

FleetWatch

EMag Vol 82 / 2023

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From a major setback in 2022 when the KZN floods halted all production, Hino Trucks bounced back mustering the passion of its people and the in-bred resilience for which it is known to rise above all challenges and come out a winner on all fronts. This is a company South Africa can be proud to have on its shores writes *Patrick O'Leary*.



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LEGS WORKOUT

1 WALKING LUNGES

Beginner	Intermediate	Advanced	Description
15 sec Work 15 sec Rest	30 sec Work 30 sec Rest	45 sec Work 15 sec Rest	<ul style="list-style-type: none"> Begin at one end of the back seat step forwards with one foot and bend the knee to 90° Extend the knee down on the front seat and allow the back heel to lift. The back knee should also be bent and just hovering off the floor Then straighten both legs and repeat movement with other leg stepping forwards across the length of the truck
Important cues: <ul style="list-style-type: none"> Don't allow the front knee to pass over the hip or collapse forwards and ensure to maintain a full spine 			

SIT-TO-STANDS

Beginner	Intermediate	Advanced	Description
15 sec Work 15 sec Rest	30 sec Work 30 sec Rest	45 sec Work 15 sec Rest	<ul style="list-style-type: none"> Begin standing with feet back towards a step/chair and feet hip width apart Move into a squat position by bending of the hips so that your buttocks makes contact with the step/chair Push through the heels as you straighten both legs and move into an upright position
Important cues: <ul style="list-style-type: none"> This movement should be performed with control Avoid using your arms to help lift from the step/chair, but rather focus on using your leg strength Squeeze your buttock muscles as you lift 			

CARDIO

1 FORWARD JOGGING

Beginner	Intermediate	Advanced	Description
15 sec Work 15 sec Rest	30 sec Work 30 sec Rest	45 sec Work 15 sec Rest	<ul style="list-style-type: none"> Begin at one end of the truck and continuously jog throughout the truck length from one end to the other
Important cues: <ul style="list-style-type: none"> Maintain the same pace for the entire duration Keep your body upright with head facing forwards Use your arms as you move forwards Focus on deep, rhythmic breathing 			

2 MOUNTAIN CLIMBERS

Beginner	Intermediate	Advanced	Description
15 sec Work 15 sec Rest	30 sec Work 30 sec Rest	45 sec Work 15 sec Rest	<ul style="list-style-type: none"> Begin in a plank position so that your body is in a straight line with hands placed under the shoulders and hip straight Lift one foot off the floor as you pull the knee up and in towards the same elbow Return the foot to the floor while pulling the other knee up and in to create a chopping motion Alternately repeat this movement
Important cues: <ul style="list-style-type: none"> This can be performed on an incline with hands placed on a bar or step of the truck (beginner) or on a flat surface (intermediate) Keep your stomach and buttock muscles tight Try to keep your body in a straight line 			



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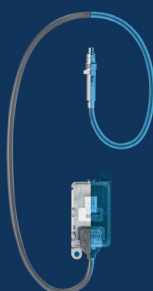


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Mercedes-Benz Trucks hands over two Actros trucks to 95-year-old Kenne de Kock Snr of KELRN



▲ Standing (left to right): Kenne de Kock Jnr, Jacques de Kock; Kenne de Kock. Sitting (left to right): Sandi Burnett; Kenne de Kock Snr.

In an extremely rare and special occasion, Mercedes-Benz Trucks together with its dealership, New Vaal Commercial Vehicles Kimberley, handed over two Mercedes-Benz Actros 1842 Trucks to Kenne de Kock Snr, at the astonishing age of 95-years-old.

The official handover took place at the KELRN premises. When asked why he purchased the two trucks at this amazing age, Kenne Snr warm-heartedly responded that by the time he reaches the age of 100, he needs the trucks to have generated sufficient income to support the church community with whom he has established a longstanding relationship and history.

Although Kenne Snr is now officially the first Mercedes-Benz Trucks customer over 90-years old, the relationship between KELRN and the Mercedes-Benz Trucks brand stretches back over three generations. Today KELRN has a dedicated Daimler Truck Southern Africa (DTSA) fleet of 120 trucks.

"The support we get from Johann and the dealership is unbelievable. Equally, Mercedes-Benz Trucks remains a supportive partner to us, committed to deliver the right solutions for our business. In return, we have always been, and will always remain loyal to the brand," said Kenne de Kock, Transport Executive, KELRN.

▼ Left to right: Kenne de Kock; Kenne de Kock Snr; Junaid Alli; Johan Liebenberg.



‘Being able to join Mercedes-Benz Trucks and offer tailor made finance to KELRYN has remained important to us.’

Martin Van Der Colf
National Sales Manager,
Daimler Truck Financial Services
South Africa



▲ KELRYN Staff.

“It helps that everything Mercedes-Benz Trucks does is of the highest quality, which is not only limited to their products but is also true for their customer engagements. Even when it comes to the after-sales services, we have a very open and honest relationship with New Vaal Commercial Vehicles Kimberley, and they look after us,” added Kenne de Kock.

So where did it all begin for KELRYN?

Kenne de Kock Snr always had a passion for agriculture and became a dairy farmer after school. He owned his own dairy and delivered fresh milk to the Barkly West Town with two horses, every day, after milking his cows from 03:00am every morning. Eventually he bought his first truck in 1948 to deliver the fresh milk to town. At the same time, he started to transport fruits and vegetables from surrounding farms to the Kimberley and Bloemfontein markets and later expanded to the transportation of cows and goats. By 1985, Kenne Snr bought his first Mercedes-Benz 2633 truck.

To compensate for extreme droughts and the effect it had on their farming business, Kenne de Kock sealed a major contract for the transportation of long-life milk. With the support of Kenne Snr, KELRYN became a very successful transportation business that grew exponentially and surpassed the farming business in terms of growth and revenue. Apart from diesel transport, 98% of their cargo is food. Their most important customers are the local farmers to whom KELRYN is extremely loyal.

KELRYN is open to exploring new technology, which has led them to having many firsts in the farming and trucking industry - from being one of the first farms to make use of automated milking systems through to being one of the first truck operators to make use of the pallet system and introducing it to their customers. They always innovate and modify their trailers for more efficient loading and offloading.

In the era before cellphones and telematics systems, they were one of the first truck operators to connect with their drivers by using tracking technology designed and used on ships. This allowed them to track and communicate with their drivers with only a 10-minute delay. Finding efficiencies has always been a priority for KELRYN and remains one to this day.



▲ Left to right: Jacques de Kock; Kenne de Kock Snr; Kenne de Kock; Kenne de Kock Jnr.

Family is core

Listening to their amazing story, it is clear that KELRYN is a family business and family is core to their existence. Even the name “KELRYN” is an acronym for the names of Kenne de Kock Snr’s children: Kenne, Estelle, Louis, Ronelle and Neil. They value relationships and throughout their history, business partners become “extended family”.

Commenting on the significant handover, Martin Van Der Colf, National Sales Manager Daimler Truck Financial Services South Africa said: “Being able to join forces with Mercedes-Benz Trucks and offer a tailor-made finance solution to KELRYN has remained important to us. KELRYN is one of the first customers to have put their trust in Daimler Truck Financial Services South Africa and continue to be a valued business partner. We applaud Kenne de Kock Snr for the great strides he continues to make and wish him all the best with his latest purchase”.

Congratulations to Kenne de Kock Snr on this amazing milestone. We as DTSA and Mercedes-Benz Trucks, in particular, are truly honored to have been part of this amazing journey and we wish KELRYN sustained success and look forward to an even more fruitful relationship in years to come. ●



► Johan Esterhuizen, Control Provincial Inspector pulls in the trucks.



▲ Drivers took delight in the unexpected interactions with the caring folk.



A small company making a big difference

FleetWatch has over the years attended many road safety initiatives but one that really warmed our hearts in terms of a small company going all out to improve the situation on our roads and reduce the severity and frequency of truck accidents in the country was an event held by Mamoja Trading & Projects, an SMME company which operates in the commodities transport arena out of its home base in Marikana, North West Province. Patrick O'Leary attended the event.

Theme of the Day

Safety is a small investment for a rich future, hence it remains our priority

**Annah Ngxeketo,
CEO/Co-Founder, Mamoja**

► The Mamoja initiative was supported whole-heartedly by a number of the company's suppliers as well as affiliates from the transport industry. Each contributed to the success of the venture.

Mamoja Trading & Projects is a female-led BBBEE Level I enterprise run by a wonderful lady by the name of Annah Ngxeketo, Chief Executive and Co-founder of Mamoja who is passionate about doing things right – and particularly when it comes to road safety.

Evidence of the support for her initiative came via the fact that a number of her suppliers, clients and a few other transport companies joined in on the day to make it a success. These included Standard Bank, Unitrans, Grow Supplier ZA, Concentrate Carriers, JC Auditors, TSE Big Max, Atarah Solutions, Ndimma Management Systems Consulting, Nthome Transport and the Chartered Institute of Logistics and Transport SA. Mining companies which fully supported the campaign were Sibanye Stillwater and Sylvania Mines. Maruatona and Jabula transport companies were also present.

The objective of the day was to stamp an indelible road safety culture mark not only on Mamoja staff but on all associated with the company as well as the wider industry – and to take it into the future. Thus the theme of the day was: "Safety is a small investment for a rich future, hence it remains our priority".

Explaining the significance of the campaign, Ngxeketo said: "The reason Mamoja came up with this initiative is because, as part of the industry, we bear witness to more truck accidents every year," adding that the most obvious reason why road safety is important is that many lives are at stake.

"Factors contributing to the high rate of accidents include the ► 8

A group effort



▲ Left : Kathy Bell from Standard Bank and Nicole Melck, an accident survivor who shared her story



▲ Letlhogonolo Mpshe, Director, Atarah



▲ Joubert van Schalkwyk of Unitrans



▲ Tshepiso Makgobathe, Director from Nthome Couriers



▲ Elvis Harris, CILTSA



► ▲ **Top middle:** Matthew Motsepe, Operations Manager, Concentrate Carriers (Pty)Ltd



► Omar Essop, Owner, TSE Big Max



▲ Jacob Tshwagong - Director, Concentrate Carriers (Pty) Ltd



▲ Gift Nhlathi - Auditor from JC Auditors



► Florence Musundwa - Director of Reign Supreme Holdings, added her flair as M.C.

► behaviour of drivers and other road users as well as poor maintenance and design of infrastructure. Most of these accidents are avoidable and at Mamoja we believe that a lasting change in workplace attitudes and culture is necessary from everyone who works in the transport industry. In order to deliver the biggest possible impact, we need to ensure that our safe vehicles are driven by safe drivers on safe roads.”

Note the three areas she highlights – safe vehicles, safe drivers and safe roads. Best Practice in ensuring safe vehicles and safe drivers is in the hands of the operators while the last one – safe roads – is in the hands of national and provincial roads authorities. *FleetWatch* would add a fourth and that is law enforcement. In this regard, we were pleased to see that the North West Department of Community Safety and Transport Management was also there in the person of Control Provincial Inspector, Johan Esterhuizen.

“Our Department has built a working relationship with Mamoja because it’s an RTMS certified company and safety is their priority,” said Esterhuizen. Other partners

RTMS acknowledgement

▼ Control Provincial Inspector Johan Esterhuizen, “We have a working relationship with Mamoja who are a RTMS certified company and safety are their priority.”



were also given the chance to not only endorse the campaign but also to throw their weight as a collective effort behind improving road safety.

Sincere intent

What struck me about the event was the sincere intent behind it all. This was about walking the talk and linking hands with all parties that have anything to do with the company. It was driving a shared commitment to improve the situation on our roads. It was about caring.

After a number of partners shared their safety messages, the Mamoja team and partners headed off to the N4 where, with the help of Control Provincial Inspector, Johan Esterhuizen and a few members of

Drivers

▲ It was a treat for drivers who enjoyed a lunch and took away gift bags.

his traffic officials, passing trucks were waved down to pull over into a safe area alongside the road with the ever enthusiastic Annah Ngxeketo leading the pack in interacting with the drivers.

It must have come as quite a surprise for some of the drivers to be pulled off by a cop only to find that instead of being checked for compliance, they were greeted by friendly and caring people handing them each a Mamoja safety goody bag and wishing them well and safe travels. ► 11



▲ Anna Ngxeketo, CEO with traffic officers and (right) Fofo Lerefolo-Dintoe, PRO for Mamoja - the ladies who made it happen!

This was about walking the talk and linking hands. A shared commitment to improve the situation on our roads. It was about caring.

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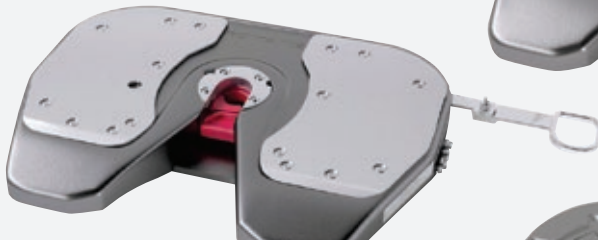
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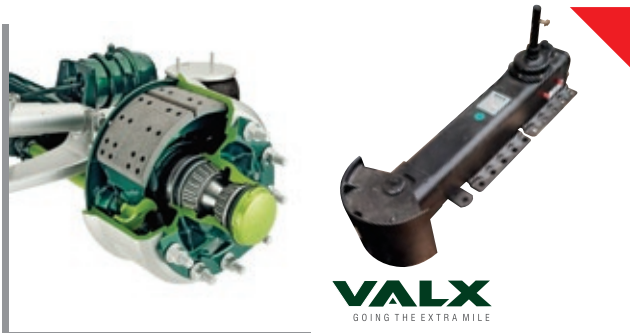


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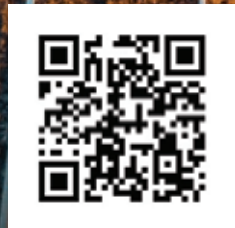
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The commitment and initiatives undertaken by this one small company should serve as a catalyst for change throughout the entire industry.

► 8 What struck me about this gesture was that here was a transport company caring for the safety of other transport companies. It was a genuine desire of camaraderie embracing all transport companies to be safe on the roads. A sort of spirit that sent a message that 'we're all in this together so let's keep each other safe'.

Ripple effect

While driving home, the thought struck me that it would be great if the actions taken by this small SMME trucking company would be emulated by other smaller companies and thereby have a ripple effect that contributes significantly to the national effort to improve road safety. In fact, the commitment and initiatives undertaken by this one small company should serve as a catalyst for change throughout the entire industry.

This is not to decry the excellent work done by larger companies such as the Imperial Group – to mention just one - with its many broad safety initiatives. No, it is to emphasise that you don't have to be a big organisation to make a difference and these larger organisations would welcome the entry of smaller trucking companies into the safety awareness arena.

I say this because on a broad, national basis, road safety is really



only given seasonal rather than daily attention. The Festive and Easter holidays seasons are when all the big guns come out to talk road safety. Other than that, it's only when a massive crash resulting in numerous fatalities occurs that road safety gets high profile attention. Think Fields Hill, Pongola and other headline grabbing crashes. Road safety needs constant, daily attention and it all starts with recognizing the importance of road safety and taking proactive steps to address it.

By embracing and professing a safety culture, Mamoja has not only enhanced the safety of its own fleet but has also set a positive example for others in the industry. This commitment to safety not only protects its drivers but also reduces the risk for all road users, from pedestrians to fellow motorists.

Moreover, small trucking companies can collaborate with industry associations and regulatory bodies to advocate for stricter safety standards and regulations. By actively

▲ Top: Partners and supporters of Mamoja Road Safety Campaign and (above) drivers were stopped, not for a fine but to receive a gift!

participating in discussions about road safety policies and sharing their own experiences and best practices, they can contribute to a safer environment for all road users on a national scale.

So the actions of one small trucking company in its efforts to improve road safety should not be underestimated. Mamoja's commitment to safety can serve as a powerful catalyst for positive change within the industry, influencing other companies to follow suit. In this way, the collective efforts of small trucking companies can significantly contribute to the national effort to enhance road safety and ultimately save lives on our highways.

Mamoja has recognised the importance of spreading the Road Safety message and for that, *FleetWatch* salutes Annah Ngxeketo and her team. □



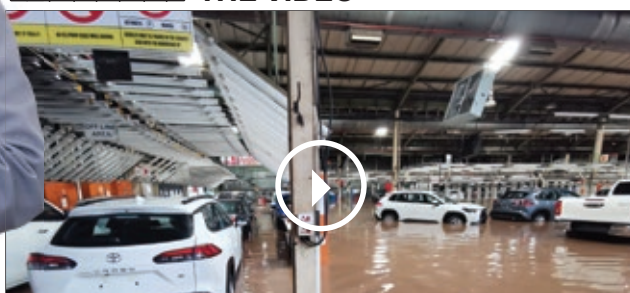
Hino SA shines in a sea of mediocrity

▲ The launch of the Hino 700 was a celebration not only of a world-class product but also of the resilience of Hino South Africa to overcoming adversity.

The rebuilding of a flood destroyed production plant, the appointment of a new Vice President and the launch of a new extra heavy duty truck model range, the Hino 700. Those are just part of what has been going on in the Hino South Africa stable since April last year. It sounds pretty neat and tidy but when positioned in the overall climate that is South Africa today, the actions and resilience of this company over the past 18 months stand as an example of just how fortunate South Africa is to have companies like this operating within our borders. It is a national asset writes Patrick O'Leary.



**WATCH
THE VIDEO**



Interview: Anton Falck, Vice President Hino South Africa

The current mood in South Africa is not a cheerful one making it easy to fall into a state of despair given the multitude of negatives plaguing the country. Load-shedding, high unemployment, rising crime, a collapsed logistics infrastructure, on-going corruption, a low growth economy; one could go on and on but the bottom line is that many have lost faith in the State to turn things around.

In such a climate, it is perhaps understandable for one to throw in the towel and say: "To heck with this. I'm outta here!" And many have done exactly that. The brain drain has shown a marked increase over the past few years depleting South Africa's already scarce skills pool so vitally needed to get this Phoenix to rise up from the ashes.

Being a journalist, I am perhaps exposed to a lot more 'gloom and doom' stories than some others and admittedly it is, at times, difficult to retain a balanced perspective. There are people I have spoken to who tell me they do not watch the news anymore. "It's too depressing," they say. I don't agree with this blinkered approach but I do understand as there are times when the bad news comes in waves sweeping over the glimmers of hope that do shine among the mayhem. Better to ignore it all.

Most of the mayhem I see is caused by politicians who thrive on chaos and then make grandiose promises to sort out the chaos. When faced with a particularly vexing problem, they stand on

Top man from Hino Japan

◀ Masato Uchida, GM for Overseas Marketing at Hino Motors Limited, stressed that the new Hino 700 is the most technologically advanced Hino to be marketed in the brand's 50-year history in South Africa.



Surviving floods

Walking through the reconstructed Hino production plant, one can't even begin to imagine the devastation that played out here in April 2022. Red indicators point to the levels the flood water reached in the plant and as you can see, *FleetWatch* editor Patrick O'Leary would definitely have drowned. Under the slogan *Rebuilding Better Together*, everyone came together to rebuild and make it better.



▲ *FleetWatch* Editor, Patrick O'Leary indicates the level of the water during the floods.

podiums and rather than put forward concrete solutions that you know you can trust, they just make noise.

There is a saying I recently came across which is so apt to many of our South African situations. "You can't leave those who created the problem in charge of the solution." That really resonates on so many levels.

So what has all this to do with a story on Hino South Africa? Well, for a start, Hino faces the same problems on a national basis as does every other company. It's just that they deal with them differently. They find solutions rather than adding to the problems and in that way, stand as an example for our State institutions to follow.

Talk to individuals in the organisation and they decry what is going on in this country. However, instead of making noise from podiums, they link hands with each other to search for solutions to the problems they face - despite the fact that most of their problems are not of their own making. And when they

have decided on a solution, they not only act on it but they build on it.

In that sense, Hino is a company which stands as an example of how situations can be turned around. Through its actions, the company is an example of the resilience that abounds in the spirit of South Africans. Let's go back a bit.... starting with the horrendous floods which hit KwaZulu-Natal in April 2022. ▶ 14

Pieter Klerck

▶ Pieter Klerck, General Manager Hino Sales... excited that with the Hino 700, they now have a strong contender in the high volume, extra-heavy category.





“Although the Hino 700 now has a host of new electronic safety features, it sticks to relevant technology in terms of the drivetrain which ensures its suitability for African conditions”

Anton Falck,
Vice President Hino SA.

Safety and comfort

The new Hino 700 range is comprised of four models - a tipper, a freight carrier and two truck-tractors, all 6x4 configurations. The interior has been completely redone with major focus on improving comfort and ergonomics to cut driver fatigue. Extensive safety technologies are offered as standard features.

will actually be better and we plan to use this crisis to try improve our equipment and upgrade where we can. So the slogan talks to how we all work together as one team to find a way of renewing and improving our site at the same time,” said Kirby.

And how’s this. The floods were in April 2022 and on August 16th – just four months later - a function was held to announce the reopening of the plant. It was all systems go. And remember it wasn’t just a case of grabbing a few brooms and sweeping the water out of the plant. No, it was much more than that but, by working together, they did it.

Excuse me comparing but I do so to illustrate why I say we have a national asset in Toyota and Hino. Remember the fire which swept through Parliament in Cape Town and ravaged both the Old Assembly and the National Assembly buildings of Parliament. These buildings house the chambers of the National Assembly and critical offices of Parliament. This was on January 2, 2022.

I haven’t heard much about Parliament being repaired so I just did a quick search and came across a News24 article dated July 31, 2023. The article quoted Parliament’s secretary, Xolile George, saying that they remained optimistic that the ravaged National Assembly building would be restored by November 2025. Let’s count; January 2022 to November 2025. That’s 46 months – or three years and 10 months. ▶ 17

▶ 13 According to a study by researchers from the University of the Witwatersrand in Johannesburg and the University of Brighton, UK, published in the South African Geographical Journal, the disastrous flood that hit Durban in April 2022 was the most catastrophic natural disaster yet recorded in KwaZulu-Natal (KZN) in collective terms of lives lost, homes and infrastructure damaged or destroyed and economic impact.

While the mainstream media understandably covered the human tragedy which played out, there was another disaster playing out in Prospecton where Toyota has its 87 hectares production plant. Included on this site is the assembly plant for Hino.

This is a massive plant which, in the previous year 2021, produced 203 000 vehicles ranging from cars and bakkies through to Hino trucks – and others. The floods brought all this to a grinding halt. The entire plant was waist deep in water. In


fact, for the first three days after the rain stopped, no-one could even get into the plant.

“There was not a single square metre of the entire 87 hectares facility that was not affected,” said Andrew Kirby, President and CEO of Toyota South Africa Motors (TSAM) at the time.

Taking charge of the solution

Was this the end of Toyota’s long history in South Africa? No ways. The Toyota and Hino folk - of whom 7 500 are employed at the plant – certainly did not create the problem but they took charge of the solution. An internal slogan for the recovery called *Rebuilding Better Together* was created and, along with engineers from the parent company in Japan who came out to lend a hand, work was started to rebuild.

Note the middle word in the slogan - *Better*. Not only were they going to rebuild, but they were going to make it even better than it was. “TSAM’s operations at Prospecton

A large white semi-truck is shown from the side, driving on a multi-lane highway. The sun is low on the horizon, creating a warm, golden glow across the sky and reflecting off the road surface. The truck's headlights are on, and its reflection is visible on the wet pavement. The sky is filled with soft, wispy clouds, and the overall atmosphere is serene and professional.

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► 14 Eieeesh my bra. The Prospecton plant was revamped in four months. No noise. Just get on and do it.

As for the Hino plant, they did adhere to the *Better* part of the *Rebuilding Better Together* slogan for the entire plant was moved from its previous site to a new site fully equipped with updated equipment along with improved systems and processes.

I was privileged to join a group on a visit to the plant for the roll-out of the new Hino 700. Oh yes, let's not forget that while Hino had to rebuild its plant and do a huge production catch-up on units lost, it was also planning the introduction of its new Hino 700 range. A new truck launch does not happen overnight. It takes years of planning and particularly in terms of testing for market suitability as well as logistics and production.

On entering the plant, we were greeted by a lady by the name of Samantha Visagie. I thought at first that she was the plant tour guide such as they have in the many overseas plants I have visited. Wrong. She is the Plant Leader responsible for all functions that go on inside that productive place.

"You mean she is in charge of this whole plant," I asked Dave Finch, Senior Vice President, Manufacturing Group and a Director of TSAM. "Yes, that's what she does," he replied, in a tone which carried a large measure of pride. Wow!

After a short introduction, she then passed us on to a young man

by the name of Kamohelo Innocent Tsotsotso. OK, so he must be the plant tour guide. Wrong. He is a production engineer responsible for process setup in the plant with the degree BEngTech, Mechanical Engineering (Honours) obtained from University of Johannesburg behind his name.

I cannot tell you how that thrilled me – seeing two young people in such high positions - not obtained through any other means but through their suitability and qualifications to do the job. No cadre deployment in this plant. No token gestures – and that's why it works.

Not just a job

I have been through many production plants in many different countries and this one ranks right up there among the best of them. The vibe is exciting, the people are productive, and the systems work. You get the feeling that everyone on that line knows they are not just doing a job. Rather, they are assembling trucks that will serve the country and play a role in enhancing the lives of all in society. They are not just working for Hino. They are working for South Africa. It's a higher purpose and you can feel that vibe.

A stark reminder of the floods is given on various pillars where red lines mark the level of water during the floods. At the end of the line, there is a 'Flood Recovery Wall' with pictures of the damage. Two slogans

The people of Hino

◀ A wonderful vibe runs through the Hino plant with pride of achievement shining at every point. This is a team that exudes pride in everything they do together.

Young talent

▼ Plant Leader Samantha Visagie is an inspiration. Young, talented and knowledgeable, she gains the respect of all.



▲ Kamohelo Innocent Tsotsotso holds a BEngTech, Mech Eng (Honours) degree from the University of Johannesburg. He is a production engineer responsible for process setup in the plant. What a guy.

are positioned above the pictures: 'Rebuilding Better Together' and 'Moving to the Next Level Together'. Awesome stuff.

And then came what we were really there for - the official roll out of the Hino 700 with all the production staff as well as local and overseas management joining in the celebrations. Sorry, bar one - the new Vice President of Hino South Africa, Anton Falck, who had ► 18



New plant... post floods

▲ The Hino assembly plant can compare with the best in the world. The vibe is exciting, the people are productive and the systems work. It's a true privilege for South Africa to have such a facility operating in our country.

► 17 taken over the helm from Ernie Trautmann who retired. He wasn't there. Why? Because he, along with top management from Hino Japan, were stuck at OR Tambo airport due to the plane having a technical problem. Eieeesh!

I was looking forward to meeting him and introducing him to our readers but that would have to come later. And it did – when we later sat down in Jo'burg in a recording studio and had a good chat. That video interview is featured on page 12 at the beginning of this article and we urge readers to click on it to meet the man and hear his views on a range of things trucking – including the new Hino 700.

But at the time, I thought, amazing! Hino recovered the plant from the floods, built a new one, got the equipment, systems and processes in place to assemble the full range of Hino trucks including the new Hino 700 – all in record time - and now, on the day of it all coming together, the new Vice President can't make it because of a stuck plane. I wondered if he was flying SAA. Probably!

Huge pride

The roll-out of the Hino 700 was a true celebration with all the staff joining in song and dance. There was huge pride and joy. In fact, the whole day was a refreshing breath of positivity in an overall climate of political and economic chaos in our land. It reminded one that there are still so many good things and good people in our land. Not a politician in sight - just proud and hardworking South Africans doing great things for South Africa. This is what made the day and the occasion perfect.

"You can't leave those who created the problem in charge of the solution." This saying resonates on so many levels in South Africa. At Hino, they don't only act on solutions to problems, they build on them.

And what of this new model range? It is discussed in the video interview with Alton Falck on page 12 but, in the context of this article, I can't look at it as just another truck. It goes beyond that.

As is well known, infrastructure around the country is crumbling. Who would ever have thought that there would be water shortages in Johannesburg and other areas? Who would ever have thought that the railway network as well as the harbours would deteriorate to such an extent that it has cost the country many billions of Rand in lost commodity exports? Who would ever have thought that Eskom load-shedding would be implemented and impact so negatively on the growth of the economy resulting in the closure of so many businesses with so many lost jobs? It just goes on and on.

In this environment of multiple failures, there is one sector that is continuing to provide South Africa with the best that it can offer. That sector is the trucking industry and Hino South Africa is a vital part of it. That is the thought that crossed my mind as I saw that Hino 700 drive

out the plant - and again when Hino later held a ride and drive day at Zwartkops raceway.

South Africa has a logistics crisis with Government run organisations like Transnet being in a shoddy mess. They have failed the country and in the face of this, it is the trucking industry that has come to the rescue in no small way. Yes, the growth in the number of trucks on our roads has understandably brought with it some new problems. However, thank goodness those trucks are there. Without them, our export losses would have been far higher than that are.

With low standards being the almost accepted norm in SOEs as well as some private enterprises, Hino could have cut corners in its new 700 model range. But no, they have given South Africa a world-class product with world class safety features, that are, well - world class. On all fronts, Hino South Africa



The exterior of the Hino 700 Series has undergone its first major design change in 14 years with an all new frontal appearance.

continues to elevate the standards and it is for this, that I dedicate this article to Hino South Africa as being a true national asset to our country. *FleetWatch* salutes you! May all in Government look and learn from you. □

Footnote: Watch the video interview with Alton Falck on page 12 to get more insight into the Hino 700 and a host of other trucking issues.



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A game changer for fuel control

The high price of diesel combined with fuel fraud has made fuel management a major focus point

They could aptly be called the ‘Three Wise Men’ who, by drawing on their years of hands-on operational experience in the trucking industry and over 60 000 hours of research and development over the past three years, have cracked the ‘Bought versus Burnt’ puzzle of diesel consumption in trucks emerging with a ground-breaking offering which leverages real-time data, algorithmic analysis and the power of connectivity to provide a detailed and accurate measurement of the diesel consumption dynamics in trucks. Emerging with a fuel management solution under the banner of FuelScience, this could mark a turning point in the trucking industry in terms of enabling transport operators to audit every litre of fuel from ‘bought to burnt’ and could indeed put South Africa on the global stage of fuel management solutions, including eliminating fuel fraud. Patrick O’Leary reports.

Many years ago – and I mean many years ago – I attended a presentation held at the now defunct Institute of Road Transport Engineers. The title of the talk was “Getting back to the Basics” and the speaker was the legendary Phil Erasmus, then head of Tanker Services.

After highlighting aspects such as driver training, preventative maintenance and various other ‘basics’ of running a successful transport operation, he then pointed to the one measurement he said could act as a telling sign of variances in overall fleet management disciplines, namely, fuel consumption. It wasn’t so much about the cost of fuel that made this subject important as back in those days, the cost of a litre of diesel was a fraction of what it is today. No, rather it was more about how fuel consumption could be used as the

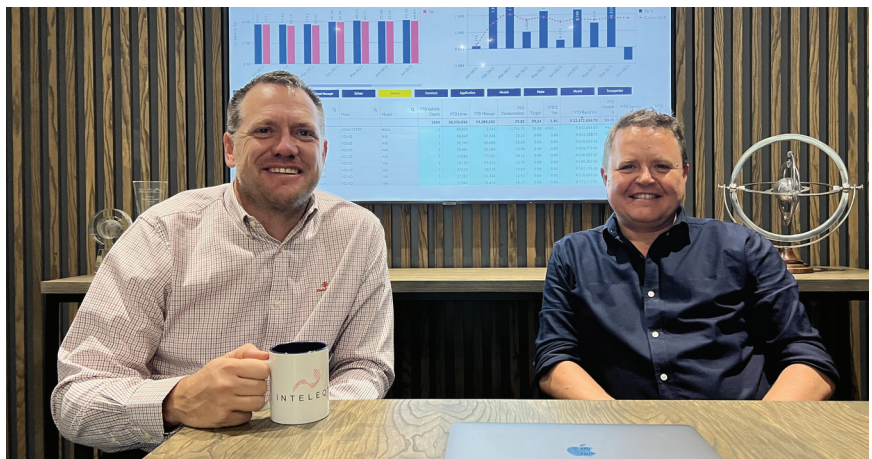
most visible assessment of a fleet’s overall health.

He said, for example, that monitoring fuel consumption on any one truck could provide insights into the health of the truck where sudden increases in fuel usage could indicate maintenance issues that, if left unaddressed, could lead to costly repairs or breakdowns. He gave other examples.

I’m not sure how many operators who were present that night went away and implemented what Phil was preaching. Probably not many – well, not to the extent that he was proposing where diesel consumption would be viewed as an overall management tool for fleet practices.

Two ‘wise men’

▼ Sean Milne (left), founder and CEO of Intelq and Clinton Savage brought their years of trucking experience together to solve the ‘bought vs burnt’ fuel puzzle.





If he had to give that same talk today – with diesel swaying above and below the R25 per litre mark – a lot more would have paid attention. Add to that the huge increase in diesel fraud plaguing the industry today and those two factors alone would have been sufficient impetus for decisive action to have taken place.

I highlight this 'back in the days' story to illustrate that fuel consumption has always been an 'issue' in the trucking sector. However, with the rampant price of diesel having now pushed fuel to 50% of operating costs in many companies, fuel has become a prime focus. And it's not just the price. Millions of Rands are also being lost to fuel theft and fraud. It is thus that the timing of the 'three wise men' coming out of their three-year R&D hiding is spot on. So who are they and what have they got on offer?

The three wise men

Many will recognise the names Sean Milne, Clinton Savage and Neil Henderson. For those who don't, Sean Milne was, for many years National Operations Excellence Manager for South African Breweries whose areas of responsibilities were vast and covered all distribution processes within the company across 40 depots nationwide. In that position, among others, Milne oversaw the daily operations of SAB's fleet, including the owner/operator side

of SAB. In other words, he ran the entire blinking fleet and everything associated with it.

Clinton Savage is a man who came out of the truck supplier stable (OEM) where his last position in that arena was as Head of Mercedes-Benz Trucks prior to it becoming Daimler Trucks. His responsibilities were vast but his main passion was to focus on meeting customer needs in terms of product specifications and operational excellence. Savage spent some time working alongside the late, great Kobus van Zyl who, as all who knew and dealt with him, was known as the King of customer care. And that rubbed off solidly into Savage's make-up.

The third 'wise man' is Neil Henderson who founded that wonderful company Manline. Starting out with a handful of trucks, he built it into one of South Africa's most admired and respected diversified logistics groups operating over 400 trucks and providing transport, warehousing and distribution solutions throughout Southern Africa. He merged the company with Barloworld Logistics' transport division in 2013 and remained as CEO of Barloworld Transport until 2017 when he sold his shares and moved on to greener pastures.

So here we have three men with intimate knowledge of the needs of truck operators not through observing the industry from afar but more so because they have been

Each litre of fuel from bought to burnt – and everywhere inbetween – is audited.

there. They have worn the T-Shirts. They have faced the challenges. They know the realities of daily operational challenges. They talk the language of the transporters. And each one knows the vital importance of fuel management to the success of a transport company. And they have linked hands in a company called Intelegt. Read what Henderson says....

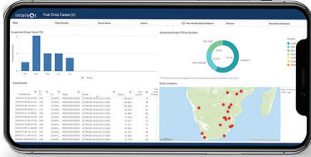
"When I was introduced by Clinton to Sean Milne, the founder and MD of Intelegt, I realised that they had succeeded in building a solution using data science to crack the 'bought versus burnt' fuel equation that we at Manline had spent ages trying to achieve but couldn't get it right.

"I was on that Manline fuel project team along with external BI consultants, IT and telematics experts and technical guys from our fleet team. It was a high powered knowledgeable project team but after nine months of trying, we ▶ 22

The third 'wise man'

▶ When Neil Henderson headed Manline some years back, the company was spending tens of millions of Rand a month on fuel and yet they could not crack the 'bought versus burnt' fuel equation. Intelegt has cracked it and it was thus a no brainer for Henderson to invest in the company.





"I'm sleeping much better. It just makes more sense than the manual way we were doing it in the past."

Jacques Fourie
Faith Wheels

► 21 admitted defeat. We threw in the towel. Intelegt, however, had succeeded and I realised that this marked the rise of a new era of fuel management for the industry," says Henderson.

Having headed Manline where the fuel bill ran into tens of millions of Rand every month and where hundreds of hours of manual work were dedicated each month to managing fuel use – with lots of gaps in the systems - his decision to invest in Intelegt was an easy one.

"The fusion of telematics, OEM and fuel data with cutting-edge algorithms and analytics was the key - and they used that key to unlock the 'bought-vs-burnt' diesel issue that had evaded us for so long at Manline," says Henderson.

How the FuelScience offering works is that Intelegt pulls in all the data from its clients' OEM data systems, third party telematics systems as well as home base and on-the-road fuel systems. By digitising all this fuel data and by using advanced data analytics, each litre of fuel from bought to burnt – and everywhere inbetween – is audited. And it is done in near real-time without any extra hardware being fitted to any of the client trucks.

Savage is quick to point out that they do not replace existing OEM engine data systems or 3rd Party telematics systems. Rather they access these systems to bring multiple data sources into one place to provide valuable insights at every fuel touch point – and beyond. I also mentioned to him the TankSafe product that

has achieved great success in helping eliminate fuel siphoning and skimming. Would FuelScience do away with this product?

"No, not at all. TankSafe is a great product which has been adopted by many OEMs as well as operators. It is complementary to our offerings in the fight against fuel theft and fraud," says Savage.

Live feed to 200 data points

At present, Intelegt has a live feed to over 200 data points from which it draws the information. "As such we are a Software as a Service (SaaS) provider rather than a hardware provider," says Savage.

This is an important distinction and is well worth noting. FuelScience does not replace any current telematics or fuel card systems that an operator may have in place. With the permission of the client, it taps into these systems to extract certain data. So it is not another add-on and is certainly not an opposition offering to telematics systems. It zones in on one aspect of these disparate data sources – namely fuel.

When GPS made inroads into the trucking industry in the early '90s, I recall asking one of the companies to explain what it was all about. A couple of days later I received an envelope with a document. Back then there was no email and the post office still worked, unlike today where the Post Office is just another failed Government SOE.

I got to about the fifth paragraph and realised I didn't understand a

word of what I was reading. It was technical gobbledygook at its best. "Yeah, yeah, yeah – so where's my truck?" That's what we needed to know. The same applies here. How Intelegt manages to record and get a report into my inbox the moment they pick up any issues with my truck filling up with diesel in Pofadder or wherever is beyond me. That's boffin stuff. I want to know how it helps my operation.

Doing away with manual system

For this, I spoke to Jacques Geldenhuys, Technical Manager of Africa Transport Solutions (ATS), a company operating 114 rigs with a large portion of its haulage concentrated in the agricultural sector. Geldenhuys has been in transport for some 29 years and the fleet uses on average around 550 000 litres of diesel per month.

The second person I spoke to was Jacques Fourie, founder and director of Faith Wheels, a company which operates some 56 multi-purpose GRW tanker combinations offering bulk transportation of fuel and illuminating paraffin. This fleet uses up to 300 000 litres of diesel per month.

Just to position the importance of fuel management in trucking companies, if you combine the monthly spend on diesel of these two companies – and I'm taking it on R25.00 a litre for this example – it comes to R21 250 000 per month. That's just for diesel. It's huge bucks

so having a system that helps to ease and control the 'bought versus burnt' – and beyond factors – is very welcomed.

What both men highlighted as a major plus is the fact that by using FuelScience, it has done away with the manual systems both companies previously used.

FuelScience has enabled a massive saving of time in the company and given us an accurate handle on our fuel usage," says Faith Wheels' Fourie. "We run three truck brands, Mercedes-Benz, Scania and Volvo, and we previously used the on-board computer technology on the trucks to compare the injector burn with the fuel consumptions. Now, we get one report across the fleet and it is all done for us. And it is accurate to the litre. We know exactly what fuel has been bought, what's gone through the injectors and what's left on board."

"We also get the GPS co-ordinates of where the trucks are filling and if we get a tank drop, we get an alert and know exactly when and where it is happening and who was driving the truck. We would never have been able to pick that up with our manual methods."

Fourie says they haven't had big problems in the past with fuel theft but it gives peace of mind knowing that if it does occur, they will immediately be alerted to it. Faith Wheels is also using the information as a tool for driver training as well as for more accurate route costing.

"If we see the fuel consumption going up on a particular truck, we will first do mechanical checks such as checking the injectors to see that they are not over burning. If that's all good, we then check if it could be fuel theft and if that is also eliminated, we then focus on the driver for improvements through training.

"We're getting multiple benefits from using FuelScience and it's all real-time. Basically, I'm sleeping much better. It just makes much more sense than the way we were previously doing it."

Jacques Geldenhuys of ATS says

that apart from the accuracy of the real time information they receive on all their fuel transactions using FuelScience, they - like Faith Wheels - are also using the information to highlight driver performance based on a driver's fuel consumption.

"We have a driver committee and if we pick up any issues from the FuelScience information, we sit and discuss it with the drivers. We've always had good relationships with all our drivers and this adds to the information we can share with them for improvements," he says.

Before using FuelScience, ATS ran a manual system which, although was pretty controlled, did have its flaws. And understandably so. Check this out. How it worked is that they would get a sheet with daily fills from a supplier. That information would then be uploaded onto a computer data site and then they would have to wait for the fuel slips from the drivers to see if it all matched. "It was a huge task as we had thousands of fuel slips per month to check manually. I would then have to come in every Saturday morning just to catch up," says Geldenhuys.

And things would still be missed. "We wouldn't, for example, have picked up 20 litres short on a fill which could indicate fuel fraud or a mistake such as a 'pump jockey' entering an incorrect ODO reading when filling. Now we get exception alerts and we've already picked up on transactions where we've been billed twice. That's easy to overlook when you're dealing with thousands of transactions manually but it's immediately highlighted by FuelScience and can also be immediately acted on as they do a location audit at the time of fill," he says

He admits that it was at first scary to give such an important function over to someone else but "it has been a huge relief." Interesting in terms of FuelScience not being in competition to existing telematics systems is the fact that it was actually Volvo Trucks which introduced ATS to Intelegt to help them do away with the tedious manual recording and provide more accuracy.



ATS

▲ It was Volvo Trucks that recommended to Africa Transport Solutions that they use FuelScience. Here Andre Oberholzer (left), sales executive at Volvo Trucks in the Cape is seen with Jacques Geldenhuys, technical manager of ATS.

When Neil Henderson looks back at what they tried to achieve in the 'bought versus burnt' factor when he headed Manline, he recalls three vital objectives they had set but failed to achieve.

"The first objective was to make sure no fuel was being stolen. Every litre you buy must go into the truck and be burnt by the engine. You then know there's no fraud. The second objective was to use the 'burnt' fuel consumption to check that our drivers were driving efficiently against a benchmark calculated per vehicle per application. And if not, training could be implemented. The third was to check whether you are using the most fuel efficient trucks in each application to ensure you've got the right truck doing the right job.

"FuelScience has succeeded in achieving all three of these objectives plus a lot more," says Henderson.

Another product in the Intelegt stable is TollScience where they monitor and audit all the toll transactions for fleets. But more of that at a later stage. With fuel being such a high cost factor in truck operations today, let's focus on that for the time being as fuel is a huge pain point which FuelScience can ease. It's all good stuff. □



FUELWATCH

Beating fuel fraud

With the price of diesel soaring, every drop counts and yet many operators are losing huge bucks via the siphoning of fuel from trucks by criminals - including drivers. So says Ken Bailey, managing director of TankSafe South Africa, a man who has made it his prime purpose to combat fuel theft via sophisticated anti-siphon devices. And he is recording huge successes in this arena.

It is a sad reality that while South African truck operators continue to keep the wheels of the economy turning, they remain unprotected from a multitude of criminal activities such as hijacking, truck looting and, one which does not always get prime attention, fuel theft.

"When we think of crimes in South Africa, our minds go to a variety of places covering a multitude of infractions. However, one of the crimes seldom considered is fuel theft and trust



Man at the helm

Ken Bailey, MD of TankSafe... 'fuel theft is a huge issue and can make the difference between a profitable business and running at a loss.'

Locking up fuel ▼

The unique float-valve allows fuel to flow into the tank and then 'locks' when filling is complete.

me, if you own a fleet of trucks, you are writing off a considerable amount in fuel theft through spillage, siphoning and skimming," says Bailey.

According to Bailey, fuel theft is highly organized and is operated by well-run syndicates whose connections run deep on various levels. "Their influence is felt in the realms of both large and small-scale theft, the latter of which is what we at TankSafe concentrate on as it's the type that hits truck operators the hardest," he says.

Based on the company's hands-on experience in this arena, Bailey says it is generally one's own employees who close the loop between the syndicates and the operator's fuel tank. "They accept backhands, siphon off fuel and sell it on. The syndicates, in turn, often then sell it on to other trucking companies who may be competing and now have the 'advantage' of cheaper diesel," ► 26



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FUELWATCH

► 24 he says, adding that fuel theft can be difficult to quantify.

"It's easy, it's quick and it's lucrative for the criminals and the problem is that a few liters off the top here or there means you don't even know it is happening unless you really are keeping track. Often the quantities stolen are intentionally so small that any telematics or fuel monitoring equipment that is employed may not pick up on it. However, these small quantities all add up - to a loss. Fuel theft affects bottom lines and can put smaller businesses, who already struggle to keep moving forwards, in the red in more ways than one."

(Editor's Note: See article on page 20 of this edition headed 'A Game changer for fuel control' which tells of a new offering of fuel management and control with one of its objectives being to combat fuel fraud).

Looking at the development of fuel security solutions over the years, Bailey reckons they have been around for a while. "Back in the day, many a farmer or truck owner would fashion their own makeshift devices to try complicate siphonage and skimming - but there is only so much that a tin of baked beans (sans beans) can do. And while we give them a ten out of ten for effort and ingenuity, it's the sort of solution that could only take people so far. Literally."

A small advance from these primitive 'baked bean tin' designs was the advent of generic mass-produced devices. "These may appear to work for a while but due to the inherent weaknesses all designs of this nature have where they allow a certain amount of fuel theft from the top of the tank - known as 'skimming' - they don't actually fit the purpose they proclaim: namely preventing fuel theft. Additionally, they are almost always poorly fitted and incorrectly

secured, easily breakable or circumventable and fast become a nuisance that serves little to no purpose."

Another problem is water ingress as these are often not compatible with OEM caps which is problematic in itself, and are also known to dramatically impact truck filling speeds. When time is money this is a frustrating and unnecessary pause in the story.

TankSafe® has, for over 20 years, dedicated themselves to the prevention of fuel theft and developed an advanced range of fuel security devices, ones that actually prevent siphoning. The flagship product - TankSafe®

litre of R25, this means an owner could be losing upwards of R25 000 per truck per year. (Offset this against a TankSafe® Shield device, with a once-off unit price of around R1700 ex VAT).

- If a long-distance vehicle loses 50l per week, that is 2 500l per truck per year, equating to a R62 500 fuel loss per truck per year. (Offset this against 2 x TankSafe® Optimum devices for heavy commercial trucks with two tanks, at a once-off cost of around R6 000 ex VAT).

A concrete indication of the quality and effectiveness of the products is that a number of

leading OEM's, including Daimler Trucks, DAF, UD Trucks, Iveco and TATA now fit TankSafe® as standard equipment in South Africa. In addition, Imperial Logistics, one of the largest fleet operators in South Africa, has fitted over 800 units, after trying various alternatives.

"We see this as an indication of the shifting perceptions

of the market and believe that soon, all OEM's and fleet and logistics operators will see they are missing an opportunity to help their customers by reducing the total cost of ownership by fitting a real 'fit for purpose' solution," says Bailey, adding that when the theft is so easy, with such low risk and with such a high return, it's no wonder that it is becoming more and more of a problem.

While it may seem like only a small start, Bailey says that if truck owners and fleet operators can cut off the subsidiary pipelines of the syndicates (i.e. their own drivers stealing and reselling on their behalf) by securing tanks correctly, "then we can start fighting back against the scourge of siphoning and fuel theft." It all makes sense to us. □



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At the beginning of September, South Africa was hit by horrendous hikes in both diesel and petrol prices with the cost of diesel for transporters increasing by R2,76 for 500ppm and R2,84 for 50ppm. That raised the inland pump prices to R23,05 and R23,28 respectively. The price of both grades of petrol - 93 and 95 - increased by R1,71 cents per litre. The Central Energy Fund (CEF) attributed the price hikes to rising international fuel prices and the weakened Rand. Here Gavin Kelly, CEO of the Road Freight Association, voices his concern on the negative impacts of the increases not only on truckers but on all consumers.

The far-reaching and negative impacts of fuel hikes

Prices like these were last seen in June 2022, the first in a four month climb that saw diesel prices reach the lofty heights of R25,74 in November 2022. In July 2022, the price had also reached R25 per litre.

Road freight transporters use both petrol and diesel - but diesel is the main fuel in most road operations. Once fuel prices increase, transporters will need to increase their pricing to cover the increased cost of diesel. While this sounds like an 'easy' or simple process, there will be transporters who will not be able to increase costs. Either they

▲ **Above photo:** This load of long-life milk was transported by road from Port Elizabeth to North West and the increased cost of the transport due to the fuel price hike can no longer be borne by the transporter. They have to be passed on meaning that the consumer will ultimately pay more at the till for goods like this long life milk.

are contractually bound or they just price themselves out of the market and thus might not be able to carry on running their businesses.

One of the biggest challenges faced by transporters is the need



FUELWATCH

to fund operations (the use of fuel) while only being paid months after the work has been done - in some cases up to three months afterwards. In the meantime, the next load needs to be moved and that needs fuel for the vehicles. There just aren't limitless reserves of cash to continue the high level of fuel expenditure against the delayed payment for work already done.

The Road Freight Association (RFA) is hearing from more and more of its members how the fuel cost strain is affecting survival, with more and more businesses in stress/ business rescue, while customers reduce volumes that need to be transported or even curtail stock movement (depending on consumer consumption levels).

Transporters will feel this impact on their businesses. Many transporters will not be able to muster the guarantees required for purchasing fuel on credit which is required as customers take up to 90 days to pay after the transport has been provided. In the meantime, the transporter has paid for fuel, paid the driver, covered other costs and still needs to operate a business - while others just don't have any cash to carry themselves for 90 days.

The continuous increases in the price of diesel inevitably drives the cost of transport and logistics up - step by step. And, with roughly 85% of all goods moved through and around the country having a road leg at some part of the journey, there will be increases to consumers as the cost to transport goods increases.

Fuel breached the 50% mark in daily operating costs during the third quarter of the year. Now, as we head into the final months of 2023 - with this increase the sector is heading towards the 60% level seen during the last months of 2022. That's a huge increase in cost to company that simply cannot be borne by the company.

That cost will - in most cases - be borne by the consumer who will pay more for, well, everything; from food to fuel, from clothing to electronic goods and everything in-between.



The RFA is hearing from more and more of its members as to how fuel cost strain is affecting survival.

Gavin Kelly
CEO, Road Freight Association

Prices will rise, some immediately but more so a domino effect will ensue, the next in a long line of such domino effects that we have seen too often in the last few months.

Transport costs will rise. There is no alternative for transporters and those who cannot afford to carry loads at the rates or prices customers are prepared to pay, will simply close down; more business closures, more unemployment, less business and revenue driven through the transport sub-sector industries and, of course, higher prices at the till.

Consumers have enjoyed - for the first time in the Reserve Bank Repo Rate cycles - a breather with interest rates remaining the same. However these sorts of fuel price increases could wipe out the gains in taming inflation that the Reserve Bank has won. Hopefully the inflation monster will not revive and another reprieve will be afforded to consumers in November.

However, should an interest rate increase occur that, together with transportation costs for goods and services, will grip the consumer in another tight financial squeeze just before the Festive Season where traditionally many retailers have generated income to carry them through the financial year.

This may - as in 2022 - reduce any chance of a bountiful retail season as has been enjoyed in the past and there are many consumers who will stay at home and cut the 'lavish spending' associated with the Festive Season. □



▲ Continuous fuel hikes = increased cost of transport and logistics = higher costs for the already beleaguered consumer.



UD Trucks unveils new Cape Town dealer

At a time when Government is messing up big time on infrastructural spend that will benefit its customers, namely, all South Africans, it comes as heartening news that the trucking sector is still going all out to provide top class services to its customers. Evidence of this is via the opening by UD Trucks Southern Africa of its new state-of-the-art UD Trucks Cape Town dealership which has been moved from Epping to a much larger, 23 000sqm site, in Kraaifontein.

This new flagship dealership, which falls under the Fuzion Group as the holding company, is situated close to the N1, N2 and R300 for easy access to customers and is well-equipped with cutting-edge vehicle servicing facilities and equipment, eight double drive-through workshop bays, as well as four double drive-through body building bays, including a spray booth.

The official opening took place on September 12th and was celebrated in grand style with a number of celebrities present. They included Koichi Ito, Chairman, UD Trucks Corporation; Jacques Michel, Senior Vice President, UD Trucks International Sales; John Trollip, Managing Director, Fuzion Group; and Filip Van den Heede, Managing Director, UD Trucks Southern Africa.

▲ The modern new UD Trucks Cape Town dealership in Kraaifontein is now up and running.

Commenting at the opening, John Trollip, Managing Director of the Fuzion Group said: "This new development is a major turning point for us as a dealership and we could not be prouder of the higher visibility and practicality for our customers. With the robust strategy, planning and right vehicles from UD Trucks, we are confident in taking this dealership to a whole new dimension."

He also commended the UD Trucks team for their tremendous support in making this milestone a resounding success and extended an open invite to all customers to visit the new dealership.

Jacques Michel, Senior Vice President, UD Trucks International Sales said that South Africa remains integral to UD Trucks' global business footprint "and with Cape Town being the second biggest port in the country, we have no doubt that the investment in the new establishment allows us to be well-poised in better serving our customers and the market at large".

Weighing in on the strategic move, Filip Van den Heede, Managing

Director, UD Trucks Southern Africa said: "We are delighted to be opening the new facility as it rings true to our "Better Life" purpose. Over the years, UD Trucks Southern Africa has maintained a strong presence in the highly competitive local market and the new dealership facility is another example of confidence in the UD Trucks brand. Our customers remain at the core of everything that we do, and UD Trucks Cape Town has our full support to ensure success".

Eco-friendly

As part of UD Trucks' ongoing efforts to become an environmentally conscious brand, the company has also extended this commitment to its independently owned, franchised dealers. In the new facility, three major areas contribute to the dealership's eco-friendly philosophy: power saving in the form of renewable energy, water recycling, and waste management.

The new building is powered by roof-mounted solar panels which generate a maximum of 4,5MWh of power per month. It is further backed by six lithium batteries to serve as a backup system when the load is affected by power outages or bad weather conditions – enough to power an average of 10 hours of power to the admin block and security lights.

Water management is also another carefully considered component in the new building with 90% of all wash bay water recycled, including rainwater which is stored in tanks



The new facility is another example of confidence in the UD Trucks brand

Filip Van den Heede
MD, UD Trucks
Southern Africa

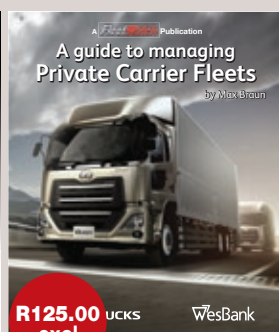
▲ It is Japanese custom to give gifts at ceremonial functions and here Koichi Ito, Chairman, UD Trucks Corporation (right), hands a gift to John Trollip, Managing Director of the Fuzion Group, to commemorate the official opening of the new UD Trucks Cape Town dealership. Jacques Michel, Senior Vice President, UD Trucks International Sales, looks on.

with a capacity of 60 000 litres. Paper, plastic, cardboard and glass waste is separated and collected for recycling, which reduces waste to landfill by 90%.

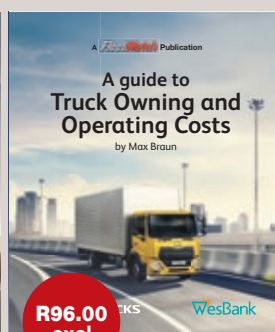
Over the years, UD Trucks' dealer network has expanded significantly and to date, the brand boasts a total of 39 dealerships across Southern Africa. □



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UD TRUCKS

ENVIRONMENT

UD Trucks embraces its 'Better Life' purpose

As environmental impacts such as climate change and resource depletion continue to worsen, a truck OEM such as UD Trucks must become more than a provider of reliable products and services. In line with this, UD Trucks aims to be the leader in sustainability among Japanese commercial truck manufacturers by 2025. This is guided by their Ikigai, Better Life, which emphasizes Better for People, Better for the Planet, and Better for Growth. These pillars have been embedded into the global UD Trucks corporate culture and are now further entrenched in the South African dealer network under the guidance of Marle Visagie, General Manager, Dealer Development, UD Trucks Southern Africa, who gives insight into the actions being taken at dealer level to drive forward a 'Better Life' for all.

Q: What is the extent of UD Trucks' dealer footprint in South Africa and how it has grown over the years to support the commercial vehicle market demands?

A: We have 39 dealers throughout South Africa and 15 in Emerging Markets, all situated in the areas where our customers need us. These not only include metro areas and towns but also the main routes where our customers operate. Some of our dealers operate satellite workshops in outlying areas to ensure customer convenience and uptime. A lot of attention has recently been given to the standard of our representation and the dealer standards are reviewed annually to ensure our dealers keep up with changing customer requirements in supplying the products and services the world needs today. Apart from the new dealer facility in Cape Town, UD Trucks recently also expanded to Kathu, with a satellite workshop in Upington and Northern Cape.

Q: Aspiring to be a leader in sustainability remains integral to UD Trucks. How has the opening of the new flagship UD Trucks Cape Town dealership allowed the brand to embed its "Better Life" purpose across its extensive dealer network?

A: Our new dealership in Cape Town is evident of our commitment to a Better Life for the Planet and the sustainability practices implemented here are the new benchmarks for future UD Trucks dealer facilities. This dealership is, however, not the first or only dealership in our network to embrace environmental sustainability practices. Our dealers are very eco-conscious and many other UD Trucks dealers have incorporated environmental sustainability in the design of their facilities - or added these features to their existing facilities. Examples are Billson Trucks in Gqeberha, Produkta Trucks in Mbombela, Shorts Commercial in George, UD Trucks Pretoria East and UD Trucks Harrismith, to name only a few.



▲ Marle Visagie, General Manager, Dealer Development ,
UD Trucks Southern Africa

Q: What areas of operation did you accent in the design of the new dealership to give tangible meaning to your aspirations?

A: With respect to sustainability, the focus was on three main areas, namely energy management, water harvesting and recycling, as well as waste management.

Q: Load shedding is a reality in South Africa with many companies having to resort to the use of generators to offset power outages. Yet generators also have a negative emissions impact. How have you managed to balance business continuity with load-shedding 'back-up systems' that don't impact negatively on climate change?

A: Many of our dealers put their huge workshop roofs to good use by installing solar panels. Invertors and batteries are used for energy storage. In this way dealers are mitigating the risk of load-shedding without negatively impacting the environment. Some of our dealers also provide access energy back into the electricity grid, for instance Billson Trucks in Gqeberha and Short Commercial in George. Our dealers are also energy saving conscious and the modern facilities include LED energy saving lights, motion detection sensors, building insulation and double-glazed windows.

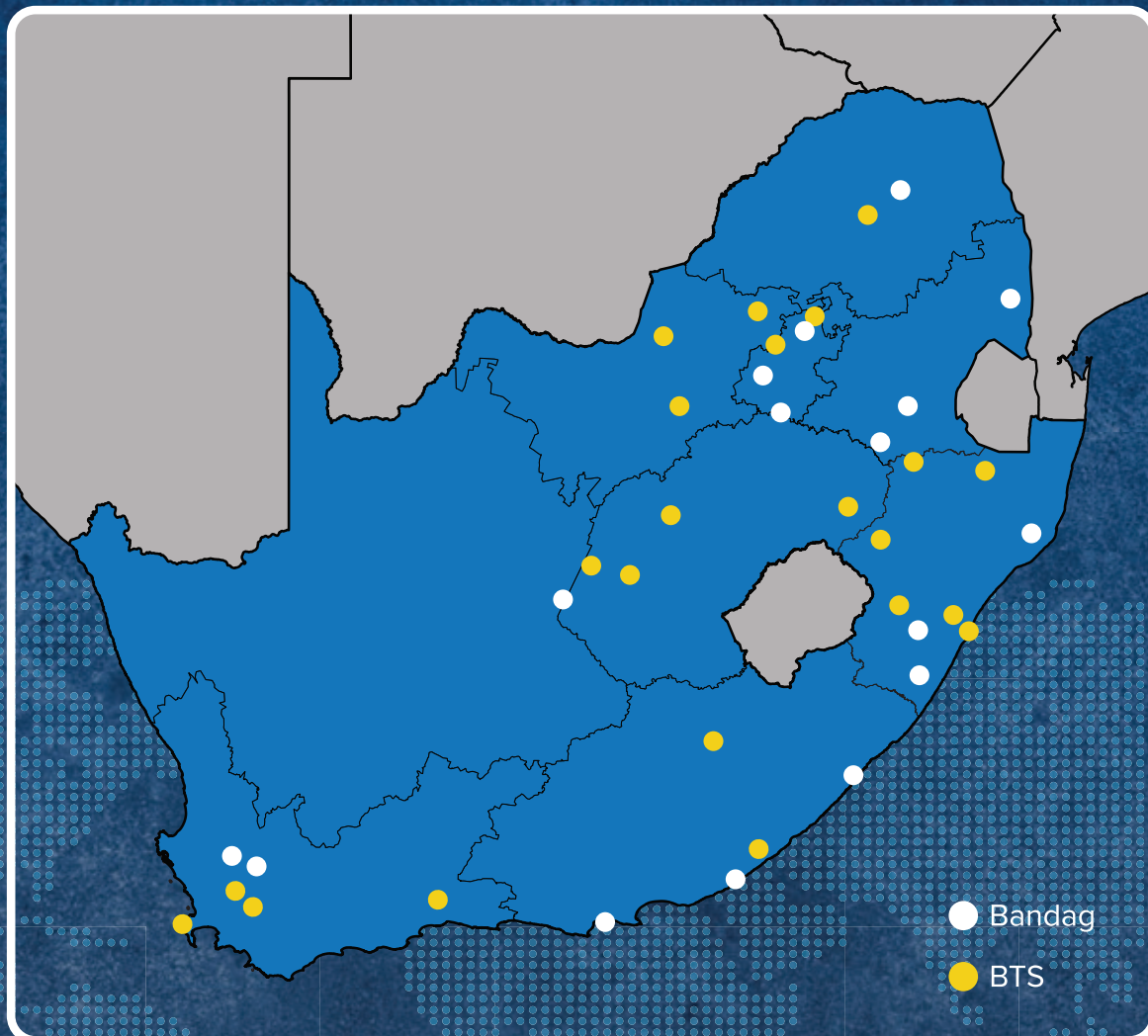
Q: Looking ahead, how will the new dealership impact retail experience and customer satisfaction?

A: In everything we do, optimal uptime for customers is our priority. The convenient location, extended workshop capacity and state-of-the-art equipment of this smart and modern dealership will ensure just that – more uptime for customers.

For further information contact UD Trucks Southern Africa
on www.udtrucks.com

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Cape dealership takes top honours once again

They've done it again. For the second consecutive year, the team at Orbit Commercial Vehicles Cape Town have dispelled the myth that

Capetonians spend most of their time smoking zols while strolling on the beach and gazing up at Table Mountain whispering: "Hey, like wow. That's a beautiful mountain. Was that there yesterday man?"

No, they obviously do much more than that as evidenced by the fact that Cornél Oelofse and his team at Orbit Commercial Vehicles Cape Town have, for the second year in a row, won the coveted 2022 Overall Dealer of the Year award in the highly contested annual Daimler Truck South Africa Dealer of the Year awards.

I want to thank our entire network for your commitment, hard work and for outshining the limits in 2022. We look forward to what we can collectively achieve in 2023.

Mike Honiball
CEO, Daimler Truck
Financial Services



At a plush ceremony held last month, a total of fourteen awards across eight categories were awarded, with the most prestigious being the 2022 Overall Dealer of the Year Award. This award is reserved for the dealer or general distributor with the best performance across sales, marketing, customer service and parts, and for upholding the highest dealer standard. The objective is to recognise the best of the very best, and for the second consecutive year, Cornél Oelofse and his team have come out the best.

The event was held to acknowledge dealers and general distributors for their 2022 performance under the theme of "outshining the limits". This is exactly what the dealers and general distributors did in the period, registering new vehicles and parts sales records specifically for Mercedes-Benz Trucks and FUSO trucks, while achieving benchmark penetration rates for Daimler Truck Financial Services, in addition to contributing to the growth of the used truck business under the TruckStore brand.

Back-to-back winners

▲ A thrilled Cornél Oelofse (centre), Franchise Executive, Orbit Commercial Vehicles Cape Town with Brett Rowlands (left), Executive, Super Group Dealerships and Saskia Le Roux, Chief Financial Officer, Super Group dealerships celebrates the double whammy of winning the 2022 Overall Dealer of the year as well as the Bus Dealer of the Year. Whoopla!

Michael Dietz, President and Group CEO of Daimler Truck Southern Africa, said: "The year 2022 was an all-time high for all our brands and I am convinced that our dealers and general distributors are the benchmark in Southern Africa. Our comprehensive network ensures support to all our customers throughout the entire region and the performance of our partners in the past year is a testament to their enormous effort to provide excellent customer service."

He extended massive congratulations to all the winners



across all the award categories and special congratulations went to Orbit Commercial Vehicles Cape Town for winning Overall Dealer of the Year for the second consecutive year.

The ever affable Mike Honiball, CEO Daimler Truck Financial Services South Africa, was also there to congratulate all the winning dealers. "I also want to thank our entire network for your commitment, hard work and for outshining the limits in 2022. We look forward to what we can collectively achieve in 2023," said Honiball.

Apart from the overall Dealer of the Year award, the other award categories and winners were:

- **Best Retail Sales Dealer:**
For the recognition of the dealer group with the consistent highest monthly target achievement on retail sales.
- **Mercedes-Benz Trucks Winner:**
Orbit Commercial Vehicles Cape Town.
- **FUSO Trucks Winner:**
Ronnies Motors Commercial Vehicles East London. ▶ 34

Full pack of cards

▲ Celebrating their win as Daimler Orbit Commercial Vehicle Cape Town's win as Daimler Truck South Africa's Overall 2022 Dealer of the Year; from left: Mike Honiball: CEO Daimler Truck Financial Services South Africa; Jason Bruninger: General Manager Mercedes-Benz Buses; Cornél Oelofse, Franchise Executive, Orbit Commercial Vehicles Cape; Brett Rowlands: Executive, Super Group Dealerships; Maretha Gerber: Vice President Sales & Marketing, Daimler Truck South Africa; Ziyad Gaba: Vice President Customer Service, Parts and Downstream, Daimler Truck South Africa; and Kevin Wels: Head of Dealer Network.



The year 2022 was an all-time high for all our brands. I am convinced our dealers and general distributors are a benchmark in Southern Africa.

Michael Dietz
Presidents & Group CEO
Daimler Truck Southern Africa

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► 35

- **Best Customer Service and Parts (CSP) Dealer:** For the recognition of the dealer with the consistent highest quarterly target achievement on parts sales and monthly service CSI.
- **Mercedes-Benz Trucks Winner:** New Vaal Motors Vereeniging.
- **FUSO Trucks Winner:** Cargo Commercial Vehicles Airport.
- **Best CSP & Overall Bus Dealer:** for the recognition of the Bus Dealer with the consistent highest monthly target achievement on Parts Sales and Service CSI as well as the Bus Dealer with the highest overall monthly target achievement on Retail Sales and CSP combined.
- **Mercedes-Benz Bus (CSP) Winner:** Mercurius Motors Polokwane Commercial Vehicles.
- **Mercedes-Benz Bus (Overall) Winner:** Orbit Commercial Vehicles Cape Town.
- **Best Export Partner:** For the recognition of the export partners with the consistent highest monthly target achievement on export sales and parts sales.
- **Mercedes-Benz Trucks Winner:** Naledi Motors Gaborone.
- **FUSO Trucks Winner:** Zimoco.
- **Best Daimler Truck Financial Services Dealer:** For the recognition of the dealer group with the consistent highest monthly achievement on finance penetration.
- **Mercedes-Benz Trucks Winner:** New Vaal Motors Vereeniging.
- **FUSO Trucks Winner:** Ronnies Motors Commercial Vehicles East London.
- **Best TruckStore Agent:** For the recognition of the Truckstore Agent with the consistent highest monthly sales to target achievement.
- **Winner:** Cargo Commercial Vehicles Airport.
- **Most Improved Dealer & Export Partner:** For the recognition of the dealer within South Africa and an export partner with the highest improvement in performance from the previous year on selected KPIs.
- **South African Dealer Winner:** Sandown Commercial Vehicles Centurion.
- **Export Partner Winner:** Zimoco.

FleetWatch would also like to extend huge congratulations to all the winners. These are the people at the coal-front and that front has been a difficult one to navigate over the past few years. Well done to all. □



122 = no 1, 2 x in 2 years

The very loyal and dedicated team of 122 people at Orbit Commercial Vehicles Cape Town has managed to clinch the top title as Daimler Truck Southern Africa's (DTSA) Dealer of the Year for the second year in a row!

Being or becoming the best in everything they do, is what this team strives for and is at the heart of their business philosophy.



This means attracting the best customers and staff, offering the best products at the best locations, with the service and care to match. Add to the list of ingredients lifelong relationships, and you have a winning recipe.

The Orbit Commercial Vehicles' team understands that their most important offering is to support their business customers with the tools and services to make their businesses perform even better — to the benefit of all stakeholders.

"Our range of superior products, state-of-the-art facilities, our highly trained, knowledgeable staff and our philosophy of living close to our customers all contribute towards to achieving this," says Cornél Oelofse, Franchise Executive. "This recognition is only the beginning for us, as we continue to innovate further to add even more value."

Orbit Commercial Vehicles





▲ There a whole story behind the meaning of the SaferStops logo. We just think it looks very cool – joining hands on the roads and all that.

SaferStops to focus on giving back to drivers

Nicci Scott-Anderson, founder of the Commercial Transport Academy (CTA), is a lady with a mission and that is to create a more secure and supportive environment for all commercial truck drivers across the country. To this end, she has launched the SaferStops Association (SSA), an organisation dedicated to transforming the landscape for commercial drivers in South Africa. Patrick O’Leary was at the launch.

This energetic lady has been the driving force behind empowering and training women to enter the commercial truck driver arena and it is perhaps ironical that while pinpointing obstacles preventing women from embarking on long-haul trucking careers, she found that the needs of male drivers are also not being adequately catered to. What’s that saying about “It takes a women to....”

FleetWatch has in the past stated to Scott-Anderson that we are totally against women driving long haul routes in the current climate that is South Africa. On-the road risks have made it extremely dangerous for truck drivers with many male drivers openly stating that they are running scared out on the roads. They are afraid of being hijacked, attacked and mugged if their truck breaks down on the side of the road or if they get caught up in some service delivery protest or, worse, having a petrol bomb thrown at their truck. Apart from the personal safety risks, we also stated to her that truck stop facilities are not suited to cater to the needs of female truck drivers.

This is a not a chauvinistic attitude on our part. Yes, we know the bra was burnt many years ago so call us conservative, old-fashioned or way behind the times. Call us whatever you like. However, we like our

women to be safe – and that ain't gonna change. Criminality is rife on the roads – more so now than ever in the past – and the long haul, in our opinion, is not a safe place for women. Yes, we're all for women drivers entering the industry but until South Africa's long haul routes become safer for all drivers, the FMCG local distribution arena is where women can play a major role. And then we get to the truck stop facilities.

Well, on this latter point, Scott-Anderson took the bull by the horns and conducted a hands-on investigation of truck stops along some principle routes. While doing so, she realised that it's not only female drivers that the majority of truck stops do not cater to. Male drivers are also getting short-changed.

“Our investigation of truck stops along principal routes revealed widespread shortcomings in catering to the physical and emotional well-being of all drivers, irrespective of their gender,” she says. “We also identified a pattern linking a multitude of road accidents to chronic fatigue. This exhaustion isn't merely linked to insufficient sleep but is frequently tied to poor nutrition, adrenal burnout, sleep apnea, and lifestyle diseases commonly affecting truck drivers.”

Realising all this, she decided to do something about it and thus the birth of the SaferStops Association which was launched as a public-private partnership.

Widespread support

The SaferStops initiative has received support from the US Agency for International Development (USAID), providing vital seed funding and support. Additionally, numerous prominent companies, government departments and industry associations have forged partnerships with SaferStops, demonstrating their commitment to the cause.

Notable collaborators include Hollard, Ctrack, Engen, UD Trucks, Guud, Michelin, the Department of Transport, the Gauteng Department of Roads and Transport, as well as ► 40



Highway Junction

▲ An example of all that a Truck Stop should offer..

- 1 Safe night parking
- 2 Trucking Wellness clinic on site
- 3 Accessible and safe refuelling facilities and
- 4 Access to quality food and drinks.



SaferStops will focus on fostering safer truck stops for these essential workers – the truck driver

Nicci Scott-Anderson

TRUCK STOPS | TRANSFORMATION

► 39 the Road Freight Association and the National Bargaining Council for the Road Freight and Logistics Industry.

According to Scott-Anderson, the SaferStops initiative is founded on five key pillars:

- Improving truck stops infrastructure: Setting an industry benchmark for the standardisation of truck stop facilities and infrastructure, creating a space for drivers to rejuvenate.
- Health and wellness initiatives: Providing access to tailored resources and support for maintaining physical, emotional and mental health.
- Education and development: Offering opportunities for training to move from the class and into the cab, as drivers use new technologies to enhance their skills and knowledge.
- Research and data collection: Conducting research on truck driver welfare, working conditions and industry trends, to inform policies and programmes.
- Public awareness campaigns: The launching of campaigns to increase awareness of the challenges that truck drivers encounter, daily.

SaferStops has already initiated some projects aimed at improving driver well-being and safety. One such project introduces healthy meal alternatives for commercial drivers at truck stops. Additionally, the focus extends to exercise facilities, with plans to provide drivers with access to on-site gyms, allowing them to stretch, work out, and break the routine of spending up to 12 hours in a truck.

Mental health is another priority for SaferStops. "We now know that depression is one of the leading problems truck drivers suffer from, particularly with the time they spend alone. Mental, physical and emotional health are all key and we will be looking to address all of these requirements," says Scott-Anderson.

Moreover, there is a dire need to provide drivers with WiFi access and entertainment facilities at truck stops, to enable them to rest and recuperate en route.



Partners

▲ SaferStops partners at the launch, from left: Adnaan Emeran, Manager, Marketing and Business Development at Engen Oil, Nicci Scott-Anderson (SaferStops), Mhlali Gqada, Director of Logistics Infrastructure at the Department of Transport; Nash Omar, CEO of Hollard Insure and Gavin Kelly, CEO of the Road Freight Association.

To empower drivers with valuable skills and new qualifications, SaferStops is developing easily accessible and user-friendly education and learning materials. These resources will be designed to be readily accessible and easily digestible, ensuring that drivers can conveniently enhance their knowledge and acquire new qualifications.

"We know we cannot tackle this challenge alone," says Scott-Anderson. "As the bedrock of the logistics industry and wider economy, truck drivers perform an essential role and should be considered essential workers.



Unsafe Stops

▲ Many truck stops experience tyre, fuel and cargo theft as well as threats to personal safety. Hopefully this initiative will change this scenario for the better.

Their tireless efforts power our communities and it's our turn to give back. At SaferStops, our dedication is unwavering - to elevate the facilities, infrastructure, and resources that these crucial workers rely upon, with an unerring focus on fostering safer truck stops."

It's a grand vision and one that is going to take a lot of determination and guts to achieve. On this point, Nicci Scott-Anderson has the vision, the determination and the guts to make it happen. Watch this space. □



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New offerings from Serco

Serco has been quiet on this one but it's now out. In an effort to broaden its product offering in dry freight box bodies and trailers, the company has taken a step out of its traditional role of refrigerated vehicles by announcing an order of 16 of its new style dry freight interlink box trailers from Vicky's Transport (VTS).

VTS has taken delivery of 10 of the vehicles which will be used for the distribution of dry cargo with another six units in build with Serco for delivery.

Serco's new style dry freight interlink trailers boast a higher than the normal loading volume of 141m³ which directly contributes towards lowering transport costs. The trailer configuration has a through loading capability to ensure efficient loading and offloading while the lightweight design chassis offers a payload of 36 tons. The trailers have underslung belly boxes which can be loaded through side access doors as well as from inside the trailer with a lifting floor system.

Accessing the belly boxes from inside the trailer during loading improves loading efficiency and security. The belly boxes have been integrated into the trailer chassis to increase the loading space available and, in addition, the floor is capable of withstanding forklift loading.

Commenting on this product, Clinton Holcroft, CEO of Serco Industries, says it is part of a strategy to broaden the company's product range. "In the past, 80-90% of our products were refrigerated vehicles and although we've done pure box bodies this is our first interlink. It's a new step for us in terms of providing increased volume loading space in a box body. Going from 128 cubes to 141 is a fair step up and we're happy with the result," he says.

He points out that from a security point of view, the box body interlink is "as good as you can get" while the water sealing is also excellent. "It's

► Clinton Holcroft, CEO of Serco Industries: "It's a new step for us in terms of providing increased volume loading space in a box body."

▲ One of the first of the new Serco Interlink dry freight box trailers is now operating in the fleet of Vicky's Transport.

also got more cubic volume than a curtainsider and with the added advantage of improved security, we're hoping it will attract more customers."

Well, the interlink dry freight box has already attracted an order of 16 from Vicky's Transport – so let's see how it goes from here. It certainly is a breakaway from Serco's past. □





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Unitrans champions river clean ups

How good is this but first, let's be honest? Did you know there was an International Water Week held towards the end of August? I didn't. The point is, logistics service provider Unitrans did and as a way of elevating awareness of the week – as well as broader environmental challenges – the company partnered with Adopt-a-River, a non-profit organisation dedicated to making a difference in our waterways, uniting their efforts in a river clean-up initiative as part of International Water Week.

The event was held at the Unitrans depot in Clairwood, Kwa-Zulu Natal and showcased collaboration among critical stakeholders, including neighbouring companies, the community and the government.

"We have prioritised several sustainability goals and have made

a firm commitment to making a positive impact and being responsible in our consumption and everything we do," says Unitrans CEO Terry Bantock. "The clean-up day was a reflection of this. Unitrans believes in the power of partnership and proactive engagement to drive positive change. Through initiatives like this, we aim to inspire and encourage a broader movement towards safeguarding our planet for future generations."

And it wasn't only for this occasion that Unitrans put its environmental sustainability gloves on. The partnership between Unitrans and Adopt-a-River goes back to November 2022 when the two organisations linked hands to combat daily issues affecting the Umhlathuzane canal and its banks. The project's inception

International Water Week

◀ Uniting in a river clean-up initiative as part of International Water Week, an event was held at the Unitrans depot in Clairwood, Kwa-Zulu Natal to showcase collaboration among stakeholders, including neighbouring companies, the community and the government. A big cheers to all these people. May their example spread far and wide.



▲ Unitrans took a look over the fence of its Durban depot and saw the need to clean up the Umhlathuzane canal and its banks running alongside the depot. This is an on-going collaboration project with Adopt-a-River but a special day was held to heighten awareness of the need for South Africa to protect its precious water resources and keep them pollution-free. All stakeholders came out on the day.

The need for water security, particularly in the face of global climate change cannot be over-emphasized.

Janet Simpkins
Founder, Adopt-a-River

highlighted the problems plaguing the Umhlathuzane River and its surroundings.

The project involves waste collection from the Umhlathuzane River adjacent to the company's Clairwood depot, tackling illegally dumped waste and controlling the alien invasive species along the riverbank.

The clean-up day highlighted the on-going efforts to restore the Umhlathuzane River by clearing some significant sand deposits and blocking off slip road access, which was illegally used for washing vehicles and dumping waste and chemicals into the river.

By Unitrans' dedication to adopting a portion of the river and fostering sustainable practices, the event echoed a resounding call for collective action in safeguarding natural resources.

The dedicated group of environmental enthusiasts comprised Unitrans and Adopt-a-River staff, representatives from the community, Ethekewini Municipality, the Department of Forestry,



Unified approach

▲ Liesl de Wet, Head of Accelerated Organisational Sustainability at Unitrans: "Considering the multiple stressors impacting our rivers, now more than ever, a unified approach is required to protect our rivers, wetlands, and broader catchments."

Fisheries and the Environment and neighbouring companies dedicated their time and effort to address some of the challenges faced on the Umhlathuzane River.

Founder and Director of Adopt-a-River Janet Simpkins stressed the importance of collaboration: "By embracing the concept of adopting and maintaining a space along a river, ordinary individuals can become water warriors. The need for water security, particularly in the face of global climate change, cannot be over-emphasised. Protecting our precious water resources and keeping them pollution-free is vital. We are grateful to all the stakeholders for joining hands with us to support this important initiative."

Commenting on the excellent turnout of various stakeholders, Head of Accelerated Organisational Sustainability at Unitrans, Liesl de Wet, added: "Considering the multiple stressors impacting our rivers, now more than ever, a unified approach is required to protect our rivers, wetlands, and broader catchments. We are delighted that our neighbours, community members and government stakeholders joined us on this important initiative."

Although *FleetWatch* was not aware of International Water Week, what we are constantly aware of is the critical importance of water resources and the need to address environmental challenges that pose dangers to our water resources. In this light, we compliment Unitrans on its proactive stance in looking over the fence of its Durban depot and seeing a problem - and then tackling that problem. *FleetWatch* has always stated that the trucking industry demonstrates a big and a warm heart in so many ways. This is one example of this.

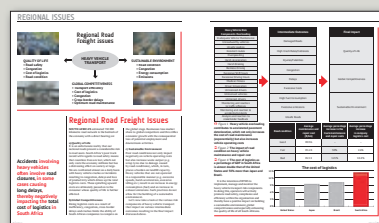
So it's hats off and a big thank you to Unitrans for embarking on an initiative which, as Bantock says; "aims to inspire and encourage a broader movement towards safeguarding our planet for future generations." Thank you for thinking of our kids and grandkids. Up the Truckers! ☐

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Consolidating industry standard certification

Crossroads Distribution has officially consolidated its industry-standard certifications, streamlining the company's commitment to quality, safety, and environmental responsibility.

The company has combined its ISO 9001 (quality management), ISO 14001 (environmental management), ISO 45001 (occupational health and safety) and SANS 1395-1:2019 (Road Traffic Management System), known as RTMS, under one certification.

Mary Mashiane, National SHEQ Manager at Crossroads Distribution, emphasises the significance of this milestone, stating: "Our journey with these certifications has been longstanding. This consolidation enables us to develop a cohesive system that aligns with our operations, fostering a safer, healthier and environmentally conscious approach."

The integration of these standards marks a strategic shift towards improved management across the organisation. In doing so, Crossroads gains better control over its activities in terms of safety, health, public well-being, environmental

► One of the Crossroads rigs. According to Mary Mashiane, National SHEQ Manager, the certifications have helped Crossroads Distribution to focus on holistic management and achieve remarkable improvements in safety with the ultimate goal of attaining a net zero accident rate.

responsibility, and quality processes, with the aim of continuing to set an example as a responsible transportation leader.

Mashiane says the integrated approach enables Crossroads Distribution to align all processes and divisions towards a singular goal. "Every division is now focused on a common objective and these standards have been pivotal in aligning all our processes. The seamless flow of output from one process into the next has significantly enhanced our goal achievement."

Crossroads Distribution is committed to enhancing consistency and minimising risks, both internally and externally. In an industry where the company is often considered a subcontractor, this consolidation brings assurance to customers that risks are meticulously managed.

"Consistency is the cornerstone of our operations, not only in terms of risk management but also in reassuring our stakeholders, particularly our customers," says Mashiane.



▲ Mary Mashiane, National SHEQ Manager at Crossroads Distribution:

"Our emphasis on proper risk management and adherence to the standards enables us to mitigate potential challenges thus ensuring the safety of goods, the environment and our overall operations."

The transition to JC Auditors, a prominent certification body in the road transportation sector, marks a significant step in Crossroads Distribution's journey, underscoring its dedication to maintaining the highest standards in the industry. Over the past eight years, the company has significantly improved its safety record, with recordable accident rates dropping from five accidents per million kilometres to an impressive 1.56 accidents per million kilometres.

"These certifications have helped us focus on holistic management and achieve remarkable improvements in safety with the ultimate goal of attaining a net zero accident rate. We are committed to maintaining a safe environment for our employees, stakeholders, and the communities we serve," says Mashiane. □





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Anti-Dumping duties on tyres from China are welcomed

The South African Tyre Manufacturers Conference (SATMC), representing the four tyre manufacturers with plants in South Africa, has welcomed the final determination by the International Trade Administration Commission (ITAC) and the decision by Minister of Trade, Industry and Competition, Ebrahim Patel, to impose Anti-Dumping duties on unfairly traded imports of passenger, truck and bus tyres from China.

Duties on the respective tariff classifications will remain in place for five years until July 2028. They range from 7.18% to 43.6%. Fairly traded imports from other countries will continue unaffected into the Southern African Customs Union (SACU).

Nduduzo Chala, SATMC Managing Executive, says: "As the SATMC, we applaud this measure by ITAC and the Minister, which comes as a significant victory for the domestic tyre industry. The implementation of these final Anti-Dumping duties will serve to uphold fair trade practices

These duties will protect the economy against opportunistic pricing in the tyre sector.

Nduduzo Chala
SATMC Managing Executive



▲ The Anti-Dumping duties will serve to uphold fair trade practices.

and protect the economy against opportunistic pricing in the tyre sector, which has posed a threat to the future of the South African tyre industry."

The SATMC and its members, Bridgestone Southern Africa, Continental Tyre South Africa, Goodyear South Africa and Sumitomo Rubber South Africa, played a pivotal role in advocating for the imposition of the anti-dumping duties and actively participated in the investigation process conducted by ITAC. The tyre manufacturing body provided extensive data, analysis, and expertise to demonstrate the adverse effects of the dumped tyres from China on the domestic industry.

"We commend ITAC's expert members for their diligent efforts in conducting a thorough investigation into this complex matter and arriving at a well-justified conclusion, which acknowledges the challenges faced by the domestic tyre manufacturing sector. We are also satisfied that the Minister found that the evidence of

These measures by ITAC and the Minister come as a significant victory for the domestic tyre industry.

Nduduzo Chala
SATMC Managing Executive



material injury to the industry, was properly substantiated," says Chala.

"The SATMC and its members remain committed to driving growth, promoting innovation and ensuring the sustainability of the domestic tyre industry and the continued supplying of the wide SACU customer base.

"These duties will be essential in establishing a fair competitive landscape for our industry, ensuring a level playing field for domestic manufacturers and preserving local employment opportunities," he adds.

The SA Tyre Importers Association has opposed the introduction of these new duties and has called for the decision to add the extra excise duties to be reversed. □



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The 'Power to Predict' is shaping business for a better and safer tomorrow

Running any business in the current South African climate is fraught with challenges. A deteriorating road network, increased crime levels and ongoing load shedding mean that running a business that relies on vehicles can only be done safely and efficiently with a bespoke fleet management system in place. With Crystal, Ctrack is taking that one step further by giving users the power to predict. Based on historical and live data, Crystal gives users the ability to know what is happening with their vehicles, drivers and cargo at any given time and what will happen in certain scenarios.

Ctrack has a track record that spans more than 38 years. During this time, they have been at the forefront of product development and brought to market technology that has made the tracking and management of movable assets safer, easier and more efficient. Ctrack is constantly innovating both in response to market needs and as they strive to make their products easier to use with a core

focus on managing risk, costs and assets effectively. Their latest innovations give customers the power of prediction.

"At our core, Ctrack is a technology company, and we pride ourselves in continuously bringing innovative solutions to the market with efficiency and safety as the primary goals in the way we refine our offering," says Hein Jordt, Chief Executive Officer of Ctrack Africa.

Accurate fleet management is reliant on data, including harvesting the data and then using all those data streams to paint a precise picture of exactly how an asset is being used in a certain scenario. Crucial to facilitating effective fleet management is accurate data that is presented in a way that facilitates efficient decision-making. This requires a combination of hardware and software that works hand in hand. With Crystal, Ctrack can offer clients solutions that allow them to use this data to their advantage easily.

The way this information is delivered has also changed. Previously fleet managers were

confined to dark server rooms; now, they can keep an eye on assets from any device with an internet connection, anywhere in the world.

'Crystal' is an all-encompassing, cloud-based platform where telematics meets data intelligence and offers all the functionality consumers have come to know and love in one location. The result is a business tool offering much more than simple reporting.

"The benefits of an effective fleet management system are plentiful. The way fleets are used directly affects efficiency and costs, and properly managed fleets result in better driving behaviour, the elimination of dangerous driving habits, a reduction in insurance claims, and improved fuel consumption," adds Jordt.

Having the power to predict helps you reduce your employee's exposure to risk by allowing you to identify and correct behaviour. Proactively monitoring drivers and vehicles further contributes to better asset control by reducing collisions, speeding and avoiding dangerous locations.

Theft and tampering alerts can also be configured. Ensuring that only authorised personnel operate vehicles is easy to implement and control. An advantage of real-time fleet management is that real-time alerts will raise the alarm when critical parameters are exceeded, such as when vehicles are started by unauthorised personnel or when



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vehicles leave a predetermined geo zone.

'Crystal' includes route planning and route optimisation using live data, allowing it to predict when and where delays will occur. This allows drivers to avoid traffic, or other dangerous situations, such as riots or blocked highways, while fleet managers can prevent the use of certain hotspots with geo zones based on location or time of day.

Having the 'Power to Predict' is vital for the safety of both drivers and vehicles while also allowing the use of assets to be reactive as needs change throughout the day. Fleet managers can optimise routes and communicate with the driver when and where necessary via their driver app.

Live data allows fleet managers to keep their finger on the pulse of daily operations, and if there is anything out of the ordinary, they

will have the foresight to act before they are forced to react.

'Crystal' allows for the effortless scheduling of what needs to go where and when it needs to be there and ensures that it happens. The 'Power to Predict' is beneficial to clients too. Communication down the supply chain has been optimised with the addition of powerful modules such as 'Electronic Proof of Delivery' with 'Sign on Glass' technology, which ensures that all parties are automatically kept up to date with objective and transparent evidence that operational milestones are achieved, with the foresight to make changes ahead of time, if need be.

Ctrack's software and fleet management solutions are naturally designed to work with Ctrack's wide variety of hardware devices but also have the ability to harvest data from other systems, such as those fitted by OEMs, including the vehicles' own CAN bus, as a single or additional data stream. In conjunction with

Ctrack's data from tracking, telematics and camera hardware, this additional data is critical in giving fleet managers the whole picture.

Ctrack Crystal is an all-encompassing, customisable fleet monitoring platform that places ease of use at its core. As part of its latest update, Ctrack's Crystal software has been refined with additional industry-defining functionality to assist with everyday business needs, all from one platform. Reporting is as straightforward or as complex as required, allowing fleet managers to get a snapshot view, identify trends or drill down into the data as and when needed.

"Ctrack's proudly South African technology and solutions are aimed at increasing safety and security of users, assets and vehicles and in that way contribute to overall peace of mind," concludes Jordt. □



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Survey results show women face discrimination

With the COVID pandemic acting as a spur in highlighting the vital importance of supply chains in all functions of society - and with last month being celebrated as Women's Month - *FleetWatch* thought our readers in supply chains would find this interesting.

According to a '2023 Women in Supply Chain Leadership Survey' undertaken by SAPICS (The Professional Body for Supply Chain Management) more than half of the respondents said they had experienced or witnessed discrimination in the workplace.

In a panel discussion at the annual SAPICS Conference, Africa's leading event for the supply chain profession, some of the survey results were presented and a panel of women supply chain leaders shared their experiences and insights.

The discussion was moderated by Dr Pretty Mubaiwa, a leading expert in the field of women's rights, health supply chains, development, conflict, international public law and human rights law, and international relations. Dr Mubaiwa is a seasoned researcher who helped to develop the SAPICS Women in Supply Chain Leadership Survey.

During the study, SAPICS found that across Africa, there is a lack of information on women in leadership and even fewer insights specific to women in supply chain leadership. The majority of respondents - a total of 83% - were South African. The balance of women who participated were from Zimbabwe, Botswana, Kenya, Mozambique and Eswatini, among other countries.



▲ The panellists who took part in the discussion on breaking down barriers for women in supply chain leadership were SAPICS president and chief executive officer (CEO) of ProscE2E, South Africa, M J Schoemaker; Lebogang Letsoalo, CEO of Sinpoint and the founding member of African Women in Supply Chain; Azuka Okeke, CEO of Africa Resource Centre for Excellence in Nigeria; Kirsten Nel, head of sales for Janssen Pharma companies at Johnson & Johnson, South Africa; and Lisa Venziano, chair of the Association for Supply Chain Management in the USA.

These women represent a diverse range of sectors including the retail, mining, education, finance, cosmetics, health, pharmaceutical and medical industries, and their roles span across all levels of their organisations, mostly in the supply chain sphere.

The finding that 56% of women had experienced or witnessed discrimination in the workplace was one of the survey's most worrying results, Dr Mubaiwa commented. However, the survey findings included that 59% of respondents believed that career advancement opportunities are equal across genders. However, 22% strongly disagreed with this. More than half of the participants think that salaries are higher for men.

A lack of self-confidence was cited as one of the biggest barriers to career advancement, according to the women surveyed. Research published by the Harvard Business Review found that men apply for a job when they only meet 60% of the qualification but women only apply if they meet 100% of them. The SAPICS Conference panellists urged attendees to change this. It is also something that recruiting managers must be aware of, they stated. □

Editor's Footnote

Here's something for all companies right along the supply chain to think about and work on. In *FleetWatch*'s view, we don't care if a person is male, female, black, white, Coloured or Indian (have I left anyone out). If they have the right skills and passion to do the job, they're the right person for the job - except for long haul truck drivers as we feel that the on-road risks are just too high at present for women to be out there on their own. Why are we still haggling about male or female? Let's get the right skills in place and get this place moving. We've all seen what cadre deployment has done to South Africa. Instead of building, they have destroyed, and those cadres have been both male and female. Even Patrice Motsepe has argued for this stating at the recent presentation of African Rainbow Mineral's (ARM) financial results for the 2023 financial year that "the principle of employing the best skills and expertise, the best person for the job, is non-negotiable." He didn't mention male or female. He urged for the best person for the job to be employed. That's how it should be. Think about it.

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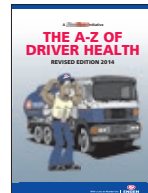
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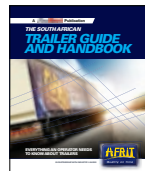
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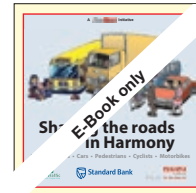
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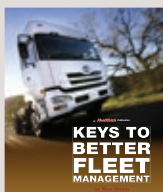


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