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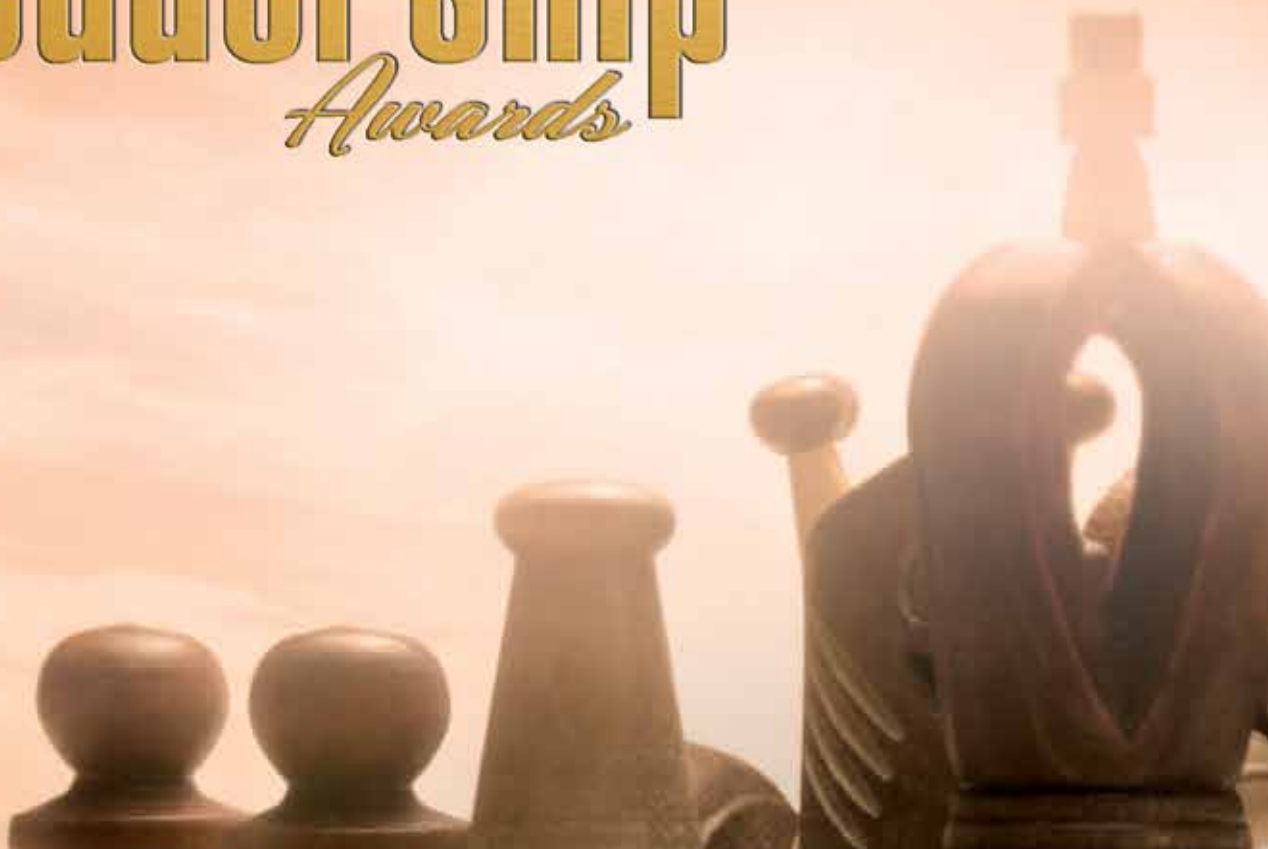
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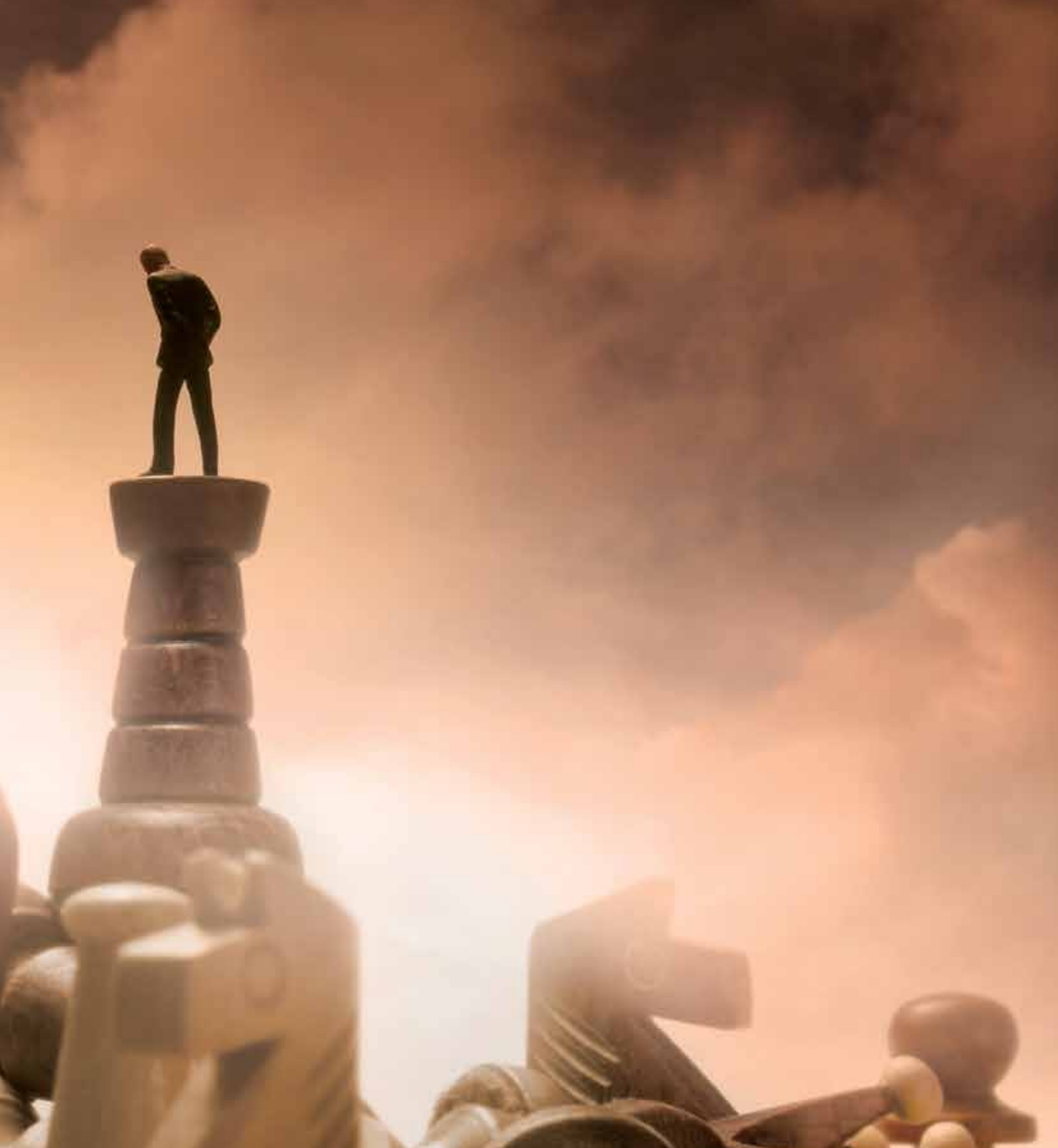
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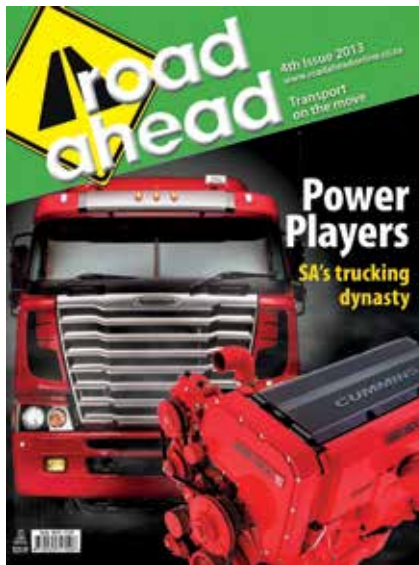
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Transport on the move

On the Cover



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4th Issue 2013
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Transport on the move



Contents

- 14 Turning the tide**
We sit down with Iveco boss Robert Lowden for the keys to turning their fortunes around
- 18 Johannesburg International Motor Show**
Jims was once again a smash hit with the world's motoring fraternity descending upon Nasrec
- 26 Volvo FM launch**
The ever popular FM truck just a got an upgrade and we've got the latest
- 29 Accident Forensics**
Forensic Collision Homicide Reconstructionist Stan Bezuidenhout provides expert insight
- 32 What's in a name?**
We catch up with UD Trucks managing director Jacques Carelse after successful re-branding
- 35 Diesel Theft**
With companies setting aside 10% of their fuel budget for theft, there must be a better solution?



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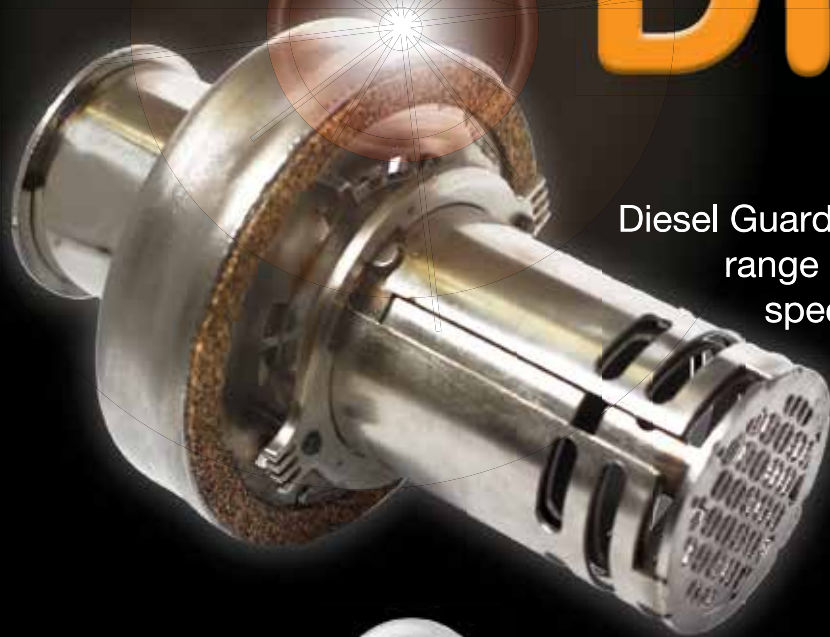
Contents

- | | |
|--|---|
| <p>42 Technology aiding skills
DriveCam has revolutionised the way fleet managers control their driver's blind spots</p> <p>48 Dealerships at work
Magnis Trucks in Pretoria has grown into a premier supplier and service centre</p> <p>52 Toyota 1000 Desert Race
Flying through the bush at 150km/h, Donaldson Filtration System's MD needed to be on point</p> <p>59 Logistics on the move
We chat to Lucky Maluleke, divisional chief executive officer for Tanker Services</p> | <p>62 Road Infrastructure
Transporting goods by road is becoming challenging with rising costs and maintenance concerns</p> <p>64 Sport Utility Vehicles
We continue the SUV challenge, this time lining up three of the most popular options in SA</p> <p>70 Light commercial
The Toyota Land Cruiser bakkie has proven itself arguably the toughest commercial pick-up</p> |
|--|---|

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Jacques Carelse serves as managing director at UD Trucks and has been involved in the automotive industry for many years. His association with the industry started with Nissan South Africa, where he worked as national business developer to improve the company's dealership network.

Rob Simpson works as managing director for Donaldson Filtration Systems. Simpson's successful track record of leading businesses to strong sales growth and profitability have proven an asset in managing and directing their businesses in Africa.



Neil Henderson serves as chief executive officer for Barloworld Transport Solutions, which is one of South Africa's leading integrated logistics and supply chain management company and a fast-growing global player.

Dr. Louis Marais is owner and chief executive officer of Innovative Technical Solutions, manufacturers of the world renowned Diesel Guard range of fuel system security products. The experienced leader was previously CEO of Bearing Mann Group.



Stan Bezuidenhout is a forensic collision homicide reconstructionist with technical forensic experience at over 7,500 accident scenes locally and abroad. He is currently co-owner of IBF Investigations.

Udo Rypstra is a decorated senior journalist with almost 40 years of experience. In this time span he has worked for or with top South African newspapers and magazines - including an editorship of Road Ahead.



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Transport on the move

Foreword

Building for tomorrow



Above inflation new vehicle price increases will result in some moderation in the rate of sales growth in the remainder of 2013 and into 2014, however, various factors should lend support to the industry.

These include the continuing low interest rate environment, low debt servicing costs, strong replacement demand, the highly competitive trading environment with attractive incentives and the introduction of new, high technology models, many of which are being showcased at the Johannesburg International Motor Show.

On the other hand we have rising inflationary pressure facing consumers which will affect real disposable income and this could also impact on future vehicle sales.

NAAMSA, together with other stakeholders, namely government and labour, will address the issues which have

contributed to the industrial action experienced by the industry. We will do so in a spirit of constructive cooperation to develop enduring solutions to ensure that the events of the past few months do not reoccur.

I know that all the automotive multi-nationals in South Africa remain committed to the long term growth and development of the industry and labour stability represents an important and essential building block to safeguard the industry's future.

While the target is challenging NAAMSA has no doubt that the Automotive Production and Development Programme (APDP) will result in significant growth in vehicle production, localisation and employment creation through 2020.

However, it is imperative for the local component and vehicle manufacturers to achieve progressive and substantial improvements in operational efficiencies to ensure continued foreign direct investment. In this context our industry is committed to the supplier competitiveness improvement initiative announced at today's event by the Minister of Trade and Industry, Dr. Rob Davies

Not only does the show market the South African motor industry, its products and technologies but it also projects the industry's global competitiveness with the launch of new products and technologies as well as complementary services to an increasingly demanding and discerning customer base.

The investment by the industry in the 2013 motor show runs in excess of R300-million and comprises more than 350 exhibitors. It is a mind-blowing event.

Dr Johan van Zyl, President of the National Association of Automobile Manufacturers of SA (NAAMSA) speaking at the Johannesburg International Motor Show



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Transport on the move

Ed's Note



Let's not beat around the bush, it has been a trying time for all involved in the automotive industry with strike action and rising costs hogging the headlines all too often.

Thankfully there have been some bright spots with the petrol price coming down in October, together with government's commitment to support new bio-fuel legislation. Its certainly not all doom and gloom for the engine room of the South African economy.

The Johannesburg Intentional Motor Show (Jims) once again provided a fantastic platform to showcase the very best that South Africa and the world has to offer. All the big names were in attendance, pulling off much needed networking time, together with wowing fans of all ages for some petrol-head play time.

As Africa continues to grow into an economic powerhouse, with Jims being the premier motor show for the continent, the sky is really the limit for the reach of this event. All the big truck companies exhibited their wears with pride, showcasing South Africa's beefy trucking sector that continues to push forward despite the odd hick-up.

Talk of the town

A new Logistical Memorandum of Understanding (MoU) between Transnet Freight Rail and Imperial Logistics is set to drastically reduce the cost of logistics for cargo owners, more good news for the industry.

It is, however, vital that logistics companies and government work together to cut down on red-tape, which seems to be the single biggest headache in cross border business. If you look at a European example, yes the European Union has had its problems with dishonest countries, but has made inter-country trade much easier, cutting down on some of the red-tape.

I would suggest that at first, South Africa and its Southern African trading partners should reach trade agreements to speed up the delays that extra heavy trucks endure at check-points. Fewer delays means more money for the economy.

Our commercial road system is still adequate on well travelled routes, but has become less so once you hit the secondary roads of many provinces. Driving through the Free State is no joke on secondary roads, which have more pot holes than the moon. Letting our secondary road system slip will have dire long term effects for rural supply chains.

This is not to mention the hideous tolling that goes on which also cuts into the bottom line of haulage companies. The Western Cape has no toll roads yet enjoys better roads than the heavily pot holed greater Gauteng area, the supposed honeypot of South Africa.

Meanwhile, we have lined up some of the big names in trucking in this edition, with the inside track on Iveco's transformation, UD Truck's successful re-branding process, together with plenty more expert opinions from the people who count we've got you covered.

Gregory Simpson
Editor

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Turning the tide

Respected Italian truck and bus manufacturer Industrial Vehicles Corporation, better known as Iveco, had South African operations staring down the barrel two years ago, with dwindling extra heavy truck sales, poor after-sales and cumbersome Dealer networks eating into the bottom line, requiring swift action from incoming managing director Robert Lowden

This no-nonsense Englishman has the motor industry in his blood and a wide variety of skills on his curriculum vita. He served as Iveco Dealer Network Director, Iveco Customer Service Director and Iveco Parts Sales Director in Europe before re-locating to South Africa last February to shake things up. And he is going to need all that experience to put the puzzle back together.

With a worldwide output of around 150 000 commercial vehicles, nearly 50 years of experience and a global turnover of about 10 billion, the bosses at Iveco HQ in Turin needed swift change to bring South African operations on par with the success that the brand has enjoyed elsewhere. If you travel around the United Kingdom for example, Iveco vehicles of all shapes and sizes are as common as the bad weather. Not to mention the Iveco Stralis Hi-Way being elected international truck of the year, there really was no excuse for the slump in the Southern Africa market.

Lowden explains the sheer task at hand when he first arrived in Johannesburg to bring operations up to speed, "When I arrived here last February we were not in particularly good shape and weren't doing that well on extra heavy sales.

"That said we were doing reasonably well on the medium products like the Daily, but selling vans is fairly easy if you have a good product. Infrastructure problems don't matter because people expect a more car-like experience with a van."

Normally, services on light vehicles are handled with less urgency than large trucks as the trucks have tight schedules to keep to. If they are late, large amounts of money are lost resulting in massive frustration at both ends of the supply chain.



One or two bad experiences can have serious consequences on future fleet tenders.

Lowden continues, “When selling extra heavy vehicles, if the infrastructure isn’t in place it doesn’t matter how good the vehicle is, if your after-sales is poor and the network is poor it is very hard to sell extra heavy vehicles.”

Many companies have fallen by the wayside over the years by not addressing these fundamental problems which can be catastrophic. In the trucking game, poor after-sales is unforgivable and a definite non-starter for longevity.

In car terms, if you look at a company like Renault South Africa, whose shocking maintenance service history in the late 90s had a negative effect on repeat business. It was only when more attention was given to the maintenance side of the business that volumes picked up again. Today, Renault is one of the consistent sellers in South Africa with steadily improving service offerings, though not at Toyota levels quite yet.

Prior to Lowden arriving in South Africa, Iveco SA had a poor reputation for spare parts availability. “The first thing I did within two weeks was to make some personnel changes, then set about fixing the after sales problems.

“The reason for that is that there’s no point in improving extra heavy truck sales without having the bedrock of a decent after-sales offering. All that happens is you build the house on sand and within two years you’re back to square one again. You have to build the house on good foundations. For extra heavy, that means a good class leading after-sales offering, and to be fair, we’ve spent the last 12 months fixing that.”

And the proof is in the pudding, in 2011, Iveco SA sold 780 vehicles in the almost 20 right-hand drive markets in Southern Africa it served, with trucks only around 40% of this business. Just under a year into his tenure, Iveco SA sold 1 217 units in 2012, with the lofty target to double that by the end of 2013.

However there was a lot more work to be done. Another clear weakness in the Iveco business model: was the lack of a used vehicle business. This is of vital importance when negotiating buy-backs and trade-ins during medium to large fleet orders. Without a used vehicle business it is impossible to offer those incentives, thus losing another chunk of the profit pie.

Lowden says, “By not having a used business you’re relying upon the dealer networks to be facilitating multi-billion rand buy-backs on huge numbers of vehicles. We’ve set up a used



business and have a used truck seller for the whole of sub-Saharan Africa now - based in Johannesburg.”

During the worst of the recession, companies and individuals are forced to buy more second-hand vehicles to suit their budget, a part of the market that was slipping through the cracks. On the flip-side, Iveco South Africa missed the problem areas by having to repossess vehicles during the worst of the credit crunch in 2009-2010. “We weren’t really able to help the banks because we didn’t have a used vehicle business. One of the things that we did very quickly was to reach an alliance with Standard Bank and we now have an agreement with them and have our own used vehicle business,” he confirms.

Building from within

South Africa has proved itself as a world class destination for vehicle manufacturers over the years, and with demand for more local production apparent, a R600-million joint venture plant between Iveco and South African public transport operator and bus-body builder, the Larimar Group was forged.

The plant should be open for business half-way through 2014, providing around 1000 new jobs at the Rosslyn plant in Tshwane - manufacturing Iveco’s first locally produced vehicle. Lowden comments, “If you look at most of the OEMs that we compete with 99% of them have some kind of local assembly. Now obviously it’s very difficult to determine what affect local assembling has on sales. There is the emotional attachment that South African people have; they like to buy products that are made in South Africa. There’s no doubt in my mind that having local assembly offers many advantages to manufacturers. It stands to reason that it’s easier to source things from South Africa than transport stuff half way around the world.”

The next big job for the strategic managing director was to look at the dealer network which was underperforming on sales, with too many outlets for the amount of business that was being generated. He did, however, give them a fair head-start to get their ducks in a row before the chopping block was brought out again.

“I told all of our dealers at this year’s dealer conference that probably in two years time 40% of them wouldn’t have made the cut. Every one of them, right down to a man and a woman sat in front of me, nodded their heads vigorously agreeing with me, without realising unfortunately that the 40% I was talking about were sitting there.

“We’re going through a programme of looking very carefully dealer by dealer, tertiary by tertiary and weeding out the ones who are not performing, the ones who are not going to be in it for the long term. We’re actively looking for new dealers, both entrepreneurs and the bigger dealer groups. That’s a fairly big exercise and not something you can change overnight.”

Always on the lookout for any competitive edge over competition from Japan, with the likes of Hino snapping a chunk of the mid-sized truck market, Iveco were the first Europeans to form partnerships in China in the 80s, ensured that they were not at the back of the queue to access the best that the region has to offer manufacturing wise, which directly impacts price and sales.

Iveco’s coming out party was highlighted at the Johannesburg International Motor Show, where they took to the stands after a much talked about absence in 2011. The interior of the award winning extra heavy Iveco trucks are arguably the most opulent and driver friendly, and with proper back-up are bringing some of their dominance in European markets to fore in South Africa. *Road Ahead* is sure to keep a close eye on the end of year sales figures to see if Lowden, a loyal Newcastle United fan, has something to smile about this Christmas besides the football.

Gregory Simpson



Inside the Big Show

The Johannesburg Truck & Bus Show, co-sponsored by the Johannesburg International Motor Show at Naserec opened with very bold and positive statements made by some of the heavyweights in the transport industry, together with plenty of tasty new vehicles entering the market

Kicking off the show MAN chairman, Geoff du Plessis said that the local transport industry is enjoying the many advantages presented by the diversity of vehicles and equipment on offer to operators: “the SA market is well represented by OEMS”.

While he acknowledged the many challenges facing the industry locally, he went on to say that MAN’s strategy remains focused on using the South African infrastructure as the burgeoning platform to launch operations into Africa, supplying products and services, and reaping the growth potential so evident on this continent.

The single most important goal, according to Du Plessis, is consistent and continued investment into infrastructure and development by governments and industry alike in South Africa. Predicting that SA’s GDP could grow by as much as 5% next year he went on boldly giving Scania’s market offensive with new and improved products in represented sectors and introduced an innovative rental solution.

Hino, which has been the top-selling truck and bus manufacturer in the Japanese domestic market for the past 40 years, is increasing its focus on the African market according to the executive vice-president responsible for Hino’s overseas operation, Koichi Ojima.







He said: "Hino sold a record 154 000 units globally in 2012, of which 42 000 were sold in Japan and the remainder in overseas markets. Our largest sales volume comes from South-East Asian markets, but we realise that countries on the African continent are growing in importance for vehicle manufacturers due to the booming economies and rapid GDP growth rate."

"One of the recent developments by Hino on this continent was the start of local production of our trucks at a plant in Mombasa, Kenya, earlier this year. We are well established in South Africa, having arrived here 41 years ago and are very pleased with the performance of the brand in this important market and Hino is set to continue its investment in South Africa."

Vice president of Hino SA, Dr Casper Kruger went on to announce that the truck plant at the Toyota SA Motors manufacturing complex near Durban is to be relocated to a nearby site during the plant shutdown at the end of the year.

The current facility will then be used solely for the assembly of the Toyota Ses'fikile minibus taxi. The relocation of the assembly of Hino and Dyna trucks to a dedicated facility will cost almost R50 million, which adds substance to the promise to honour growth in the local industry.

Isuzu opened the show with the important announcement that the local company is now majority-owned by Isuzu Motors Limited, Japan. "Isuzu Motors Limited will be taking a 70% stake, with General Motors SA remaining as a 30% shareholder". This confidence-boosting move in the local truck industry is described by chief operating officer, Craig Uren, as: "The 'logical

next step' for the brand as it increasingly plays a leading role in the South African truck market. With this local shareholding change comes the requirement from Isuzu for Isuzu Trucks South Africa (ITSA) to take more responsibility for the sub-Saharan Africa territory, and we've got some specific objectives to achieve," elaborated Uren.

Isuzu Trucks announced a significant upgrade to their trucks competing in the medium commercial vehicle segment. "Isuzu has enjoyed good market share in this segment especially with urban delivery applications. To ease the stress on these operators the Isuzu N-Series (NMR 250) will be fitted with Automatic Manual Transmission (AMT) in both its freighter and crew cab derivatives," said Isuzu Trucks South Africa's National Sales Manager, Anton du Plessis.

"Because we're bringing AMT down into the 2,5 tonne segment, we can now offer smaller operators – who have traditionally been buying bakkies or light commercial vehicles that load just over 1,5 tonnes – a 2,5 tonner that drives effortlessly with AMT," he explains. "Opportunity with this new model should allow us to create new markets that satisfy customers' needs across both light commercial and medium commercial vehicle segments in market."

Chinese FAW Group Corporation followed with their commitment to the local industry by proudly announcing their intention to fast-track the year-end completion of their first South African manufacturing facility at the Coega Industrial Development Zone in the Eastern Cape. The new plant will



have an annual production capacity of 5 000 trucks. First trucks to roll off the production line are scheduled for the second quarter of 2014.

Tata Motors unveiled their Prima KL3TXF 6X4 Truck Tractor and the Ultra 812 Truck which will be introduced locally next year only; while their recently launched new generation bakkie, the Tata Xenon XT was also on display. Tata Motors' managing director, Karl Slym said, "South Africa is one of the focus regions for Tata Motors. We see tremendous potential in the market and are confident of designing products to cater to the consumer's needs here. With our new vehicle introductions we will bolster our extensive vehicle portfolio in the country as we look forward to unfolding our strategy in SA for a deeper presence in this market."

Meanwhile, the Mercedes-Benz South Africa commercial vehicles division unveiled the latest edition of their successful Sprinter model – the only 7-speed automatic transmission to feature in a van anywhere in the world – entrenching their commitment to the people transport focus of the brand.

On the car side of the show, the highlight of the first day was without doubt the unveiling of the new Toyota Corolla, which

will be launched in South Africa during the first quarter of next year. Dr Johan van Zyl, President and CEO of Toyota Motors SA, said in his presentation that a Corolla is sold every second somewhere in the world. In South Africa more than a million Corollas have been sold to date, and the latest model will continue that sales success.

Also new on the Toyota stand are the latest, thoroughly face-lifted Prado SUV, and the Etios 1.5 Sport Hatch, which will go on sale for a very affordable R138 900. On the sporty side, Toyota has a replica of their Le Mans TS030 Hybrid racer, which finished second in this year's gruelling 24-hour with drivers Anthony Davidson, Sébastien Buemi and Stéphane Sarrazin.

Mercedes-Benz displayed their full range of powerful, luxurious and delectable models. However, the car that created the most interest was the new M-Class Guard, a special-protection variant of the M-Class.

Not to be outdone by the luxury German marquee, Lexus had their full bouquet of desirable models on display, including the quite stunning mid-engined and rear-wheel drive LFA sports car with a 4,8-litre V10 engine and a 0 to 100km/h sprint time of only 3,7 seconds. The LFA has a top speed of 325km/h.

Dependability defined

Freightliner have established themselves in the upper echelons of truck builders for over 70 years, producing some of the most dependable extra heavy trucks for harsh Africa conditions

Daimler AG acquired Freightliner as a wholly-owned subsidiary in 1981, and it soon became a contender to be reckoned with in the Daimler Trucks stable. The introduction of this American truck brand into the South African market in 1996 was seen as an opportunity to transplant the brand's particular commitment to technological leadership into the local market.



Duncan Price

The Freightliner's rugged looks, combined with its reputation for efficiency and dependability changed the face of trucking in South Africa. At the time of its local launch, it was the first brand to introduce electronic engines, ABS and cab air-conditioning as standard. This set the tone for its continued leadership in terms of safety, ergonomics and performance.

For more on Freightliners' South Africa operations we sat down with skilled Freightliner Product Manager, Duncan Prince, on the eve of the Johannesburg International Motor Show.

What does presenting your vehicles at the Johannesburg Motor Show mean to you?

It is basically an opportunity just to showcase our product to the public and to the trucking community at large. It is also a chance for us to show some of the technology that we are developing all the time and the products that we will have on the show are going to show our customers and the public a glimpse of what trucking will look like in the future.

What are some of the milestones Freightliner have achieved that you are proud of?

We were the first heavy vehicle manufacturer in South Africa to introduce ABS brakes on trucks as standard execution. We were also the first manufacturer to introduce automated transmission as standard execution on our models.

Quality control: How does Freightliner manage to maintain its high standards during a period of rising costs?

We do not adapt quality because of cost changes. As far as we are concerned the whole issue of quality is non-negotiable, we always have to meet our internal quality standard and our company obviously complies with ISO 9001 quality standard. We do not use quality as a trade off versus price.



Awards are never far away from Freightliner, what are the keys to maintaining an innovative advantage?

The short answer to that is that we have to continuously improve our product offering and make sure that we keep the technological edge on all of our competition and more importantly is that whatever technology we do have on offer is practical and of use to our customers. We don't just want to have technology for the sake of technology, unless it will benefit our customers.

What are your five year predictions for Freightliner and growth points that you are looking into?

With Freightliner we have a leading market share like we have at the moment. In the long haul truck tractor market, we will look into expanding our offerings into markets other than the long haul highway truck tractor market as products become more available for the South African market.

How best to make the most of the fast developing countries and logistics offerings of Africa?

We are primarily focused in the South African market but there is an international sales organisation that takes care of the rest of Africa.

And how are things going in the rest of Southern Africa?

Botswana, Namibia, Swaziland and Lesotho are relatively small markets compared to ours, but we have a strong following from Namibian operators.

How would you rate the level of skills/technical development within the South Africa trucking

industry, which sectors need attention, how do we stack-up against international competition in terms of vehicle production?

There is a wide variance; with a number of operators that are world-class and meet, if not exceed, international specifications in every way. Unfortunately, there are also a number of exceptionally poor operators that are not committed to best practice methods such as comprehensive and regular driver training and regular vehicle roadworthy tests. South Africa has very good legislation in this regard. It is, however, not sufficiently enforced and this is where the problem lies.

South Africa boasts world leading vehicle manufacturing methods and techniques, as well as state of the art facilities that produce only the highest standards of quality.

What is Freightliner doing to improve the skill level of their workforce?

We have a number of extensive and comprehensive training and workshop programmes that add value to the trucking industry. We provide training to individual drivers, as well as fleet trainers, to ensure that they are achieving the maximum efficiency from the vehicle through newly adopted skills.

We do not just sell trucks; we help our customers get the most out of their vehicles because if they are not successful then we are not successful.

With this in mind, we offer a cradle-to-grave approach to customer service. This includes highly competitive finance, maintenance and trade-in deals.



Bullet proof performance



Cummins has established itself as a global power leader in manufacturing engines, turbos and aftermarket products for heavy and medium duty trucks, buses, RVs and various light commercial vehicles, employing more than 46 000 people worldwide. This is their story.

The company earned a whopping \$1.65 billion on sales of \$17.3 billion in 2012, and has a global network of 600 company-owned and independent distributor facilities at more than 6 500 dealer locations in over 190 countries.

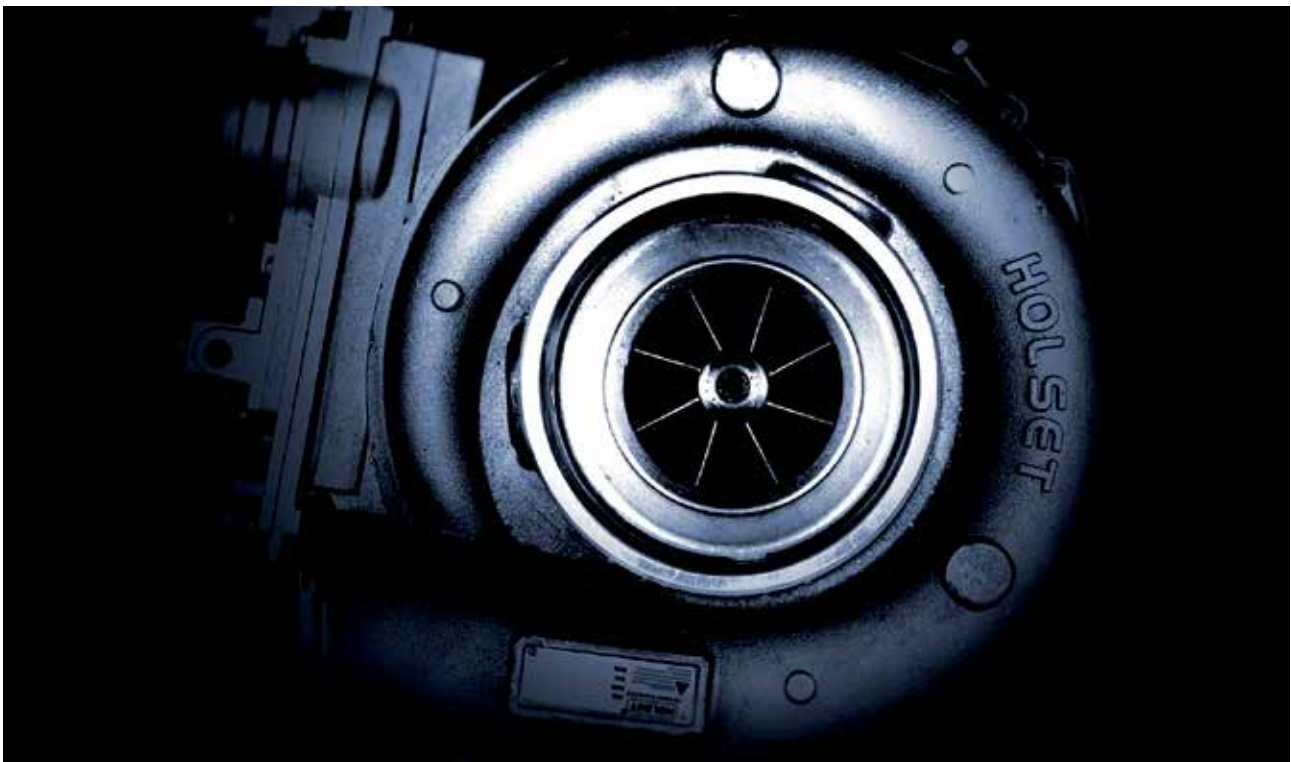
In addition to its dealers based across the borders in Namibia, Zambia, Angola, Zimbabwe and Swaziland, there are reportedly more plans on the cards to expand the international dealer network further into key regions that include; Mozambique, Botswana,

Uganda and Kenya as business continues to flourish in Africa.

Road Ahead takes time out with Janean Davies, Heavy Duty OEM relationship manager at Cummins South Africa for more on the leader in turbo and diesel V8 technology across the globe.

How have the design and functionality of turbos been improved over the last 50 years?

Cummins Turbo Technologies is the market leading designer and manufacturer of turbochargers for the medium to heavy-duty diesel engines market and has a reputation for engineering



innovative technologies and dependable systems in partnership with customers. Its Holset brand is well known in the industry having developed an enviable reputation in pursuit of improved engine efficiencies and emissions reduction in on and off highway, marine and power generation applications worldwide.

Holset Engineering was founded in Huddersfield, UK in 1952, bought by Cummins Inc. in 1973, and changed its name to Cummins Turbo Technologies in 2006. The Huddersfield technical headquarters engineered and launched the first straight vane variable geometry turbocharger in the 1990s. Other technical, sales and manufacturing facilities are located in Brazil, China, India, UK and the USA ensuring support for engine and vehicle makers across the world. Cummins Turbo Technologies is part of the Components Business within Cummins Inc., the largest independent maker of diesel engines and related products in the world with operations in more than 190 countries, 44 000 employees and revenues of \$17.3 billion in 2012.

Starting life in a simple wooden hut, Paul Croset's early vision for his company focused on developing critical components for diesel engines. Through his drive and commitment to succeed and vision for innovative technologies, a world class reputation was soon established with some of the major European diesel engine customers laying down a solid foundation for growth. Throughout its 60 year history, Cummins Turbo Technologies has trained and developed specialists and experts across all the key fields of engineering.

To stay at the top requires a tremendous amount of re-investment into the business one would think?

Continued investment in expertise helps us to serve our customers with products and technologies that are developed to exacting standards, rigorously tested and analysed. This inherent expertise is relied upon by our customers, supporting relationships where this knowledge and understanding can be shared to make informed choices that will ultimately deliver the ideal solution.

With 60 years of unrivalled engineering expertise, Cummins Turbo Technologies has developed technologies including fixed, wastegate and variable geometry turbochargers, power turbines, two-stage systems and next generation technologies such as waste-heat recovery turbine expansion. Through close collaboration with the customer, market-leading engine system modelling and integrated engine development is deployed across the entire Holset range from Series 150 to Series 1000, in an expansive array of applications, from light commercial vehicles to marine and locomotives.

What has been the knock-effect on the performance and efficiency of the engines?

Cummins Turbo Technologies is developing innovations capable of improving the fuel efficiency of modern diesel engines by at least 6%. Our near-market solutions reflect the changing

priorities of global engine and vehicle manufacturers, whose future products are being developed to insulate customers from rising fuel prices.

With fuel prices rising steeply, Cummins Turbo Technologies foresees the trend in engine downsizing. In parallel both engine and vehicle manufacturers are striving to maintain or increase the power outputs from their products. Our close working relationship with customers has informed the research and development that is shaping our future product range, leading to the creation of a new generation of technologies. We don't simply provide off-the-shelf products, we develop advanced technological solutions that are 'fit for market', in partnership to meet customers' specific requirements.

Cummins is a very successful international Fortune 500 Company. How best to maintain the forward momentum after nearly 100 years in the business in USA?

Cummins drives a comprehensive global distribution strategy and channel management, capitalising on synergies in parts and services, this business helps Cummins by providing outstanding support to our customers, while growing a less cyclical and less capital intensive business. The business consists of company-owned distributors and joint ventures, covering 90 countries and territories through 233 locations. Through this network, trained personnel sell and distribute Cummins-branded products, related services and broader solutions such as maintenance contracts, engineering services and customised integrated products.

Are turbos underutilised in cars, given that if one takes a standard 2 litre engine with a turbo as being more than adequate for a mid-sized SUV?

Certainly, turbo negates the need for larger V6, V8 petrol engines that consume more fuel.

Biggest lesson you've learned at Cummins which was turned into a positive long term outcome?

Change is an ever constant, we can only improve and get better when we adapt.

What are your views on the new turbos that are going to be reintroduced into Formula One in 2014?

The sport of Formula One is adapting and one of the changes that will be introduced in the 2014 season is the new 1.6 Litre turbocharged V6 engine, the engine will be limited to 15 000rpm. Gone are the 2.4 litre normally aspirated V8 engines. The FIA announced this change in order to make Formula One more environmentally aware and to attract more commercial partners for 2014.

Finally, what do you most like about the Johannesburg Motor Show?

Many of the OEM's unveil new heavy duty vehicles; it is very interesting to see the new and improved vehicles.

East Africa opportunities

While truck sales into South Africa are holding up relatively well, more and more foreign vehicle manufacturers are looking at expanding their footprint on the African continent. The Volvo Group considering the viability of setting up an assembly plant in Kenya in addition to the one it has in South Africa.

If it does, it will be joining European, Indian and Chinese manufacturers who are bypassing South Africa in the process of supplying these markets direct from East Africa. Some European and Asian companies have already started joint ventures to serve the East, Central and West African markets directly.

Torbjörn Christensson, managing director of Volvo Trucks Southern Africa, did not elaborate on the group's plans other than saying a decision on establishing an assembly plant would be made later in the year.

Christensson was speaking during the launch of the new Volvo FH, FM and FMX truck ranges at Gerotek, an Armscor-owned vehicle testing site near Pretoria, on the eve of the 2013 Johannesburg International Motor Show (JIMS) at NASREC, Johannesburg, which hosted a massive truck and bus exhibition as part of the biannual event.

The Volvo Trucks group, which incorporates three truck brands, namely UD Trucks (formerly Nissan Diesel), Volvo Trucks and Renault Trucks, has no plans to merge the dealerships and assembly plants in South Africa, with only back-office functionalities being aggregated. Overall, the group aims to sell just over 6 000 trucks in 18 markets in Southern Africa this year, according to Christensson.



The Volvo Trucks group, which did not exhibit at JIMS, sold 5 612 trucks in Southern Africa in 2012, which gave the group a 20.1% market share in South Africa's heavy-duty market, and 18.3% in the total South African truck market.

They are now hoping to sell about 15% of their total regional sales, some 900 units, in sub-Saharan countries compared with 10% in 2012, with the eventual target outside South Africa being 30% of total sales.

UD Trucks Southern Africa is already represented in all 18 of the countries the group targets, Volvo in eight and Renault in five.

A review, which should be completed by year-end, is being conducted to plot a course for the expansion of all of the brands in Southern Africa.

In this regard, UD Trucks already has 42 dealerships and service points, which is deemed as sufficient, but there are plans to increase Renault's and Volvo's network from 16 to between 22 and 24 within the next 18 months. A new Volvo dealership is being established in Rustenburg.

Another reason for the expansion of the Volvo Trucks group in Southern Africa can be found in the healthy growth of a number of economies, such as Mozambique and Kenya.

Christensson said that the group's numbers would most certainly be boosted in 2014 with the launch of a new range of trucks from Renault, as well as the roll-out of the new Volvo FH, FM and FMX ranges in the first quarter. UD Trucks is also set to expand its range next year.



The introduction of the flagship FH range, a new spare parts plant not only signals the group's commitment to the region, but also a new era in the history of the company as it offers customers an almost entirely new product offering.

The launch of the FH range followed shortly on the heels of it being announced as the International Truck of the Year in Europe by leading commercial vehicle journalists, representing 25 publications.

At the FH Series' launch in South Africa, Nilsson said that it was becoming increasingly important for the company to keep careful pace with a developing region like southern Africa.

"Going into the future, it is becoming more and more important to explore and understand a region's local operating environment, and to adapt our business in order to meet our customers' transport requirements," said Nilsson. "Operating in South Africa for over 13 years, we believe we are able to meet these unique requirements and offer our local customers total transport solutions and support."

He said that as transport operators expanded their operations throughout the region, Volvo Trucks SA had to be there to capture this market demand and support customers every step of the way.

"The launch of the FH and FM/ FMX model ranges signals one of the most intensive and exciting periods in the history of Volvo Trucks. With the most modern and innovative Volvo line-up ever, we now have an outstanding ability to help customers in all segments to improve productivity and profitability," said Nilsson.

All the new Volvo trucks offer a wide range of benefits for the drivers. All cab environments have been renewed or upgraded with the focus on creating an effective, ergonomic, comfortable and safe workplace.

Volvo Trucks SA has already spent many months training its dealer staff in order to effectively support their customers. Innovative support offerings include a new telematics system, a mobile phone application and numerous fuel saving features to effectively assist fleet owners in cutting their transport costs. "We believe that Volvo Trucks Southern Africa is leading the way in supporting fleet owners in a modern and interactive yet very practical way," concludes Christensson.

Udo Rypstra



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Forensic awareness

When it comes to the carnage on our roads, everyone agrees. It is getting out of hand, we need to do something and the current efforts are failing us dismally, writes Forensic Collision Homicide Reconstructionist Stan Bezuidenhout

While it has become common for people to use the term accident, I feel that the use of this term is essentially inaccurate. Since I deal primarily in facts and evidence, accident is hardly the correct and accurate description or reference to use - in spite of its popularity.

Let's agree that an accident is best described as something unintentional, something typically not leading to death or injury and something that cannot be reasonably foreseen.

When you reach for your sandwich and knock over your coffee, you've had an accident. You never intended it, you couldn't reasonably predict it would happen and you certainly didn't cause much harm or injury - other than the stain on your white shirt, or worse: your wife's.

When it comes to public or human safety, you are faced with an array of legal references that place a duty on you to take reasonable care, to keep a proper look-out, to operate your vehicle (or equipment) with due regard (to the safety of yourself and/or others) and to increase your state of awareness or reduce your risk (drive slower for instance) as the operating environment becomes more complex.

In the light of these references, nothing is ever truly an accident anymore. Now not looking is an offense that can lead to your prosecution. Then there is the 'look but failed to see' syndrome that has been proven to exist through laboratory testing: humans are capable of casting their eyes on a specific stimulus (it was a motorcycle in the test), to actually connect with that stimulus for a measurable period and still not being aware (identifying) the stimulus (or threat) or the danger associated thereto. So, when it comes to road traffic collisions, you will quickly grasp that the model of analysis becomes much more complex and the use of the word 'accident' far less applicable, in the true sense.

The second issue we need to be aware of is the fallibility of the process of conventional thinking. The days of 'the engineers



Did you know?

South African road fatalities per 100 000 inhabitants was reportedly at 27.6 deaths in 2011 – a shocking statistic when compared to developed countries like North America with 10.4 or Australia with 5.6.





know best' are far gone as we use better research methods and as we learn more of the complexities of the human mind as an integral part in the analysis of cause and effect. Conventional thinking would suggest that better control would certainly result in reduce risk, right? Well - maybe not so much.

Take the work done by Mondermann in a small village in the Netherlands called Makkinga in Friesland. A traffic safety engineer by trade, Mondermann decided that the only way to increase road safety was by considering the interaction between the 'traffic world' and the 'social world' and the prevailing ownership friction caused by forcing the two together. He immediately realised that there was a war of sorts, relating to ownership of the space. As pedestrians believed that the road belonged to them while they were using it and drivers believed they owned the road too, the effect was a negative attitude.

He argued that there are places where the car would be a social guest rather than the exclusive owner of space. So he had all the signs removed from the village, had one sign installed outside of town that limited the speed in the village to 30Km/h and added 'verkeersbordvrij' to the sign. This means 'free of traffic signs'. The result was phenomenal and almost instantaneous. As vehicles continued to use the village in the absence of statutory external control, drivers started applying a natural risk homeostasis algorithm (they felt it was unsafe to move too quickly) as pedestrian and vehicle traffic now interfaced freely.

The road safety statistics skyrocketed, collisions are all but unheard of and the model was so effective that a project implemented by the European Union is currently seeing seven cities and regions clear-cutting their forest of traffic signs. Ejby, in Denmark, is participating in the experiment, as are Ipswich in England and the Belgian town of Ostende.

There are many additional examples of how conventional thinking has been counter-productive, but more in later instalments. For now, it is important to note that the mere historical existence of one system of belief is hardly indicative of

its applicability or exclusive compatibility to a particular aspect of road safety or risk analysis.

Enter the issue of private crash investigation. There are arrays of legal, moral and ethical considerations where individuals decide or are necessitated to gather evidence, take photographs or investigate their own road traffic collisions. Think of it as a work in progress. In most jurisdictions in Africa it is the mandate and job of the police services to investigate crimes. At the same time a shortage of manpower, resources and skills as well as the political attitude towards an accident often means that these go uninvestigated, or poorly investigated or are merely recorded by those very officers appointed to attend the scenes.

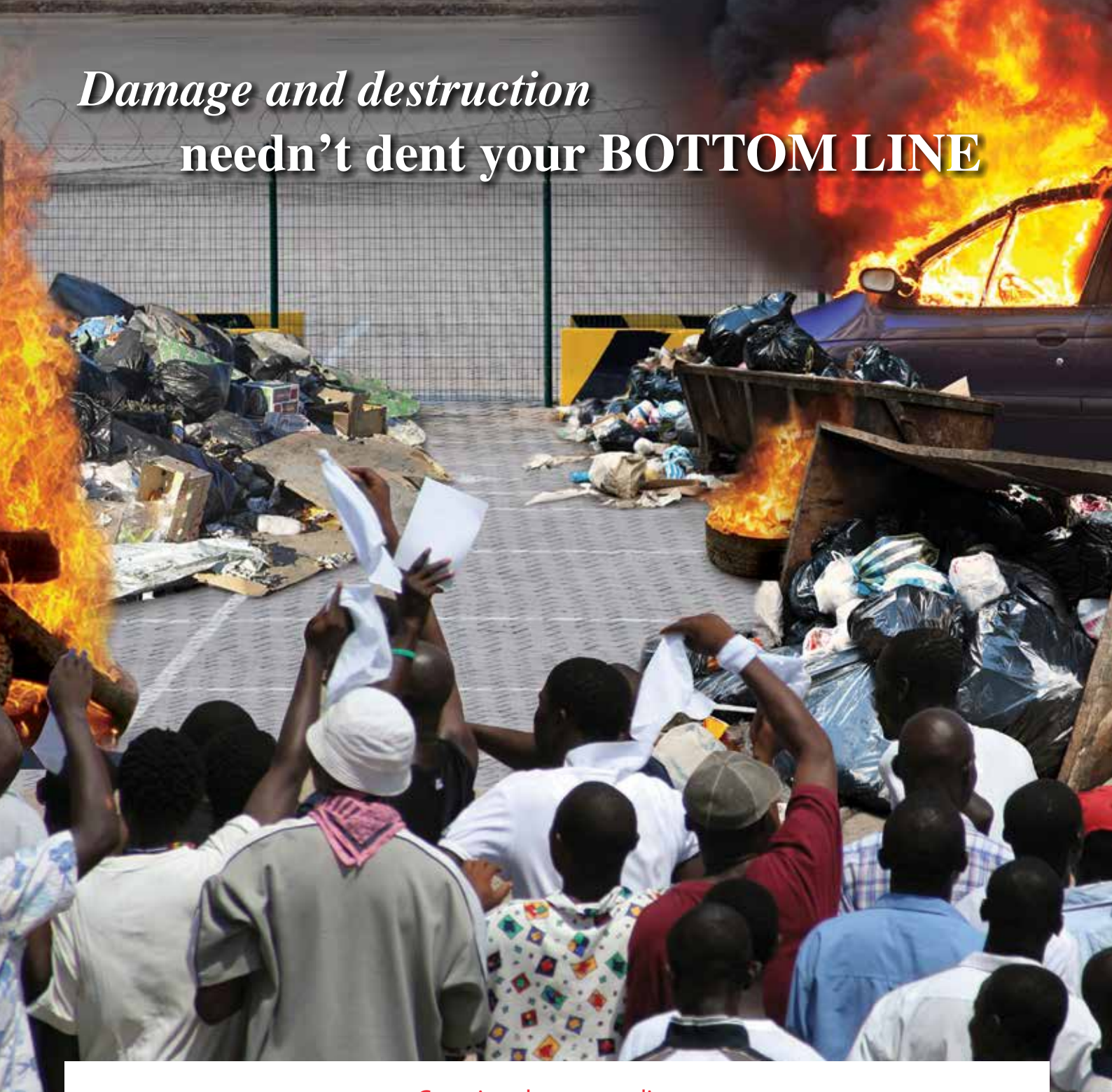
In many cases, you won't be allowed to take photographs or to investigate your own collision as issues relating to control and mandate, legal implications, possible exposure of poor skill and lack of resources or corrupt practices might be exposed. Whatever the reason, you are essentially trapped in a world where your reliance and trust in the system could result in your disadvantage.

Consider the issue of security. It is the job and mandate also of police to ensure public order and safety, yet you are forced to invest heavily in security barriers (bars and fences), in security services and on private companies responding to your security needs. Not unlike the trend in this industry, the use of private contractors to take over part of the work of the police services and forces in Africa has become commonplace in Africa, as it has abroad, in relation to road traffic collisions.

But before you rush off and appoint a Private Collision Homicide Reconstructionist, we need to clarify your role in the process. What can you do to ensure that the expert is effective at his job? In this industry, like in any relating to the collection of evidence, the final result is only as good as the accuracy and reliability of the information it rests on.

(Part 2 in the January edition of Road Ahead)

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Making a name for yourself

Despite industrial action in the local automotive sector, year-to-date truck sales continued to climb by a noteworthy 10.2%, to 20 500 units during August, while year-on-year sales results for August show a 26.9% increase. One of the key performers in this success has been UD Trucks South Africa.

Formerly Nissan Diesel, UD Trucks have done what many other companies have been unable to do during a re-branding process, which is turning a profit, especially during tough economic times.

UD Trucks Southern Africa has estimated a total of 29 000 trucks sales for the year, which seems about right. It looks as if every third truck on the road these days is one of theirs, illustrating that they have been able to corner a healthy portion of the rock solid municipal fleet in the Western Cape.

For more on their continued success and a peak in the future, *Road Ahead* caught up with knowledgeable managing director, Jacques Carelse, who has been in the automotive business since 1993; bringing a wealth of experience to the table at UD Trucks.

Why did sales in the local truck market continue to grow steadily in August, despite a bigger-than-expected slowdown in South Africa's economic growth?

The encouraging sales performance in the medium, heavy and extra heavy commercial vehicle segments is an indication of a higher level of investment spending in the economy as a result of various infrastructure development projects. We also believe that the higher sales rate was driven by some pre-emptive buying by fleet owners who wanted to avoid further price increases, which are imminent due to the weaker rand exchange rate.

Keys to cementing UD Trucks brand as a force in South Africa during re-branding; it seems everywhere you look one of your trucks pops up?

To us, transport is so much more than merely owning a truck. It is about being there when our customers need it most. About

not compromising on the essentials and offering products and services that potentially generate the most profit for our customers. As a manufacturer, we at UD Trucks are also extremely privileged that we don't just have a dealer network through which we merely retail our trucks. We have a network of extremely knowledgeable and experienced transport experts, who are also our business partners in every sense.

During our company's history of more than five decades in South Africa, it has been the professionalism, passion and dependability of the people who have been part of the UD Trucks family, which has carried the brand to reach multiple milestones and successes over the years.

Ways to secure large orders from Blue Chip clients and foster repeat business?

One of UD Trucks' main objectives is to provide our customers with the best possible support, advice and industry knowledge. We aim to do this by building closer partnerships with our customers and learning more about their unique transport requirements, and addressing these needs in a very practical way.

As a leading role-player within the local truck industry, we are constantly researching and analysing the various trends and developments that impact the market. For instance, we have recently advised our customers on the potential future impact of the shift of certain cargo from road to rail, as well as the fuel pipeline between Durban and Gauteng, which is expected to have an influence on the transport and logistics industry.

When might we see cleaner bio-diesel being offered in South Africa?

Bio-Diesel in SA has been a hot topic over the last couple

of years both due to the fact that oil companies are not too keen to include bio-fuels into their supply chain and also due to the impending job creation ability of related projects in the industry. Government have seen the proverbial light recently based on the fact that the bio-fuel industry have the potential to create thousands of jobs locally. Hence the outstanding issue of Gazetting the final requirement and 'effective date' from which mandatory blending of bioethanol and biodiesel will be legally required - and the regulated price formula applicable - is due for publication sooner rather than later.

We might only see cleaner Bio-diesel as a blended product under SABS regulations for public consumption at forecourts in South Africa by 2015. Whilst the public and the industry is pushing government for the above, one still has to consider the adverse effect it will have on vehicle operating costs in terms of servicing specifically.

What are your projected sales figures for the remainder of the year and the projected impact of products from South Korea?

Looking at the remainder of the year, we still expect the market's growth to slow down as a result of the country's subdued economic growth. Taking into account some expected inflation-linked new vehicle price increases, we still believe the market will grow between three and four percent during 2013 to a total of around 29 000. The South African truck market is, of course, highly competitive. At the moment, most OEMs have on-going initiatives to produce lower cost transport solutions for customers. We believe that competition will increase among market competitors due to greater product parity, with after sales support and service set to play an increasingly important role in the whole buying cycle.

The foreseen rise of product from emerging markets is set to have a big impact on both the new and used truck market in South Africa in the near future. This new segment that is currently developing is expected to address requirements from customers for quality, good specification trucks that offer appropriate technology and durability that is suitable to the African continent. For fleet owners, the trick is to find that vehicle which is best suited to their business and operating conditions.

What has been the major benefit/challenge of amalgamating major brands?

We believe that as part of one of the leading trucking companies, UD Trucks Southern Africa is able to offer customers the best of three worlds. By combining the power of our Japanese heritage of quality engineering and manufacturing, and the global strength, modernity and resources of the Volvo Group, with our local expertise, skills and support, we are in a very unique position to offer customers the transport solutions they need.

Although the company has gone through many phases and name changes, I believe that the one constant has been the ultimate dependability of our products, our people and the service we provide. Ultimate dependability is part of our DNA



Jacques Carelse, MD at UD Trucks Southern Africa

as a company and it still drives us today to bring our customers products and services that not only suit local operating conditions but their unique requirements for the businesses.

Any new trucks to look out for in 2014 and beyond?

Between the last quarter of 2014 and 2017, we are planning a series of new product launches. We are currently in the planning stages, testing and researching all aspects of these new ranges to ensure that they adhere to our objectives of offering our customers what not only suits their business, but also the local operating conditions in Africa. Then also ensuring that these new products can be ultimately operated reliably and at the lowest possible lifecycle costs.

Gregory Simpson

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Combating diesel theft

The theft of fuels and oils is a phenomenon that is financially crippling almost every sector of the transport industry with diabolical knock-on effects. We invited Dr Louis Marais, managing director of Innovative Technical Solutions to shed more light on this unwanted financial drain.

The mindset of the average person involved in the transport sector in the late 90's or even early 2000's, whether they were involved in commercial trucking, agriculture or earthmoving and construction was to simply budget for fuel loss.

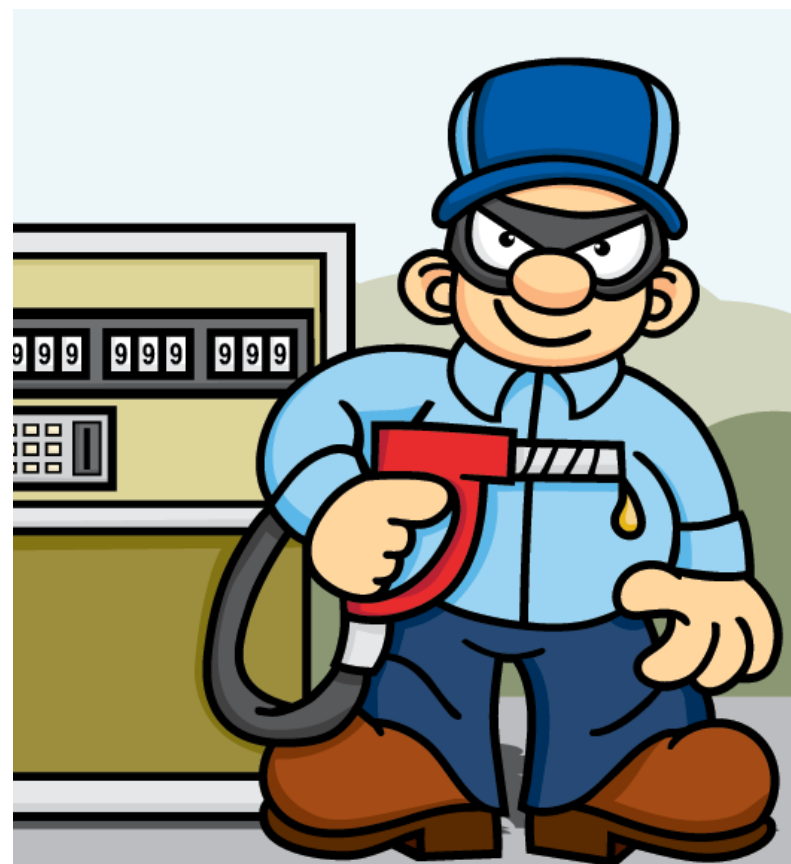
Managing this irritation was extremely time consuming and even when operators involved in theft were brought to book, labour legislation was so complex and the process of succeeding in getting a dismissal so costly, that it was much simpler to allow this loss to drop through to the bottom line and take the 'knock' on the chin.

2003 saw the price of low sulphur diesel average R3.47 per litre (Dept of Energy Archive) and a definite increase in focus as to where the fuel price was headed and the impact on the bottom line.

The stated price per litre for the same grade of diesel on October 2, 2013 was R12.60. An increase of approximately 263% over the ten year period and a negative impact on the profit margins of both big and small players has resulted in companies buckling under the pressure with many having to close their doors.

By the mid 2000's there was a definite change of mindset with operators recognising that "prevention was indeed better than cure" and to manage pilferage was certainly far more efficient and effective than simply trying to prosecute the culprits.

Many companies installed high tech tracking systems with wonderful electronic management systems that could measure consumption very accurately. The introduction of the 'cashless' system with Fuel Master and E Fuel was also an attempt to close the loopholes that allowed for pilferage.





The shortfall with the above was that while providing wonderful data which allowed for excellent management, the fact remained that these reporting systems were 'post the pilferage event' and now the onus was on the operator to secure the prosecution.

Solution

The material financial loss experienced by all involved in this sector of the industry had every workshop manager under pressure to develop something that would prevent fuel theft, and in particular the siphoning of fuel through the filler neck. Some of the issues overlooked in their development were:

- Installing something in the filler neck to prevent siphoning of the fuel compromised the flow rate which resulted in a very prolonged refuelling time.
- Securing the filler neck on its own simply meant that would be thieves simply targeted other areas such as the hoses or the drain plugs.
- Tube type units with a 'bottom' grid only meant that would be thieves could still access 20% to 30% of the fuel in the tank.
- The manufacturer's warranty was compromised and these installations often resulted in leaking tanks or damaged filler necks.

In developing the range of diesel guard products all of the above have been taken into account resulting in a range of products that provide a solution to fuel theft without compromising any warranty.

Return on investment

The maths involved hardly requires any rocket science. A small operator with five trucks operating five days a week using 300l per truck per day will use approximately 78 000l per year. At R12.60 per litre the cost for fuel equates to R982 800. A

Did you know?

Employee-related fuel theft is now costing the United States trucking industry a reported \$2.1 billion a year. The rate of fuel theft is accelerating as fuel prices climb tempting more employees to steal fuel. Employees can either siphon fuel from fuel tanks or use special devices making it hard to detect that fuel is gradually leaving the fuel tank.

conservative loss of 10% of this amount is R98 280 per annum or R1890 per five day week.

The cost of a complete DG kit for a single tank unit securing the filler neck, sender unit cover, non-removable drain plugs is in the region of R2000. This simply means that the investment for the entire fleet of 10 trucks is recovered in approximately 11 weeks.

The black market syndicates have created a very lucrative market for stolen fuels and oils with operators often buying back their own fuel that was pilfered by their operators and sold. While recognising that there is no single solution to the fuel and oil theft, the Diesel Guard range has proved to be very effective throughout Africa, Europe and the USA.

This is a cancer that must be halted at all costs before it permanently cripples the transport industry and as a result the rest of the economy.

Dr Louis Marais

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Is the fuel price hike affecting your business?
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 Of course with the included comprehensive reporting software, reports can be generated of all the refuelling events, how many litres are added, where and when vs. the km travelled, giving you fuel consumption figures at the click of a button. These measured figures can be compared to the financially submitted reports, to ensure that the fuel you are paying for actually goes into the tank and not into jerry cans.
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Imperial Logistics



Imperial reinvents itself for maximum client benefit

Imperial Logistics has been reinvented – and the newly consolidated group is in a better position than ever before to offer tailored solutions to boost customer competitiveness.

“We are perfectly positioned for our next step forward, which is essentially focusing not on what we can do, but what we can do for our clients,” reveals chief integration officer, Cobus Rossouw.

“Imperial Logistics’ diverse and expansive experience and capabilities extend from procurement to brand activation, and include all the logistics services in between.

“The challenge – which is also our purpose and will shape everything we do going forward – is to improve our clients’ competitiveness by customising our experience in outsourced value chain management,” he states.

The group has simplified its business and honed in on its capabilities, in order to better meet customer requirements.

This ‘reinvention’ has seen similar expertise from across various businesses pulled together into a number of new units to leverage scale and synergies and drive cost-savings and greater efficiency.

“One such consolidation merged group companies Volition and e-Logics, as well as their associated businesses, into a powerhouse of business process knowledge and technology expertise. Dubbed Resolve, this new business amalgamates all of our experience and expertise in business process and technology outsourcing, in order to bring clients a complete solution,” Rossouw elaborates.

“Resolve represents the integration of two sets of diverse but complementary skills, to provide customers with more holistic, value driven solutions.” These skills are further augmented by managed service capabilities, typically TMS services previously developed by Imperial Distribution.

Similarly, Imperial Managed Logistics was established following the consolidation of BROCO and Cargo Africa.

“The strength of this business lies in its capacity to move large load volume, day after day, through its comprehensive and well-managed national network of service providers,” Rossouw explains. “The scalability of our network offers clients a well priced, stable and reliable route to market all their products.”

Notably, the reinvention process saw the formation of Imperial Retail Logistics. Previously known as TFD Network Africa,



Cobus Rossouw, chief integration officer at Imperial Logistics



Imperial Managed Logistics was established following the consolidation of BROCO and Cargo Africa



Resolve's management team are from left: David Long, Johann van der Westhuizen, Heinrich Strauss, Cobus Rossouw and Dean Tebbutt

the company was renamed following the acquisition of RTT Essentials and consolidation of the FMCG contracts of Imperial Distribution. The company focuses on enhancing customer logistics and supply chain network capacities and capabilities through its service offering – including warehousing and distribution, logistics and supply chain management, access to and the implementation of leading technology, as well as debtor's administration and pricing.

A growth strategy with three dimensions will ensure that Imperial Logistics continues to offer its customers the best possible solutions.

Rossouw elaborates: "Today, Imperial Logistics is the only company that can take your product from manufacturing to the point of purchase. 'Get me there; sell my product; build my brand' is the catch phrase that we've coined to sum up our total, integrated, end-to-end value proposition.

"But we aren't resting on our laurels, and we aim to grow and refine our offering in order to offer our clients the benefits of new services and capabilities.

"The three dimensions of our growth strategy are new geographies, new industries and new capabilities.

"We will achieve this by effectively deploying and customising our existing skills and expertise; by partnering with other players where necessary; and through acquisitions," he explains.

Expanding on this, Rossouw says: "New geographies refers primarily to our burgeoning footprint in Africa where our strategy includes assisting clients to benefit from the mass consumerisation of Africa – largely through our integrated value offering in the fast moving consumer goods (FMCG) and pharmaceutical space.

"We moved into Africa's consumer market with the acquisition

of CIC Holdings, through which we are now operating within the FMCG industry, with a service offering that includes distributorships, merchandising, warehousing, distribution, debtors' administration and staffing solutions."

Imperial Logistics entered the pharmaceutical space with the acquisition of RTT Medical, which is one of Africa's leading pharmaceutical and healthcare supply chain service providers, adds Rossouw.

It also entered the logistics sector of the fast growing Nigerian FMCG, telecommunications and pharmaceutical industries with the acquisition of 49% of MDS, a leading logistics provider in Nigeria. The recent acquisition of mobile technology firm ForeFront Africa has seen the group further explore the mobile and telecommunications industries and ensures that they are well placed to partner with clients in leveraging the potential of mobile commerce in their value chains.

Outlining other elements of Imperial Logistics' strategy, Rossouw notes that the group is playing a growing role in the mining, construction and petrochemicals industries.

"Imperial Logistics' success over more than three decades in business has been built on our people, our real experience and our ability to do more than one thing.

"Now, with the advantage of a simplified and consolidated organisation, our focus going forward will be on customising our vast experience for the benefit of each one of our customers, in order to most effectively drive their competitiveness.

"Our goal is to be seen not as the biggest, but as the best," Rossouw concludes.

NCP Chlorchem renew chlorine contract with Cargo Carriers

Ten-year transformation strategy makes supply chain specialist the preferred choice

NCP Chlorchem will continue its eight-year relationship with logistics and supply chain specialists Cargo Carriers, via a further extension of the contract to transport chlorine from NCP Chlorchem's Chloorkop plant in Kempton Park to its warehouse in Atlantis in the Western Cape.

NCP Chlorchem is SA's major supplier of chlorine to municipal water-purification plants and the public swimming-pool maintenance market.

Given the potential hazards of transporting chlorine, Cargo Carriers' safety record is of major importance. The vehicles are fitted with cranes to facilitate the safe loading and offloading of chlorine drums from vehicle to storage area and all vehicles are fitted with safety kits to contain the risk in the unlikely event of an en-route spill. The company also maintains relationships with clean-up services nationwide, as further insurance against any emergency. Drivers have to meet strict requirements with regard to product knowledge, safety procedures and crane operation. NCP Chlorchem also facilitates training and update skills on a regular basis.

"Off the cuff, I'd say the biggest factor in renewing the contract with Cargo Carriers is their safety record," says Gerhard Painter, Supply Chain Manager at NCP. "They have a reputation as one of the top five hauliers of dangerous goods in South Africa; and are known for their ability to negotiate and mitigate the risks of potentially hazardous chemicals. And that is backed up by their track record – in eight years, there has not been a single hazardous en route incident in the transport of our cargo."

Pinpoint planning reduces costs

After safety aspects, the second-most important factor in being awarded the contract was Cargo Carriers' ability to reduce clients' costs through superior logistics, says Cargo Carriers Marketing Director Andre Jansen van Vuuren. "We have spent ten years strategically transforming from bulk hauliers into full-service logistics and supply-chain management specialists. We have upgraded our fleet, improved our B-BBEE rating from level 7 to level 4, achieved and maintained compliance with the relevant Safety, Health, Environment and Quality (SHEQ) standards and developed an industry-leading owner/driver programme." Most importantly, the company has installed world-class logistics software to manage cost-effective planning, scheduling and



prioritising of loads. In addition, on-board technology monitors driver performance and enables tracking and tracing of cargo throughout the delivery process. "Cargo Carriers are always seeking new avenues in order to reduce client costs," says Gerhard Painter. "In fact, with the renewed contract, they have managed to lower our costs – through innovation and the latest technology." The result of this ten-year strategy has been steadily increasing growth – in the past year, Cargo Carriers has also received, renewed or extended contracts with some of its major customers.

Cargo Carriers boasts "a full-service approach to client relationships". Judging by their growing client list, they deliver efficient, cost-effective supply-chain management, without compromising safety. As Andre Jansen van Vuuren puts it: "We must be doing something right..."

For more information visit: www.cargocarriers.co.za

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Combating risky driving

The majority of vehicle accidents are caused by driver behaviour and errors. Risky driving behaviour in the commercial transport and freight industry has a direct impact on an organisations fuel costs, tyre costs and other fleet operating costs, its corporate image and performance.

By not managing risky driver behaviour, businesses expose themselves to major risks as well as to unnecessary costs. Organisations which focus their management activities to influence or change risky driver behaviour through proactive initiatives not only reduce the risk and cost of unsafe driving but also improve organisational profitability.

To improve road safety it is imperative to understand and influence drivers' behaviour. The ability of drivers to identify risky or hazardous situations is an important skill that allows drivers to overcome the complex cognitive requirements caused by the traffic environment (Borowsky, et al., 2010).

The benefit of using on-board safety monitoring (OBSM) systems, such as DriveCam, to identify and reduce at-risk driving behaviour in commercial vehicle operations comes under the microscope.

Risky driver behaviour can cost a business a considerable amount of money, not only in terms of maintenance and insurance charges, but also insurance claims. Numerous studies indicate a broad range of risky behaviours that could lead to incidents, which include alcohol and drug use; excessive speed; frequent or rapid lane changes; failing to signal; following too closely; safety belt use; driver drowsiness; and driver distraction/inattention (e.g. cell phone use).

When considering driver behaviour in a fleet context, the picture may be slightly different. In a study done in the United Kingdom, the riskiest fleet driver behaviours identified are harsh braking, followed by sharp cornering, lane handling, harsh acceleration and speed. This is contrary to North America,

where speeding is the most dominant unsafe driving behaviour. (Milnes, 2012).

The World Health Organisation (WHO) lists the leading causes of road injuries as a result of driver behaviour as speed, alcohol, medicinal and recreational drugs, driver fatigue and hand-held mobile telephones. (Peden, et al., 2004).

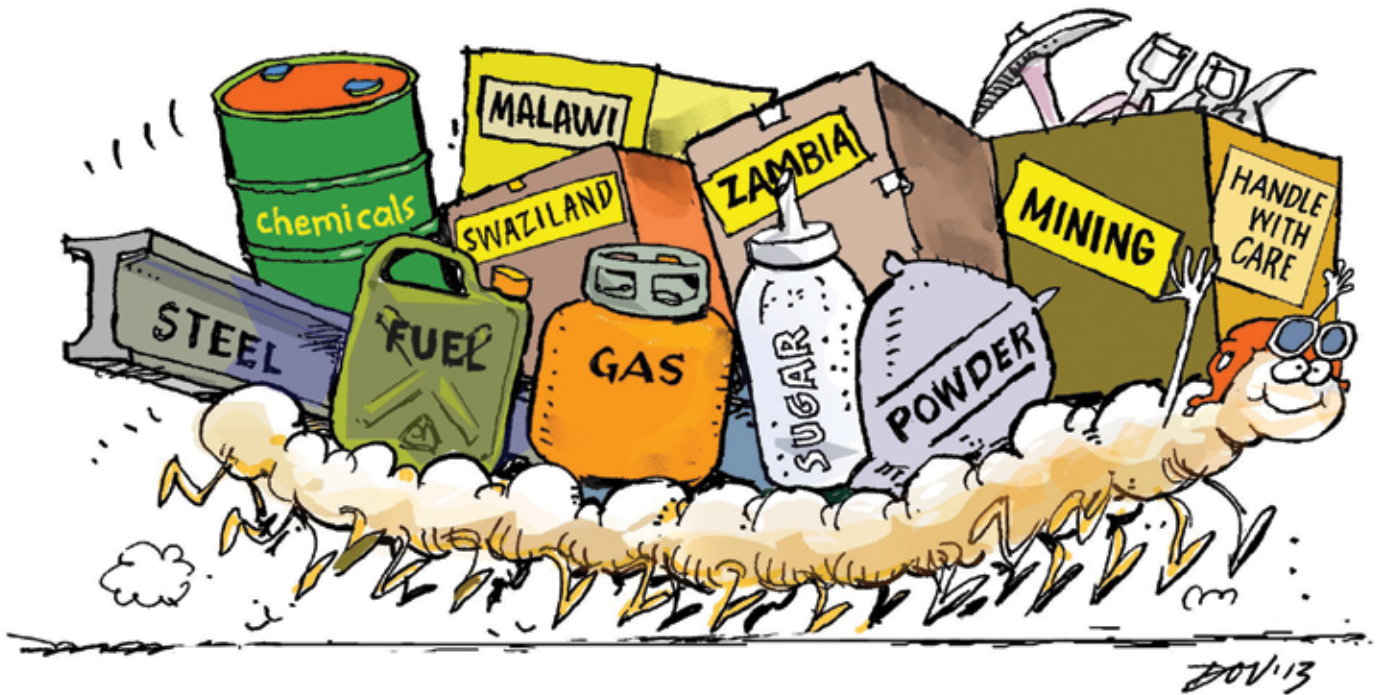
In a report on road traffic fatalities in Africa, the key driver influenced reasons for road fatalities are identified as driver attitude, impairment, distractions, braking, passengers/loads and driver distractions. (Eshbaugh, et al., 2012).

The American Transportation Research Institute indicates that a significant portion of collisions are triggered by 'at risk' driver behaviour. A Highway Safety Information System report (US Department of Transportation, 2004) identified and ranked the criticality of approximately 22 of the most risky driving acts. Most of the actions could be grouped into one or more of the following groups: inattentive driving, inappropriate lane changes, failure to observe traffic signals, following too closely, unsafe braking and driving under the influence of alcohol or drugs.

The South African situation

Road accident statistics in South Africa are compiled by the Road Traffic Management Corporation (RTMC). The last available accident crash statistics report states that contributory factors to South African fatal crashes are human, vehicle or road related. (Road Traffic Management Corporation, 2011).

The major human contributory factor is 'speed too high for circumstances'. Other major contributory driver behaviours are unlawful/ unsafe overtaking, turning in front of oncoming traffic, disregard of traffic signals, following too closely, intoxicated



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driver, driver fatigue, illegal U-turns and unsafe reversing. Together, these driver behaviour related elements accounted for 58.24% of fatal crashes where human factors were the major contributory factor in 2011.

The 2010 Road Traffic Offence Survey (Road Traffic Management Corporation, 2011) determines the critical offences that mostly contribute to the occurrence of road crashes in South Africa. The most critical driver related behaviours are identified as speeding, traffic signal offences, overtaking across the barrier line, alcohol levels, driving licences and the wearing of seatbelts.

An analysis of selected South African transport organisations by the University of Johannesburg revealed the top ten riskiest driver behaviours as (in order): harsh braking and aggressive accelerating; driver unbelted, driver distractions; not looking far enough ahead; sharp cornering; following too close; disregarding traffic signals; speed policy violation; judgment errors; mirrors not checked and driver fatigue. It is evident from the above that the riskiest driver behaviour in South Africa demonstrates very similar patterns to driver behaviour elsewhere in the world.

How can technology help?

Onboard technology like DriveCam directly monitors whether drivers are speeding. This can be set to be triggered as drivers exceed predetermined speeds in specific areas. Multiple limits can be set to measure speeding in different speed limit areas.

The technology can therefore identify drivers who regularly exceed the speed limit and coach them accordingly. Competing recording systems only allow single limits to be set. Lane handling, sharp cornering and unsafe braking and acceleration will typically be picked up by the system when drivers swerve out of the lane, take a corner or brake in an unsafe manner and unusual lateral or forward vehicle movement will trigger an event.

Through specifically designed algorithms, the system allows for intelligent event activation, thereby ensuring that the individual vehicle parameters filter non-relevant incidents and only identify relevant risky driver behaviour. Unsafe lane handling, sharp cornering and unsafe braking and acceleration practices are directly identifiable by the system and can therefore be incorporated into the associated coaching regime.

Failing to signal, following too closely and failure to obey traffic signals where incidents such as collisions, swerving to

miss unseen vehicles, harsh braking, etc. occur because of the failure to signal appropriately, following too closely or failure to obey traffic signals, these will trigger a red flag.

From the footage available after such an event, the failure to signal appropriately will be clearly identifiable and therefore manageable. DriveCam's unique advantage in this regard is that footage is sent directly to an analysis centre where specially trained analysts diagnose the event and provide management with collated reports. This implies that transport managers are not required to scrutinise excessive data recordings to identify event triggers.

Risky driver behaviour not only increases the probability of road traffic accidents, it directly impacts organisations fleet operating costs, its reputation and performance. A literature review of international and South African research studies identified a broad range of risky driver behaviour.

The impact of risky driving behaviour on businesses is substantial. Inefficient and unsafe driving habits increase vehicle operating costs (e.g. higher fuel consumption and maintenance costs), insurance costs (i.e. increased risk profile), claims and accident related pay-outs and damage corporate image.

Through its intelligent activation and unbiased analytics, the system is able to identify key risky driver behaviours and create perceptive driver risk profiles. This risk management solution enables organisations to focus their efforts on managing only frequent offenders and the riskiest driver behaviours.

The system thus helps to proactively reduce liability, property damage and workers compensation costs. DriveCam reduces a firm's financial exposure in the event of a collision by providing unbiased evidence to assess and manage exposure.

The video evidence also protects firms against fraudulent claims, exonerates drivers and provides them with added security whilst driving, particularly as drivers are also able to manually activate the system.

The technology also significantly reduces fleet operating costs by fostering improved driving behaviour that improves fuel efficiency; cuts vehicle maintenance costs and improves operations by ensuring vehicles are kept on the road where they generate revenues.

Ross Luke and Gert Heyns

MAN launches trucks to go

Quest for better efficiency spurs demand for purpose-built trucks

Medium-haul heavy-duty trucks form an integral part of South Africa's road freight industry, working closely with long-haul vehicles to deliver cargo cost-effectively and reliably.

The ongoing quest for improved supply-chain efficiency has spurred demand for medium-haul trucks that are purpose-built to cater for specific haulage applications.

As business activity in southern Africa ramps up, transport operators are securing contracts that demand swift deployment of vehicles. Any delays in fielding the necessary vehicles could result in the annulment of a contract and consequent financial disaster for the operator.

Typically, a truck will leave the factory as a chassis-cab unit and then move to a specialist truck body-builder before reaching the customer, a lengthy process that could deprive an operator of a contract.

Addressing this need for ready-for-duty trucks, MAN Truck & Bus South Africa has launched a range of rigid-chassis freight carriers that roll off the showroom floor already equipped with an array of truck bodies to suit a number of heavy-duty medium-haul trucking applications.

MAN's Trucks to Go solution effectively 'cuts out the middle man', allowing truck buyers to deploy their new vehicles immediately.



MAN Truck & Bus has chosen specific truck body-builders to manufacture and fit bodies of good quality with favourable consignment stock terms and conditions in order to remain flexible to market trends and keep the vehicle prices as low as possible.

To kick-start the Trucks to Go programme, three vehicle models have been selected from the MAN and Volkswagen stables, namely the MAN CLA 15.220 4x2 BB, the VW Constellation 13.180 4x2 BB and the VW Constellation 15.180 4x2 BB, all fitted with 'day' cabs and chassis-standard equipment.

All three robust derivatives are equipped with drivelines and suspension systems specifically designed for haulage duties in arduous conditions.

Linked to these models are three available body types which include standardised drop-side, cargo-van and tautliner/curtainsider bodies.

These bodies range in lengths from 6.2m to 7.5m (internal) with legally achievable payloads of approximately 6.5 to 8.5 metric tons and internal volumes of approximately 36 to 44 cubic metres, which caters well for both payload and volume-type operations in the heavy commercial vehicle distribution segment.

The available mix of vehicles removes a significant amount of the complexity in vehicle and body selection for customers and salesmen alike, by providing a logical spread of complete vehicle options to meet operational requirements.

The Trucks to Go range will enjoy full support from MAN's extensive South African dealer network.



Integrated Rapid Public Transport Network

eThekwini IRPTN project good to go

Good news for the people of eThekwini is that the Integrated Rapid Public Transport Network (IRPTN) project is rolling out on schedule. The IRPTN will be a flexible, high performance rapid transit system that combines a variety of physical and operational elements into a permanently integrated transport system.

Head of the eThekwini Transport Authority (ETA), Thami Manyathi said: “Durban joins a number of other cities around

the world that use IRPTN systems, such as Curitiba, Singapore and Bogota. Part of our objective as the ETA, is to promote transport that is universally accessible to all of Durban’s citizens.

World class cities have world class transportation systems. London, Hong Kong, New York... these cities long ago recognized that infrastructure investment is critical to the sustainability of a region, and the standard of living for its citizens.

The IRPTN is identified as one of the key pillars that are integral to the stimulation of economic growth now and in the



Thami Manyathi, head of the Integrated Rapid Public Transport Network at ETA with Mabuyi Mhlanga, IRTPN programme manager



A graphic presentation of the route the corridor will take

future. Initially citizens will see the development of high quality public transport linkages between Bridge City, Durban Central, Pinetown, Umlazi and Umhlanga.

The aim is to provide seamless transfers across transport modes, by creating ease of access at stations and precincts, and by using electronic ticketing and providing passenger safety and security. The design of the IRPTN Stations and station precincts will create a focal point for communities, as well as for new, and more sustainable economic development.

The initial programme includes the design stage for the stations, station precincts and park and ride facilities and includes the planning and design in each station precinct such as improved lighting, signage, landscaping, street furniture and sidewalk and road design. The design also involves the provision of facilities for Universal Access.

The IRPTN will see the establishment of nine transport corridors linked by various modes of transport (Bus, Rail and Taxi) across eThekweni by 2020. The provision of transport is intrinsic to the creation of a vibrant, liveable and sustainable city in line with the City’s vision which is that by 2030, eThekweni Municipality will be Africa’s most caring and liveable city.

The real purpose of transport planning is the provision of access to work, social facilities such as education, hospitals, as well as including goods and services.

The IRPTN is aimed at providing affordable and accessible public transport to eThekweni citizens and to not only connect different areas around the city but also to provide transport services to areas which have previously not been serviced to fully incorporate a sense of community in the City. The IRPTN aims to deliver:

- Upgraded fleet, facilities, stops and stations.
- Extended hours of operation (16-24hrs).
- Peak frequencies (5-10min) – Off peak frequencies (10-30min).

- Full Universal Access (special needs and wheel chair access).
- Safe and secure operations monitored by Control Centre.
- Electronic fare integration when making transfers.
- Integrated feeder services including walking / cycling and taxi networks.
- Integration with metered taxi services and long distance intercity services.
- Car competitive options and alternatives – to enable strict peak period car use management.

The key focus for the IRPTN at this particular stage is Phase 1 which is prioritised around four critical corridors including rail. It is expected that Phase 1 of the IRPTN will be completed by 2020. The Phase 1 network will accommodate approximately 25% of the Municipality’s total trunk public transport demand on road based IRPTN services with a further 40% being accommodated by the trunk rail network as part of Passenger Rail Association of South Africa (Prasa) implementation plans. This approach ensures recognisable benefit to the maximum number of users in the shortest period of time for the given level of investment required.

Of the 190km of road based trunk corridors, 60km are planned for the Phase 1 implementation of the network by 2015.

Phase 1 will comprise of three Bus Rapid Transit (BRT) routes and 1 rail corridor.

The three BRT routes are: C1 Bridge City to Durban CBD, C3 Bridge City to Pinetown, C9 Bridge City to Umhlanga Corridor and the rail corridor: C2: Bridge City and KwaMashu via Berea Road to Umlazi and Isipingo.

The city to hopes to deliver through the IRPTN that 85% of all residents will have access to safe, affordable and quality scheduled public transport.

It hopes to provide opportunities for densification, mixed-use and transit oriented development to reduce need for travel, and promote the emergence of a world class city and to inspire a wave of architectural renewal, which will result in urban rejuvenation and revitalisation of run-down areas.

Through the large scale of the project and the time lines it will also create jobs and assist in the alleviation of poverty in the province.

The IRPTN is exceptional in its vision, to have a fully integrated system for its citizens.

This will create the ability to travel seamlessly between modes of transport with electronic fare system.

Various upgrades will enable faster travel times and organised infrastructure will allow for efficient routes along corridors and from feeder routes into the precincts.

The safety and security, regular routes and accessible travel for all, including those who are deemed as needing Universal Access- will be accommodated.

Although the entire project will take many years to complete, it is an environmentally, economic and societal driven sustainable system that will used for years into the future, becoming one the lasting legacies created for the future in this country.



It's all in the service

With the growing success of the UD Trucks brand the need for an 'on the ball' dealership has developed to facilitate the expansion with proper after-sales services. *Road Ahead* caught up with Brian Koch, manager at Magnis Trucks Pretoria East for the recipe to their ongoing success.

UD Trucks Magnis Pretoria was established in 1968 by the Messina Mining Group, later acquired by the Imperial Group in 2000, to provide trucks specifically in the commercial vehicle market.

Magnis' impressive Pretoria East facility, which was developed at an investment cost of R40 million, opened its doors at the beginning of the year. The company also has dealerships in Samrand (Gauteng), Bloemfontein (Free State) and the booming region of Richards Bay (KwaZulu-Natal).

How have the needs of fleet managers changed over the years?

With the advancement of technology not only in vehicles but also in the support and management of vehicles the fleet managers' role has evolved into a far more sophisticated one. We have seen that as in all business today the cost pressure is most probably the prime concern for the fleet manager, who is adopting a far more holistic view of what it costs to own, operate and maintain a fleet of vehicles. Some are even looking beyond owning vehicles, utilising other financial offerings such as operating leases, rentals etc.

The fleet manager in essence today is looking at the life cycle cost of the vehicle, so the purchase price, cost of maintenance, repairs and more importantly the fuel efficiency of a vehicle and then also looking to which supplier can provide the service and support to ensure the maximum uptime for his or her fleet. At the end of it all the resale value of the vehicle also plays a role to ensure the lowest life cycle cost of a vehicle. In order to manage this the gathering and keeping of good records allows them to react quickly to prevent any unnecessary costs

How have levels of service improved over the years and which lessons have been learnt?

Service in the truck business is about only one thing, uptime. We are always striving to ensure we have good parts availability to be able to deal with any problems that transporters may face. We believe that while every effort is made to ensure we get the vehicle back on the road as soon as possible, communication with the customer is often forgotten and is key to ensuring a good relationship with customers. It goes without saying that the quality of workmanship of parts are critical thus a skilled well trained workforce are the key drivers in service today. As vehicles get more complex so we must also adapt to keep them on the road.

Are you happy with the levels of growth of UD Trucks in South Africa and what are the keys to the successful re-branding process?

UD trucks have had a long history in South Africa and since the name change in 2010 has continued to be a major player in the market. We have attained the number one spot in the highly competitive HCV segment of the market. As with all players in the truck market, products are revamped and replaced from time to time. UD Trucks launched the new generation Quon in 2012 and will - over the next few years - revamp the entire model line-up to ensure we remain a leading player in this industry. The new brand has also allowed us to align the brand internationally and we now share a common brand message and promise all across the globe.

Richard's Bay continues to impress as a business hub of the East Coast, an area where you have embedded a sizable footprint?

Richards Bay is one of the fastest growing industrial areas in



South Africa. The economic vibrancy of the town made possible by rapid foreign investment since the late 1970s transformed Richards Bay from a tiny fishing village to one of the fastest growing industrial nodes in South Africa. Existing multinationals who have invested in the area include, inter alia, two aluminium smelters, Hillside and Bayside Aluminium are operated by BHP Billiton, Richards Bay Minerals, Foskor, Tata Steel and Exxaro. Processed and intermediate materials available in the Richards Bay area are: titanium products comprising ilmenite and rutile grades of titanium, high purity pig iron and zircon, timber comprising aluminium ingots and alloyed billets, and chemicals comprising sulphuric acid, phosphoric acid and granular phosphoric fertilisers.

The port of Richards Bay is the leading bulk cargo port and handles coal, wood-chips, ferro-alloys, chrome ore and alumina. It has one of the biggest coal terminals in the world and is the largest port in South Africa, with total land and water surfaces of 2 174 hectares and 1 443 hectares respectively. To date only half of that land has been developed. The Port of Richards Bay has the potential to develop over time into

one of the largest global ports by expanding up the Mhlathuze River floodplain.

What plans do you have in place to expand into Africa without losing your shirt with rising costs?

UD Trucks Southern Africa has the responsibility for around 18 countries in Africa and we are going to use the new products to be launched as a strong base to play a role in Africa. These products will have been developed specifically to suit the emerging markets. The trick to doing well in Africa is to work with good partners who understand that as in South Africa, the other developing countries need high levels product support for them to be able to grow and develop in the best possible manner. There is no substitute for a well-equipped well stocked, well trained dealership with appropriate product backed by a strong regional and international structure to ensure the wheels continue turning. This is what we are striving for in Africa.

Sam Saunders



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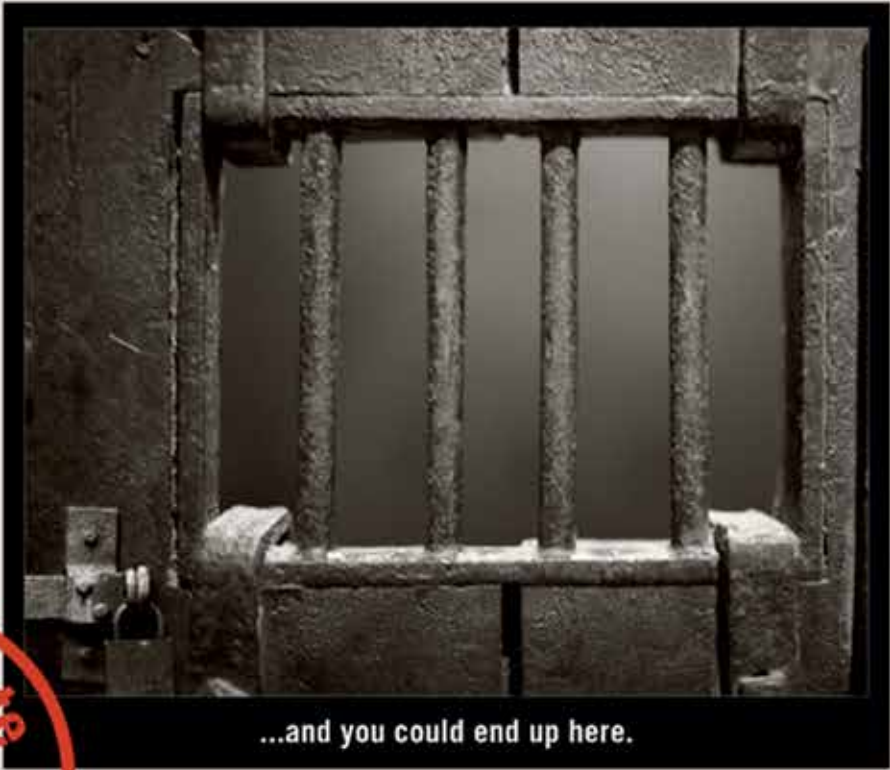
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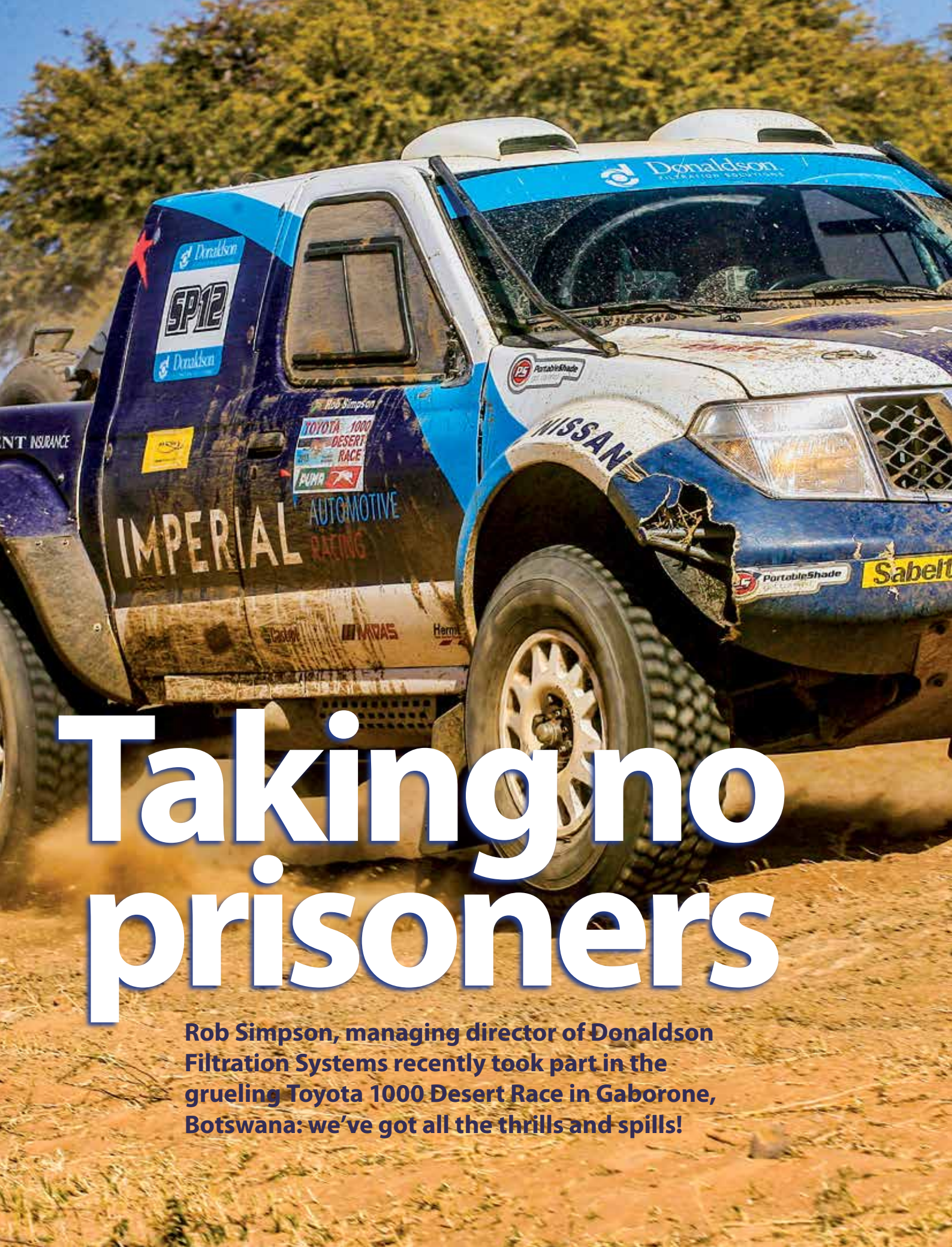
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Taking no prisoners

Rob Simpson, managing director of Donaldson Filtration Systems recently took part in the grueling Toyota 1000 Desert Race in Gaborone, Botswana: we've got all the thrills and spills!

He was approached by the Regent Racing team to navigate alongside former national champion Archie Rutherford. Not one to back down from a challenge, Simpson took up the task without hesitation as he provides first-hand insight into his experience in the hot seat.

I had the privilege of joining up with the Regent Racing team for the desert 1000 cross country event in Botswana and was to be the designated navigator for Archie Rutherford driving a Nissan Navara, special production vehicle number SP12.

Fortunately Archie is a seasoned campaigner and a great driver which enables him to more than compensate for poor navigation advice, but I think even he was in for a tough weekend!

Before providing some anecdotes on my first Donaldson cross country racing experience let me first confirm that this unique experience, as a sponsor in a car provided valuable insight and an increased appreciation of the sport, more than I had gained in all the previous years of spectating.

Participating in documentation, drivers briefing, registration and testing provided a deeper understanding of all the work that goes into each event. Issues such as route selection, navigation books, GPS readings, safety, crowd control, media briefing, marshal points and timekeeping are just a few examples out of the myriad of tasks that get taken care of by the association, with absolute professionalism. It's no wonder this is the premier form of motor racing, and the benchmark to other forms of motorsport in South Africa today.

So back to the racing, firstly I needed some basic understanding of the navigation book, enter Gerhard Schutte who carefully explained how to interpret the instructions in conjunction with the odometer distance readings and the GPS track route.

The first thing that struck me and still tickles me is that in the reference legend they actually bother having a symbol for rough roads, come on guys you got to be kidding!

Gerhard was very patient and helpful and went through all the details with me, not sure how he expected me to remember all of this at 150km/h with a 90 degree left coming up. But hey he said I was doing ok and despite some banter about old dogs and new tricks, he thought I was trainable.

So onto the qualifying prologue, where at the start I promptly read Archie his first instruction which went something like; 1000 km, follow route no further instructions. Archie has a great sense of humour so thought that was quite funny, little did either of us know that perhaps the statement would prove to be largely true.

We had a pretty good run on the prologue (well at least Archie did), I was blurting out calls faster than my brain could process the combined rush of speed, dongas, turns and distance readings which were flying in from all angles. I reckon in all my blabber I was getting about one in three calls right, and on top of that Archie could not predict which one in the cycle of three he could actually rely on.

With the prologue out of the way we eagerly awaited race morning. One good thing about the prologue is that the field





Rallying



is separated so you pretty much have a clear field of vision for most of the 60km route.

Well, the first wake-up call and lesson came early on race day. Wholly Molly! We had about 20 cars starting within a two minute split and SP12 was somewhere in that mix. I experienced everything per the prologue but this time in the thickest dust imaginable. In filtration terms we talk of zero visibility at a dust concentration of about 1000mg/m³ and I understood the theory of this and related filtration requirements.

What I had not signed up for was to experience these same conditions at 120km/h where I was somehow responsible for not only making the call on our next turn but also providing accurate info on how far away that turn was. With my nose firmly pasted in the book, top concentration and a very serious look on my brow it was not long till I started feeling a little queasy.

Fortunately someone had shoved some ginger sweets in my grubby paws before the start and murmured something about; take these when you are in the car, they will help with nausea. What they neglected to point out is how one is supposed to extradite these gooey sweets from a plastic wrapper whilst doing 120km/h in an industrial washer! You have more chance of picking yourself up by your own feet!

After what felt like an eternity, (and I might add several missed turns), I desperately popped a much needed ginger sweet into my chops, but by this time my constitution was having none of it. So it was here at about 60km into the race that Archie got one of his final instructions from me, which sounded something like Bruuuughhhhh! Needless to say I went quiet for a while and was most put out when Archie actually started driving better without me.

After a while I did make a recovery and things got better, or should I say less messy, in the car. In my humble opinion, I did make some correct calls and although there were some anxious moments we finished the 500km route having spent about eight hours racing.

Within that I have many great moments but my biggest take away is that of respect. Respect for the drivers and navigators of all the teams who manage to hold their concentration through extended hours of racing in some of the harshest racing conditions you can think of.

Knowing that one slip up in that time could cost you the race or damage the car is something you have to experience to appreciate. In addition what those vehicles go through and the obstacles they are capable of tackling at high speed is simply amazing and a testament to some great engineering in conjunction with dedicated design and service crew.

Having sat in another vehicles' dust for extended periods, one thing I do know is that Donaldson products are proving their worth in one of the dustiest, roughest and harshest environments you can think of.

So would I do it again? ...let's think, actually no thought required. A big definite yes; it may not all be pure thrilling fun but the experience is that unique, that satisfying, something that resets all the senses, making you want to grab life and live it at an even higher pace. It's one of those opportunities you just have to grab when it presents itself.

Till next time, keep it tidy and stay on route.

Rob Simpson

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NBCRFLI COMPLIANCE ADMINISTRATION & ENFORCEMENT

SAFEGUARDING THE ROAD FREIGHT & LOGISTICS INDUSTRY THROUGH ONE OF OUR VALUE ADD SERVICE OFFERINGS

One of the key mandates of the **National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)** is to provide an effective service to road freight and logistics industry stakeholders, thereby contributing to labour stability. One of the main components of this service is that of Compliance Administration and Enforcement.

What is the key role of the Council's Enforcement function?

- Council administers and enforces the provisions of all its collective agreements.

What are the typical activities undertaken by Compliance Administration to ensure that it carries out its mandate?

- The Council aims to ensure that the provisions of the Council's Agreements are complied with by all Industry stakeholders.
- The designated agents, who are appointed by the Minister of Labour, help to promote, monitor and enforce compliance with any Collective Agreement concluded in the **NBCRFLI**.
- They achieve this by, among other things, conducting regular educational inspections.
- This helps to decrease the number of member complaints as well as the non-payment of returns.
- There are two types of enforcement that designated agents deal with:
 1. Complainant cases
 2. Non-payment and/or short payment of returns

Compliance Administration & Enforcement play an essential role in calling members to honour the stipulations of the Collective Agreements, thereby ensuring that the Industry operates equitably and effectively.

For further information, go to www.nbcrfli.org.za or contact your local designated agent.



NBCRFLI

National Bargaining Council for the Road Freight and Logistics Industry

Your Road Freight Partner.

www.nbcrfli.org.za



NBCRFLI KEEPS MEMBERS IN-THE-LOOP WITH NEW MOBI APP

On 18 September 2013, the **National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)** launched its first ever mobile application (mobi app) which is geared to keep all its members up-to-date with Council news and information, without the need for continuous internet access. With a large percentage of the Council's members being on the road, the app enables them to check Council-related information at any time of the day.

"We are extremely proud about the development of this new offering for our members," says Famida Rahman, Chief Funds Administrator. "The new mobi app, which has exactly the same information as the **NBCRFLI** website and is highly user-friendly, was inspired by the fact that a number of our member employers/employees might not have access to the internet on a continuous basis."

The mobi app is easily downloaded from the following link: www.nbcfrli.mobi/install. Please follow the step-by-step instructions and choose the required download for either your smartphone, iPhone, Blackberry or Android phone.

"Keeping members up to date with Council news and requirements is part of the support and high level of service we strive to offer the industry, thereby helping to ensure their satisfaction," explains Rahman.

Should you experience any issues with the mobi app, please contact us on mobiapp@nbcfrli.co.za.



OTHER VALUE-ADD SERVICES OFFERED BY THE COUNCIL

Improved Benefits Structure for the Wellness Fund Health Plan

From 1 July 2013, the Council began offering its members added benefits through the **NBCRFLI** Wellness Fund Health Plan. The Health Plan now entitles principal members, together with one spouse, to the following improved benefits:

- **Accident Casualty Benefit** where emergency treatment limit **increased** from R7 500 to R10 000 per injury per person per annum.
- The **number of GP Consultations** has **increased** from 4 to 5 consultations per person per annum.
- The **Hospital Cash Back Plan** of R250 per day hospitalisation has been **upgraded** to the **Hospital Benefit** where:
 - In-patient costs are covered to a maximum of R50 000 per incident where the injury sustained is due to an accident.
 - In the event of an unavoidable private hospital stabilisation due to emergency before transfer to a public hospital, the benefit is limited to R15 000 per incident.
- Benefits on optometric examinations, acute medication, chronic medication, basic radiology, basic pathology and dentistry remain unchanged.

Current membership cards are valid for these upgraded benefits provided you are still employed in the road freight and logistics industry and your monthly contributions are up to date.

Free online training

In January 2012, it became mandatory for all employers to submit their D-forms via the Council's e-business online service, www.nbcfrionline.org.za. The **NBCRFLI** is offering free training to all its members who need guidance on how to work with its online system. This value-add service offering is in line with the Council's mandate to look after the needs of its employer and employee members.

Please contact your local Council office to organise for one of our agents to provide training at your offices at a time that is convenient for you.

STOP POURING MONEY DOWN THE DRAIN

Recycling washbay water will dramatically reduce municipal water consumption by up to 90% and increase your bottom line.

It makes sense that a dramatic reduction in water consumption will reduce costs and increase your profit. Water rationing and increased tariffs are looming throughout South Africa which will negatively impact your bottom line.

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Handling with care

Imperial Logistics Group Company, Tanker Services, is accredited by the International Cyanide Management Institute (ICMI) as the only transporter in Southern Africa and continues to excel as one of the region's premier haulage companies for sensitive materials. We chat to Divisional Chief Executive Officer, Lucky Maluleke to discover the secret to their success.

Their success comes on the back of silver awards at the 25th annual Logistics Achiever Awards - for projects that are driving the competitiveness of several of the country's leading blue chip organizations.

Road Ahead catches up with divisional chief executive officer, Lucky Maluleke, for more on Imperial's Tanker Services and the stringent ICMI qualification process, together with an outlook for 2014, with hopefully the worst of the recession behind us.

What criteria had to be met to qualify for ICMI certification?

The Code is a comprehensive industry programme which assists the gold mining industry stakeholders with improving cyanide management practices.

The comprehensive criteria relating to transporters of cyanide is broadly made up of the following:

- The transport of cyanide in a manner that minimises the potential for accidents and releases.
- Interim storage of the product.
- The design, construction and operation of cyanide transshipping depots and interim storage sites to prevent releases and exposures.
- Emergency response to protect communities and the environment.

What does this certification really mean?

The International Cyanide Management Code is a voluntary industry programme for companies involved in the production

of gold using cyanide, as well as companies producing and transporting this cyanide. Adherence to the Code aims to reduce the potential exposure of workers and communities to harmful concentrations of cyanide. It further intends to limit releases of cyanide to the environment and to enhance response actions in the event of an exposure or release.

Certification means that cyanide producers and gold mining companies (in Southern Africa) who are signatories to the Code would only utilise the services of signatory transporter companies such as Tanker Services for the transportation of cyanide. Failure to do so will result in these organisations losing their 'full compliance' with the requirements of the Code. It also means that Tanker Services is able to maintain international safety standards and hopefully this indicates that safety is fundamental to how we deliver world class service to clients.

How will you benefit from being the only accredited transporter in Southern Africa?

This in many ways will help us to maintain a competitive position by offering current and future clients superior service and peace of mind knowing that their products are transported and stored in a safe manner. The rapidly expanding gold mining activities in Southern Africa coupled with the current inclination to switch from cyanide briquettes (solid form) to cyanide solution should result in steady and sustainable growth for Tanker Services in the mining industry.

Are you able to rate the company's outlook for the next year?

Our Business, like all other South African companies, is



driven by the economic growth of the country and the last two years were tough for business in general. We do expect 2014 to remain challenging and the competitive environment will persist. Tanker Services continue to enhance the value we add to most of our clients, especially on being a safe and responsible transport company and this we hope has strengthened our relationship with clients. As we continue to provide value adding solutions to our clients, this will become the basis on which we can sustain our performance for 2014.

What were some of Tanker Services most memorable achievements in recent years?

We received an accreditation from RTMS (Road Transport Management System) in 2012, which is a self-regulatory body supported by the CSIR and Department of Transport, dealing with road safety standards. Tanker Services went through a very rigorous safety audit and were successful in meeting all the qualification criteria.

We also recently (September 2013) received a Logistics Achiever Award (together with our client, Shell SA) in recognition for developing a world-class HSE (health, safety and environmental) practice for them (Shell SA). Tanker Services was able to address the escalating number of spillages and contaminations occurring at Shell's fuel loading and off-loading points. Driver training and an innovative health and safety initiative formed part of this intervention.

What sort of interventions did Tanker Services put in place?

Several interventions were undertaken to reduce the number of spillages, contaminations and accidents, including root cause analysis. A comprehensive programme was then launched to identify, correct and monitor future problems. To address driver errors resulting in spillages and contaminations, Tanker Services

operating company within Imperial Logistics, implemented refresher driver training for Shell SA. Delivery lines and hoses were also colour coded, to assist drivers in selecting the right delivery line. Job observation was increased and consequence management enforced. Training was given top priority. The driver-to-trainer ratio was improved to 25:1, with a focus on remedial training and in-cab evaluations every three months for new drivers and every six months for those with more experience.

Dangerous goods, product handling and defensive driving training courses were implemented and underscoring drivers were required to attend remedial training. Further interventions included the introduction of a health and safety initiative whereby drivers would be compensated for delivering a load safely. In addition, the entire depot team received additional compensation when the depot achieved an incident-free month.

A dedicated HSE Officer was appointed at every operation, to ensure a focus on these initiatives. Journey plans for all trips within a 12-hour shift were drawn up, as well as Route Risk Assessments for trips requiring a sleep over. These identified authorised stops for vehicle checks every two hours of driving, and authorised sleepover points, where necessary. The identification of 'black spots' (permanent hazards such as hijacking spots and high accident zones), and 'red spots' (temporary hazards such as road works and deviations) assisted in providing quality briefing and de-briefing sessions to drivers.

By identifying HSE problem areas and applying innovative corrective measures, Shell SA, in partnership with Imperial Logistics' Tanker Services division has successfully produced an example of world class HSE in practice. Processes and attitudes have been successfully changed to create a committed team that understands the value of HSE and applies this knowledge to every aspect of its business.

Please identify some of the key improvements?

Five year comparative incident records reflect a clear improvement on all types of incidents that occurred as a result of non-conformance. The most notable outcomes include a significant reduction in spillages and contaminations. Outlining these results, the spillage ratio per thousand deliveries was reduced from 1.32 to 0.21 from 2008 to 2012. The accident ratio has been reduced from 2.8 per million in 2008 to .96 in 2012. The success of this undertaking is also reflected in several awards in the field of HSE, including Shell SA Driver of the Year Awards, Shell SA HSSE Improved Depot and Total SA Top Contractor.

Finally, take us through some of your main goals for the rest of the year and looking towards 2014?

Our main goal focuses on shareholder, employee and customer value. We will continue to maintain businesses that provide sustainable returns for our shareholders and to support this employee skills improvement (training and development) is fundamental. We have commenced with excellent safety initiatives for our customers the past few years and these efforts will continue into 2014. We will focus on standardisation of our best practices to all our operations to benefit all our clients.

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Meeting the challenges

Transporting goods by road is becoming increasingly challenging with rising costs and maintenance concerns, but there are ways to address some of the issues, writes Neil Henderson, CEO of Barloworld Transport Solutions

The proportion of commercial freight tonnage transported by road in South Africa has steadily increased over the last ten years to approximately 89% today. This increase is mainly due to fluctuating and increasing needs of South Africa's supply chains and a number of challenges faced by the national rail operator such as low service levels, lack of flexibility and capital investment delays.

This puts an enormous strain on the road infrastructure, much of which is already in a bad state of repair, and results in increased traffic congestion, and higher vehicle maintenance costs. The impact of this is an increase in travel distances resulting in longer turnaround times reducing overall supply chain efficiency. According to the National Planning Commission, 20% of the paved road network is currently classified as being in a 'poor' or 'very poor' condition.

Other transportation challenges include volatile fuel prices, toll costs, stricter carbon requirements, lack of policies, poor co-ordination among government departments and their agencies, offloading turnaround times, and delays at border points. Loading and offloading turnaround times often exceed four hours for a linehaul vehicle, while delays at Beitbridge and Chirundu averaging 24 to 48 hours heavily impact on cross-border turnaround times.

Cross border facilities have not kept up with the massive increase in fleet activity over the past five to ten years. Factors such as the lack of standardisation of documentation between regional governments and authorities, lack of integrated documentation systems, little to no incremental investment in facilities, little upskilling of staff and an insufficient number of officials, impact on the efficiency of these border posts.

In addition, the scarcity of skills, particularly in areas such as qualified drivers and technicians, has an impact on vehicle

operating costs, accident rates, fuel consumption, vehicle downtime and lifespan. Training costs, increased pressure for higher wages and related labour unrest also impact on the costs and efficiency of road transportation in the country. Of the licensed truck drivers who apply to us for positions, 92% to 94% do not meet our minimum requirements.

All of these factors are contributing to rising logistics operating costs. The CSIR's 9th annual State of Logistics Survey for South Africa 2012, says the contribution of transport costs to overall logistics costs in 2012 was 61%, the highest it had been in nine years and far higher than the global average.

There is a general call to shift freight from road to rail, especially for bulk transport, to reduce carbon emissions and bring down costs. To achieve this, an inter-linked rail and port infrastructure supported by road, is required. More inland port terminals and integrated systems to enable cargo to be moved quickly and efficiently between road and rail are also needed.

But to achieve these goals will require a lot more impetus on the part of government to deliver on its commitment to allocate appropriate capital to infrastructure development. According to the National Planning Commission (NPC), 96% of South Africa's exports are conveyed by sea, which underlines the importance of the country's ports.

Some 34% of the country's GVA - a productivity metric that measures the difference between output and intermediate consumption - is concentrated in Gauteng, which is a considerable distance from the ports, according to the NPC.

Many of the challenges mentioned here are beyond the control of transport managers. However, measures can be taken to mitigate risks such as the rising cost of carrying inventory, and cargo imbalances that result in millions of rands wasted on empty return trips.



Leading transportation companies are addressing some of these issues by optimising vehicle fleets, using more fuel efficient vehicles, implementing strategic route planning, advancing driver training programmes and investing in appropriate technology. This integrates these activities and provides a more holistic information platform to proactively manage and optimise the entire logistics process. An efficient transport management service can cut transportation costs by 10% to 20% by transforming and optimising the entire distribution network.

Companies are going to find themselves under increasing pressure to optimise their logistics infrastructure and processes in an environmentally responsible way. Transport is responsible for about 11% of South Africa's total greenhouse gas emissions and is the biggest area of logistics that affects the environment, but it is one of the easiest components to address strategically.

For example Barloworld Transport Solutions' aerodynamically designed Green Trailer, a superlink taut liner trailer combination significantly reduces the amount of fuel it uses through practical innovation. A research exercise conducted on the N3 between Johannesburg and Durban showed that when the Green Trailer travelled at a constant speed of between 70 and 80 km/h almost 11% of fuel was saved. This translates into a reduction of 66.8 tons of carbon dioxide emissions over a ten-month period.

A number of other worthwhile green innovations are available such as CAST-CO₂, which calculates the environmental impact of any supply chain by calculating the carbon footprint and carbon

cost. Smart trucks, which are based on Performance Based Standards (PBS), aim on improving the overall performance of extra-heavy vehicles. These vehicles are currently mainly used in "off-road" applications e.g. the timber and forestry industry.

Smart trucks provide improved stability, reduce the number of vehicle trips, require fewer trucks on the road, improve transport productivity, reduce carbon emissions and significantly reduce road wear. These vehicles are typically longer and carry heavier loads than other trucks (however, still within the allowable mass per axle), and are therefore limited to travelling on certain roads. The underlying Performance Based Standards on which these trucks are based allows vehicle designers to use the latest innovative design techniques.

Sixty smart trucks are currently in operation in SA, with 30 more in the process of being designed and approved. To operate smart trucks requires special permits issued by the Department of Transport (DoT).

Another practice that is gaining traction in overseas markets among manufacturers is reshoring, which entails sourcing more product locally, to reduce the number of kilometres travelled to transport goods to their destination and reduce carbon emissions. One of the positive spin-offs of reshoring is that it creates more local jobs and improves the National balance of payments. According to MIT's Forum for Supply Chain Innovation survey on reshoring, nearly half of the manufacturers in the US are considering following this practice and it is also catching on in Europe.

Battle of the Titans

The SUV challenge is back by popular demand, and we have lined up three more of South Africa's best selling cross-over vehicles. The re-vamped Toyota Rav4 squares off against the best selling Nissan Qashqai and the pretender to the affordable 4x4 crown, the Chevy Trailblazer!







I have been hearing a lot about the Trailblazer as a better bet than the almighty Toyota Fortuner - at first I scoffed at the idea. How could an American car possibly have a chance, we have come to expect something rather tacky and off-putting when slipping into anything American from the last 30 years.

Getting into the Trailblazer the first thing that you notice is the ultra crisp layout, quite possibly the best I have seen all year, and we have been behind the wheel of some R1.8 million cars. Everything is well placed and has a purpose; for once there is no LCD screen which often distracts drivers. The seats are very comfortable, which is good because to make

sure we are not talking bull about the Chevy we took her for a spin down to the Garden Route. On the highway she cruises like a sedan, provided you are going with the wind. On the way there, with the wind, she took just over half a tank from Cape Town to Sedgefield (over 500km), which is a good five hour drive.

Coming back into gale force winds, the massive Trailblazer soaked through almost two tanks! And that's a diesel, the 2.8 to be exact which is perfectly powered for the size of the car to be fair. All too often in SUVs you have way too much power on hand, like the five plus litre jobs you get in a Range Rover, overkill and insane at the fuel pump.

On the way to the Garden Route, the odd detour to find some of the regions finest gravel mountain passes was in order. The



Montague Pass outside of George was particularly spectacular, and the Trailblazer never put a foot wrong once.

You have got the choice of 4x2 or 4x4 options, and on most gravel roads the two wheel drive system is more than adequate. The seating position is nice and high and it would be the perfect vehicle for game drives. When you take the Blazer off-road she shines equally well with a sturdy four wheel drive system and chunky tyres you are unlikely to get stuck.

On sand it performs exceptionally well and could tackle any beach in Mozambique. You can really see some of the Isuzu touches coming through in this Chevys' handling and toughness.

On the downside, I did find one or two cheap plastic touches that really could have been avoided. For example, the seats are made of pristine leather, while the side mirrors look like they were taken off an entry level Chevy Spark. At just over 400k for



SUV challenge

the top of the range Trailblazer, you are still getting a lot of car for your buck thou.

Meanwhile, the new Rav4 is nothing like its baby brother - the three door offering from the late 90s. It seems as if most small SUV models are no longer small. Even the Mini is no longer a mini. In any event the new Rav4 is the perfect size for an SUV, slightly smaller than the Trailblazer; with refined Toyota touches it takes a lot of beating for similar money. I wonder why anybody would need to buy anything bigger unless you do the soccer run every Saturday morning with eleven kids and a labrador.

The 2.5 litre petrol engine that we tested is off the charts, and gives a delightful sound on take-off. She is not too bad on juice either, much better than some of the bigger SUVs on the market. The interior of the Rav4 is as good as the Trailblazer, except for the massive LCD screen that looks as if it was taken out of the Starship Enterprise.

On road the Rav4 handles like a dream, and in light to medium off-road conditions the AWD system is more than adequate. On really soft sand I imagine that the Rav4 would start encountering traction issues, although the average person who is going to buy this car will never drive on a soft beach.

And then there is the 4x2 Nissan Qashqai, the best selling SUV in UK history and arguably one of the forefathers of this popular segment. The two litre engine on the seven seater +2 model is everything you have come to expect from

Nissan, whose engines have always been the best part of their cars.

The interior is pleasant on the eye, with the signature round air vents and clean finish. The seating position is slightly lower than the other vehicles on the passenger side's un-adjustable seats. On gravel, muddy roads the two wheel drive system is still adequate.

I love the six speed manual gearbox on the car that also allows for cruise control, which is great for a manual. The manual cruise control is often less pushy than the automatic varieties which want to change down a gear at the mere sight of some gradient.

The Qashqai +2 is pleasant on the eye, with clean flowing lines and trendy "18 inch alloy wheels it is definitely a step up on the standard five seater option.

So on one hand you have a raw 4x4 go anywhere family bruiser in the Chevy Trailblazer which is great value for money, although the jury is still out over the long term build quality of the Chevy name plate. Then you have the sensibility of the Nissan, which blends comfortable city driving with a touch of the outdoor.

But hands down the winner of this particular challenge is the Rav4, which is just a thing of brilliance, and a contender for Car of the Year honours at *Road Ahead*. The power and cornering of a GTI, comfort of the Merc, the reliability of Christmas and all-round feel good factor that you just can't say no to.

Gregory Simpson

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- Creating One Voice Across All Provinces To Promote Safer Roads
- Name And Shame To Achieve Effective Law Enforcement
- A Look At Roadside Drug Screening And Prosecution Of DUI
- “A Licence To Kill” – How South African Driver Licensing Is Contributing To Carnage On Our Roads
- Exploring Innovative Road Safety Technologies
- Providing A Cross Boarder Perspective On Road Safety And Monitoring Foreign Vehicles
- Leadership In Traffic Law Enforcement – Creating A Clear Chain Of Command
- Changing Driver Behaviour And Reconditioning Their Thinking
- Educating South Africa’s Future Generation
- The Impediments In Respect Of The Prosecution Of DUI Matters: Potential Solutions To These Obstacles
- The Benefits Of Using Alternative Approaches To Reduce Driving Under The Influence
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Torque King gets more muscle

The re-powered Land Cruiser 70 Series is the new torque king of 4WD vehicles thanks to the adoption of Toyota's legendary 4.5-litre 32-valve V8 turbo-diesel engine. With common-rail direct injection and intercooler this vehicle packs quite a punch and is arguably the most powerful bakkie in the world!

Three Land Cruiser 70 Series models – the 76 Station Wagon, the 79 Single Cab and the 79 Double Cab – are the latest recipients of this Euro IV-compliant V8 engine delivering 151kW of power at 3400rpm.

The 79 Double Cab that we tried is cosmetically differentiated from its single cab stable mate by the addition of two rear

doors. This model does not come with overfenders and alloys are optional. Move indoors, however, and it gains extra kit in the form of on-board SatNav, a stereo system and USB port. The Double Cab is equipped with a 130-litre fuel tank which takes some emptying, let me tell you.

Peak torque of 430Nm is reached at just 1200rpm and held all the way to 3200rpm - the flattest torque curve of all Toyota's



engines. It boasts 55kW more power and 145Nm more torque than the naturally aspirated, indirect-injection, 4.2-litre, and straight-six diesel engine that still sees service in selected Land Cruiser workhorses.

It is matched to a five-speed manual transmission with two-speed transfer case and a part-time 4WD system with manual free-wheeling front hubs. It is worth noting that the V8 engine's improved performance does not come at the expense of fuel economy: consumption is pegged at 11.55 litres/100km.

Glenn Crompton, vice president of marketing, says: "Anyone buying a 70-Series Land Cruiser does so with a specific need in mind, and that is to go off road. Indestructible build quality, defiant retro styling and now V8 turbo-diesel powered, make this new range of Cruisers even more compelling. It's no wonder we already have more than 1 300 customer orders for this new version."

When you are out of four-wheel-drive the handling is rather festive, with a trigger happy back end that would be the envy of any drift car. On gravel you just need to apply a healthy portion of throttle with a bit of opposite lock and out kicks the majestic back-end. In terms of pulling/towing power no other bakkie can match it in South Africa.

Production of the first generation Land Cruiser began in 1951 with the diminutive BJ, but since then the Land Cruiser badge has adorned convertibles, hardtops, station wagons, SUVs and, of course, utilitarian pick-ups.

In South Africa Land Cruiser made its debut with the FJ-45 pick-up in 1971 and has not looked back since. With competitive pricing and bullet proof build quality, the 70 series still takes some beating from the new fangled designs and still gets the *Road Ahead* thumbs up.

Pricing

Land Cruiser 76 Station Wagon 4.5 V8 D	R587 500
Land Cruiser 79 Single Cab 4.5 V8 D	R527 000
Land Cruiser 79 Double Cab 4.5 V8 D	R567 600

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