valuable new skills and qualifications.

Now Juliette has revealed that she is leaving this industry academy she founded almost 20 years ago. See page ?

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### MARTINE ON SKILLS DEVELOPMENT

by Martine Maraschin



## Employment Equity (EE) Sector Target Engagements 2025

The Department of Employment and Labour (DoEL) held its consultation session with stakeholders from the Transport Sector on 13 February 2025. The purpose was inter alia to empower the Minister to regulate sector-specific EE numerical targets in order to ensure

the equitable representation of suitable qualified people from designated groups

On behalf of our members, SAEPA submitted comments to the Department in advance of the 21 February 2025 deadline.

A copy of SAEPA's submission and

the presentation is available from [martine@saepa.org.za](mailto:martine@saepa.org.za)

The table below provides the targets for 2025-2030 (orange band) vs. the actual current Designated Employers representation (purple)

16. TRANSPORTATION AND STORAGE - 5-YEAR SECTORAL NUMERICAL TARGETS						
		TOP MANAGEMENT	SENIOR MANAGEMENT	PROFESSIONALLY QUALIFIED & MIDDLE MANAGEMENT	SKILLED TECHNICAL	DISABILITY
DESCRIPTION	GENDER	DESIGNATED GROUPS	DESIGNATED GROUPS	DESIGNATED GROUPS	DESIGNATED GROUPS	DISABILITY
PROPOSED TARGET	Male	32.2%	42.1%	46.3%	49.8%	3%
	Female	30.0%	35.9%	40.7%	41.4%	
	Total	62.2%	78.0%	87.0%	91.2%	
WORKFORCE PROFILE (ALL DESIGNATED EMPLOYERS) - 2024	Male	27.0%	37.4%	41.6%	59.1%	1.6%
	Female	26.7%	33.1%	36.7%	31.1%	
	Total	53.7%	70.5%	78.3%	90.2%	
WORKFORCE PROFILE (DESIGNATED EMPLOYERS WITH 50 PLUS EMPLOYEES) - 2024	Male	29.2%	39.1%	42.3%	59.2%	1.6%
	Female	27.0%	31.9%	36.7%	31.4%	
	Total	56.2%	71.0%	79.0%	90.6%	
WORKFORCE PROFILE (ALL DESIGNATED EMPLOYERS) - 2023	Male	26.3%	32.2%	42.4%	57.8%	1.6%
	Female	26.6%	34.5%	36.0%	30.9%	
	Total	52.9%	66.7%	78.4%	88.7%	

### Juliette says:

Dear SAEPA Members

*I am writing to express my sincere gratitude for your unwavering support in advancing education within the express parcel industry. Your commitment to fostering skills development and creating career opportunities for young South Africans is truly commendable.*

*Your holistic approach to employee well-being, further underscores your commitment to the comprehensive development of the industry's workforce.*

*In an era where continuous learning and development are paramount, SAEPA's efforts not only enhance individual competencies but also contribute significantly to the overall advancement and professionalism of the express parcel industry in South Africa.*

*Once again, thank you for your steadfast support throughout the years and for being a beacon of excellence in industry education and development.*

*I am grateful for your contribution and support and for me personally, investing in my education through the sponsorship of the recent PhD I completed. I sincerely hope the research will assist the industry in creating a better platform for continued skills development in the industry.*

Thank you

**Juliette Fourie**

# A Tribute to Juliette Fourie

By Martine Maraschin on behalf of SAEPA Skills Development

***“Our industry has trusted Juliette Fourie and Metro Minds with close to 14 000 learners trained within the past 19 years.”***

When Juliette Fourie started Metro Minds in 2006 little did she know that her name would become synonymous with Innovation, Leadership and Excellence in skills development. These acknowledgements come from the TT100 Awards, SA Innovation League Awards and the Boss of the Year South Africa Award.

Juliette's vision, supported by her skills, knowledge and relevant experience crafted a path for industry specific programmes. Metro Minds has grown to employ 24 staff servicing over 160 customers shoulder to shoulder with SAEPA members during the growth in maturity of express logistics.

Programmes offered by Metro Minds were based on the legacy SAQA qualifications but were

customised for our industry. The Sales Process and Customer Management training programme which became electives in the Higher Certificate Management of Technology & Innovation (MOTI) offered by the Da Vinci Business School, were innovated by Juliette. These modules form part of the elective modules for this highly successful qualification within our industry. Juliette further developed the electives for the first BCom in Freight Forwarding & Customs Compliance NQF 7 in line with industry needs.

As Metro Minds developed, Juliette's focus encompassed leadership skills and its critical aspects. The innovative thinking she and her team used to set learning strategies became highly sought after. Throughout all of this, Juliette maintained a strong family, work and fitness

balance. This core life value that has encompassed her life was shared with her staff, allowing them to embrace the same aspirations.

Juliette has always included her stakeholders and clients in the celebrations of the milestones. She has shared breadth of knowledge with the industry by inviting a spectrum of guest speakers whose topics and recommendations were easy to assimilate and apply.

Juliette is joining Elea, part of the OMT Evalex Group, as Managing Director from 1 March. Elea uses the latest innovations to assist individuals in developing and accelerating their leadership journey through a groundbreaking leadership framework using assessments, simulations and AI.

SAEPA thanks Juliette for making a difference to the people and companies in our industry.

## A fully electric, customisable fleet tailored to express logistics

It's not only here in SA that the burgeoning express logistics industry is seeking innovative equipment and processes.

In France, Flexis is revolutionising urban logistics with three innovative electric vehicle models and a holistic ecosystem of services to support the entire urban logistics lifecycle.

Find the whole story here: <https://flexis-mobility.com/newsroom-en/>



# Driver Sobriety program – courtesy of SAPICS Affiliate, Master Drive

Photo by CHITTERSNAP on Unsplash



**MASTERDRIVE**  
Specialised Corporate Advanced Driver Training

Tel: 0861 100 616 / 011 867 4778  
E-mail: [info@masterdrive.co.za](mailto:info@masterdrive.co.za) | Website: [masterdrive.co.za](http://masterdrive.co.za)

“You cannot drive safely today, using the same techniques learnt yesterday, and expect to survive tomorrow”



SAPICS is a Supply Chain Management community whose mission is to **elevate, educate** and **empower** individuals and organisations via membership, events, conferences and education.

[www.sapics.org](http://www.sapics.org)

The Autosobriety Program is a strategic partnership between UNITAR, Pernod Ricard, and MasterDrive, aimed at contributing towards the United Nations’ goal of halving road traffic injuries and fatalities related to drinking and driving by 2030. This program has already demonstrated remarkable results in South Africa and the Dominican Republic, highlighting its effectiveness and relevance in addressing this critical issue.

MasterDrive would like to offer this program to your organization at no charge, as part of our ongoing commitment to promoting road safety and responsible driving. The training session typically lasts between 45 minutes to an hour and can be conducted as a lunch and learn session or at a time convenient for your organisation.

By participating in the Autosobriety Program, you will not only be contributing to a noble cause but also investing in the well-being of your employees. This training can help reduce the risk of alcohol-related road accidents, potentially reducing absenteeism, healthcare costs, and legal liabilities associated with drunk driving incidents. Additionally, it will promote a culture of responsibility and ethical conduct, reflecting your company’s values and commitment to safety.

We believe that investing in employee safety and well-being is not only the right thing to do but also makes sound business sense. By reducing the risks associated with alcohol-related incidents, you can maintain a more efficient and reliable workforce, ultimately contributing to your organization’s success.

We invite you to join us in this critical endeavour to save lives and promote safer roads. Please confirm a date and time that works best for your team, and we will make the necessary arrangements to deliver the Autosobriety Program at your convenience.

The Autosobriety Training program is designed to provide comprehensive education and awareness on the dangers of drinking and driving, empowering individuals to make responsible choices and contribute to safer roads for all.

If your organisation is interested in participating in this program, please email [info@masterdrive.co.za](mailto:info@masterdrive.co.za)

**Course Duration: 45-60 minutes, including a compulsory 2-minute registration & assessment at the end of the program.**

## Course Outline:

### 1. Background and Overview of the Program

- Understanding the importance of road safety and the impact of impaired driving.

### 2. Global and Local Road Safety Statistics

- Exploring the alarming statistics on road crashes and casualties worldwide and in South Africa, highlighting the urgency of addressing this issue.

### 3. Drinking and Driving in South Africa

- Examining the prevalence and consequences of driving under the influence in our country.

### 4. Understanding Alcohol

- Insights into the nature of alcohol and its effects on the human body.

### 5. Alcohol Absorption and Impairment

- Exploring how alcohol is absorbed and metabolized, and its impact on driving performance and cognitive abilities.

### 6. Legal Framework and Legislation

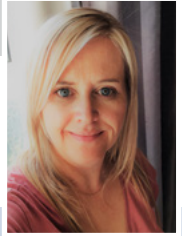
- Discussing the relevant laws and regulations governing alcohol levels for drivers in South Africa.

### 7. Preventing Drinking and Driving

- Practical strategies and techniques for avoiding impaired driving situations.

### 8. Road User Responsibility

- Emphasizing the role and responsibility of every road user in preventing traffic crashes and promoting road safety.



# Express Logistics Industry – Security Goals for 2025

## Training on Dangerous Goods Transport and Security Enhancements

As South Africa's express logistics industry continues to expand, the secure transportation of goods — including hazardous materials - and the safeguarding of shipments have become top priorities. With increasing regulatory scrutiny and rising threats to supply chain security, companies must focus on enhancing their capabilities in two critical areas: training on dangerous goods transport and bolstering security measures.

### Enhancing Training for Dangerous Goods Transport

Transporting dangerous goods requires specialized knowledge and strict adherence to international and local regulations. Improper handling can lead to catastrophic consequences, including injury, damage to goods, environmental problems, legal penalties, and a tarnished reputation. To manage these risks, express logistics service providers should prioritise the following:

**a) Comprehensive Compliance Training:** Logistics personnel need in-depth understanding of - among others - the South African National Road Traffic Act and the United Nations' Model Regulations on the Transport of Dangerous Goods. Training programs must cover:

- Classification, packaging, and labeling of hazardous materials.
- Safe handling practices and incident response protocols.
- Updates on international standards, such as IATA's Dangerous Goods Regulations for air freight.

**b) Scenario-Based Simulations:** Hands-on training with real-world scenarios can significantly improve readiness. Simulations of spill containment, fire emergencies, and evacuation procedures make preparedness second nature so that employees respond effectively to unforeseen live events.



**c) Certification and Continuous Learning:** Certifications such as the Dangerous Goods Safety Advisor (DGSA) should be mandatory for key roles. Additionally, periodic refresher courses can ensure employees remain updated on regulatory changes and best practices.

### Strengthening Security Measures Across the Supply Chain

Our industry faces persistent threats, including cargo theft, cyberattacks, and terrorism. As these risks evolve, so must the strategies to counter them. Key focus areas include:

**a) Technology-Driven Security Solutions:** Investment in advanced technology can greatly enhance security. Examples include:

- **GPS Tracking and Geofencing:** Real-time tracking of shipments with alerts signalling unauthorised deviations.
- **AI and Machine Learning:** Predictive analytics to identify potential vulnerabilities or suspicious activities.
- **Biometric Access Controls:** Ensuring only authorised personnel handle sensitive shipments.

**b) Training on Cybersecurity:** With the digitalisation of supply chains, cyberattacks pose a growing risk. Employees must be trained to:

- Recognize phishing attempts and suspicious emails.
- Implement secure password practices and data encryption.
- Adhere to protocols for reporting and mitigating cyber threats.

### c) Collaboration with Law Enforcement and Industry Partners:

Building strong relationships with local authorities and other industry parties can improve intelligence gathering and response coordination. Joint initiatives, such as secure transport corridors and risk assessment frameworks, can help mitigate security challenges.

### Setting Benchmarks for 2025

Making all this happen requires a framework and strict timetable with clear, measurable goals e.g.

**Dangerous Goods Training:** Achieve 100% certification compliance for all relevant personnel by mid-2025. Conduct annual drills and simulations to evaluate readiness.

• **Security Enhancements:** Reduce cargo theft incidents by 30% by the end of 2025 through technology upgrades and strategic partnerships.

• **Cybersecurity:** Train at least 90% of staff in cybersecurity protocols by 2025 and implement advanced threat detection systems across all operations.

### Conclusion

Continued success depends on our ability to adapt to complex challenges. These training programs and improved measures will result in safer, more efficient operations. This will also foster trust among customers and stakeholders in an increasingly competitive market.

# THE BIG PICTURE

IATA's year on year analysis showed African airlines posted 8.5% demand growth for air cargo. Cargo capacity on the sector increased by 13.6%.

Africa accounts for 2.0% of the total global air cargo market.

Looking to the future, Willie Walsh, IATA's Director General, estimates growth to moderate to 5.8%, aligned with historical performance. "Economic fundamentals point to another good year for air cargo—with oil prices on a downward trajectory and trade continuing to grow. There is no doubt, however, that the air cargo industry will be challenged to adapt to unfolding geopolitical shifts."

Our thanks to Linden Birns of Plane Talking for the insight.



## SAA NEWS

South African Airways has added two A320s to its fleet bringing its total to 20 aircraft. It plans to add five aircraft to its fleet this year.

The airline has introduced Dar es Salaam flights and increased the frequency of its services to Harare and Lusaka, following a new destination - Lubumbashi - at the end of last year.

The SAPICS Young Professional and Student Conference is educating students in Supply Chain Management in association with University of Johannesburg and DP World.

Readers are invited to participate online on 28th February 2025 from 09h00 to 13h30.

For more details or to register:  
<https://www.sapics.org/events>





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## The 2025 Africa Supply Chain Excellence Awards

As a supporter of this event, SAEPA invites member companies to enter and showcase their achievements.

**Entries are open until 17 April, 2025**

The 2025 Awards Dinner will be held at the Monte Casino Ballroom on Thursday the 7th of August 2025! Will your company be receiving a prestigious award?

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



## USA DE MINIMIS BLOW

From 4 February, the United States Postal Service has temporarily suspended accepting packages sent from China and Hong Kong until further notice.

The postal service didn't provide a reason for the suspension or say how long it expects it to last.

Earlier China said it would counter President Trump's new 10% tariff on Chinese goods with retaliatory tariffs on coal and liquefied natural gas products, crude oil, agricultural machinery and large-engine cars.

President Trump's tariff increase eliminated the duty-free "de minimis" exemption for low-value packages coming from China which allows goods valued at \$800 or less to be imported into the United States without duties or certain taxes.

## One for your diary

The 2025 SAPICS Conference will take place at Century City in Cape Town from 8 to 11 June 2025



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## LOVING OUR WORK

by Martine Maraschin

As couriers frantically scuttle around, delivering St Valentine's Day gifts from lovers to lovers, we celebrate this special day and month on the calendar.

Happy February – The Month of Love! Warmth, joy, and positive energy.

Let's take a moment to reflect on all the people and things we love: family, friends, our community, our clients, our colleagues, our company and the work we perform every day. This month reminds us to celebrate these connections that make life special and meaningful.

### **What do we love about our jobs in Learning and Development - the people side of our business?**

*"I love the collaboration across different teams which makes my job so active and engaging. Especially, I love the variety. I could be facilitating the same training material with different groups and each group has its own dynamics, so each session is different and exciting! I love that I am part of the team that creates an engaging and inclusive learning culture within RTT. What a privilege!"*

Crystal Meyers RTT L&D Coordinator & Group SDF

*"One of the aspects I cherish the most about my job is the ability to stay engaged with our learners. I enjoy the dynamic nature of my role. It helps me to learn and adapt to new training methods and technologies continuously. This provides new opportunities to serve my FedEx team better and meet the evolving needs of our organisation and its learners. I love being an agent of fostering a culture of continuous learning in our organisation."*

Portia Khumalo SDF, Operations Support Agent  
Senior, FedEx

*"2025 marks my 15th year in Skills and Development and every year offers something new. I love that my role brings non-stop action and constant adaptability to meet the needs of an ever-changing organisation and industry. I am privileged to engage with our employees and their new ideas on where they wish to grow. This role requires constant growth and engagement with our partners in-company and in the express logistics industry and offers the opportunity to source new solutions."*

Pam van Olst, DSV



*"What I love most about being a L&D professional is that it fulfils my calling - my opportunity to make a difference in people's lives by sharing good news with our employees as I assist them in their journey of lifelong learning. Many of them did not have the privilege of furthering their studies after leaving school, so being part of their learning as adults, seeing them figure things out, challenging themselves and expanding their knowledge is truly rewarding. This feeling never gets old for me. I am blessed to do this each day!"*

Phumzile Dlamini, HR Manager Seabourne Logistics

### **In conclusion:**

*"The wise man Confucius said 'Choose a job you love, and you'll never work a day in your life.' Well, as Learning & Development (L&D) professionals, we don't just love what we do — we're passionate about it! Our days are filled with the magic of transformation, the thrill of unlocking potential, and the deep satisfaction of seeing people grow."*

Nicole Pillay – SAEPA Task Team



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- Extensive coverage of various ailments

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