



# road ahead

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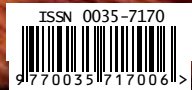
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Transport on the move

## On the Cover



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South Africa



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Going the extra mile



# Contributors



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Transport on the move

## Foreword Protecting integrity of road freight industry



*Tersia Ströh, acting chief executive of the NBCRFLI*

**The National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI) plays an important role in ensuring our industry members adhere to the law by aligning all the industry's Collective Agreements with the relevant legislation and ensuring our members abide by the provisions of these agreements via compliance persuasion.**

Following the recent proposed changes to the Labour Relations Act (LRA), the Council is in the process of aligning its Collective Agreements accordingly to ensure we are prepared once these changes are promulgated. We have developed a new enforcement plan which aligns with the proposed amended legislation and Collective Agreements, where applicable. We are currently bringing all our enforcement processes in line with the provisions of this plan. I am particularly excited about the implementation of a new enforcement system, as it will provide

real-time information, resulting in the improved workflow of enforcement matters and the production of reports that will assist Council management with future planning.

Enforcement compliance of Collective Agreements, through conciliation and arbitration, is a key function of the Council carried out by our designated agents. One of their key roles includes the investigation of complaints and enquiries as well as conducting educational inspections in the industry. They ensure all employer members within its scope of jurisdiction are registered with the NBCRFLI.

Crime negatively impacts on the profits, salaries and infrastructure of the road freight and logistics industry and the country at large. We need to work together to prevent crime such as unlawful, dishonest and unethical behaviour, including fraud and non-compliance.

We have thus launched our 'Be Heard' disclosure service whereby industry members can report any crime they see or suspect in the workplace. They may phone this hotline (0800 000 904) if there is any operator they know or suspect is not registered with the NBCRFLI or is not compliant with the requirements of the Collective Agreements.

As a trusted partner in the industry, I am especially proud of the way in which the Council subscribes to good governance principles. This is evident through our annual audit by external auditors which is reflected in our annual reports. Regular Council, EXCO and Audit & Risk Committee meetings are also held to ensure all Council activities are closely managed and kept within strict ethical boundaries in terms of the NBCRFLI Constitution.

I am extremely optimistic about the year ahead. I believe in a better future – for not only the NBCRFLI and its stakeholders, but more so for the road freight and logistics industry. Today is no longer like yesterday and tomorrow will no longer be like today. We must remain vigilant and visionary.

## Ed's letter

## Only the shrewd survive



**With more fuel and operational hikes lined up, it has been difficult to come up with a positive editor's letter over the last few months, as thousands of jobs are being shed as the recession continues to bite.**

Only the shrewd survive in these circumstances, as efficiency becomes an ever more essential part of doing business.

It is vital that we maximise the push into Africa by ensuring our infrastructure is good enough to handle the increased loads of traffic, together with a fresh rail strategy. It is all very well talking about growth, selling more trucks and buses and so on, but if our road infrastructure is left to rot, so will the economy that supports it.

The Western Cape is the only province in South Africa that can boast near flawless roads, at no extra cost. This whole e-tolling racket is becoming a joke in Gauteng. Sure, toll roads are the way of the first world and are not the end of the world. But when the roads are not improved to a satisfactory level while e-tolls are in place, this is clear mismanagement.

Another problem that needs serious attention is driver training in South Africa, which can be highlighted in the recent Polokwane explosion that left five people dead. Regular *Road Ahead* contributor and lead forensic investigator into the case gives an exclusive insight into the latest developments. Was the driver at fault? Why was he driving at night? Who is to blame?

In a packed edition, we check in with leading original equipment manufacturer, Scania, for more on this star performer in 2013. Then we get the breaking news from the recent SABOA conference, where all the leading minds from the world of buses came together to thrash out the way forward after some challenging and opportunity-rich times.

With Euro VI regulations coming into effect in Europe, we get MAN Trucks to take us through the developments. South Africa does not yet have clean enough fuel to support these latest engines, which have increased fuel efficiency by over 2%.

I was lucky enough to get my hands on the cheeky new Ford EcoSport, which really does sum up the eco-friendly approach to motoring – boasting a one-litre engine with plenty of punch that can do less than five litres per 100km.



# Why OEMs focus on Africa

**The perception of Africa being a dumping ground for second-hand vehicles is changing rapidly, as global vehicle manufacturers are establishing assembly plants on the continent's long coastline**

**It is generally known that for most of its history, the African continent has been used as a dumping ground for second-hand cars and commercial vehicles from the first world, due mostly to the fragmented economies of its 55 countries, high import tariffs on new fully built-up vehicles, and generous age limits on second-hand vehicles of up to 15 years.**

Examples are Nigeria, which imports nearly all of its vehicles, with 50 000 new and 150 000 used vehicles entering the country each year, and Kenya, where about 70% of imports were second-hand until a few years ago.

The exception has been South Africa where, over the years, original equipment manufacturers (OEMs) have made use of various incentives and restrictions to establish an automotive

industry by, for example, reducing import tariffs, providing tax grants for establishing automotive clusters and restricting used vehicle imports.

It seems that Kenya has adopted this approach as well, and OEMs are keen to enter East Africa as global sales are at a low and Africa is now seen as the global key growth market, as confirmed recently by *ResearchandMarkets.com* as well as annual OEM company reports.

OEMs are not only increasing their African dealer networks, but are establishing assembly plants along the east coast, and more plants in South Africa to service the subcontinent.

## **East African market**

While the fragmented economies of the five East African countries had discouraged auto dealers from setting up assembly





plants, the establishment of the common markets of the East African Community (EAC) and Common Market for Eastern and Southern Africa (Comesa) with reduced trade restrictions have now made it possible for dealers to capture a region of more than 130 million residents.

The EAC industrialisation strategy for 2010–2030 has identified Numerical Machining Complex, Kenya's state-owned company, as a possible automotive assembly hub.

Asian vehicle manufacturers are now taking advantage of the fact that in Kenya the duty for locally assembled units is zero as opposed to 25% for fully built up units (FBUs).

Data by consulting company, PricewaterhouseCoopers, indicates that the automotive industry in Kenya – and by extension East Africa – has for long been dominated by General Motors (GM), Toyota (East Africa), Cooper Motor Corporation (CMC), Simba Colt (Mitsubishi) and DT Dobie.

The automotive industry in Kenya and East Africa was dominated by Toyota, the distributor of Toyota, Hino and Kawasaki products, until a few years ago when government announced plans to eliminate mini-bus taxis – known as *matatus* – when it was overtaken by GM.

GM has a vehicle manufacturing plant in Nairobi which assembles a wide range of Isuzu trucks and buses. This prompted Toyota last year to launch a \$4.9 million truck and

bus assembly plant and showroom in Kenya in a move to steal back market dominance, hoping for an output of 200 units after a few months of operation and projects sales of 1 200 units by 2015.

And they have competition. CMC has, since 1974, been assembling Ford (including the Ranger), Volkswagen, Mazda, Škoda as well as Iveco and Nissan Diesel trucks and buses.

DT Dobie is the exclusive Kenyan distributor for four globally renowned brands: Nissan, Mercedes, Mercedes Trucks and Jeep. It sells a broad range of new Nissan, Mercedes passenger and commercial vehicles as well as trucks built by Mercedes and Jeep.

Then there is Simba Colt, part of the Mitsubishi Fuso network of 30 countries in Africa. The Fuso brand is now being produced at the Daimler Trucks plant in Chennai, India and the dealership network has been expanded with two dealerships having opened in Zimbabwe and Zambia late last year.

“We will use India as an export base for other markets in Africa and Southeast Asia,” executive Wolfgang Bernhard told a press conference in Stuttgart, Germany in February.

But other vehicle brands have arrived, either establishing assembly plants here or expanding their sales network across the economic community whose market is set to expand through the EAC and Comesa.



Among Chinese OEMs that have established assembly plants in Kenya recently is Foton Motor. When he opened the \$50-million plant in Nairobi, Kenyan Prime Minister Raila Odinga commented that the country had to embrace manufacturing as a means of restoring and strengthening the middle class.

The plant is serving the rapidly growing market for pickups and light commercial vehicles in East Africa and can supply at least 10 000 units to the region.

More recently Volvo, which already has assembly plants in Tunisia, Morocco and South Africa, has been eyeing a plant for its subsidiary, Eicher Motors, in Kenya as well.

As the Indian truck market is going through one of its toughest rides in the face of growing competition, its domestic truck makers are exploring overseas markets to regain volumes.

The Volvo Trucks Southern Africa group is currently selling roughly 6 000 trucks in the region a year, with growth coming largely from outside South Africa.

“Volvo Trucks is in 129 countries. We see a phenomenon where custom duties on imported trucks make it economically viable to have assembly plants in certain countries. We need to work around the custom duties, and the same is true in Kenya,” Volvo Trucks president Claes Nilsson said when he attended the Johannesburg International Motor Show (JIMS) last year.

Eicher Motors said on March 19 it had changed its approach toward exports with its new Pro-Series range.

“Whichever market we enter, we want to be a significant player, backed by strong distribution and spares. Our aim is to have at least 12-15% market share in the country we get into,” Siddharth Lal, managing director of Eicher Motors, said in an interview with India’s *The Economic Times*.

The newspaper said Dheeraj Hinduja, chairperson of Ashok Leyland, had also set his sights on Africa. “We haven’t even got into many of these African countries. These nations are growing at 6.5-8%, but are short of vehicles. So, it opens up a whole new opportunity for us,” said Hinduja.

Ashok Leyland’s arch rival, Tata, is also exploring the possibility of setting up assembly plants in Kenya and Nigeria in the future.

“We have the capability, scale and cost advantage, so we don’t have to be apologetic about our products. We export about 50 000 units every year now, but intend to export about 1.5 to 1.6 lakh units per annum in the next three to four years,” said Ravindra Pisharody, head of commercial vehicles at Tata Motors.

### **Nigeria**

All eyes are now also on Nigeria where vehicle sales are growing rapidly, with the government having taken steps to support domestic production, but investors say that without greater protections for the nascent industry, further development may be challenging.

The government is also investing in skills development and workforce training, announcing in August a partnership with the government of Brazil to create three auto clusters in Lagos, Anambra and Kano states.

Although it has reduced import duties on FBU commercial vehicles from 30% to 10% over the past few years, clear import policies are still lacking.

### **Big deals**

The potential is huge if some recent deals are anything to go by. In July last year, Dangote Group of Nigeria signed a contract with Sinotruck – in which MAN Germany holds a 25% stake – for the supply of 1 700 heavy trucks and 1 700 semi-trailers, as it embarked upon expanding its distribution networks.

These are crucial to the domestic and international availability of the wide range of products manufactured by the various business units of the group including cement, industrial and edible salt, food and other consumer items.

Sinotruck said this vehicle export deal would create enormous employment opportunities for Sinotruck in China and for Dangote Group.

And the deals are not limited to trucks. Last month, Scania announced it had signed an agreement with Ghana’s Ministry for Transport to supply 300 buses and equipment for the bus rapid transit (BRT) system under implementation in Accra. It will also supply ancillary equipment and services such as ticketing machines, workshop services, operational support and infrastructure.

Accra, the capital and largest city in Ghana, is facing a severe traffic situation that needs to be addressed by the use of high-capacity buses. The BRT solution provides an answer to the problem at a reasonable cost, compared to alternatives.

“The delivery to Accra marks a major step in increasing Scania’s presence in West Africa and will also serve as an important reference project for other cities in the region,” said Fredrik Morsing, regional director for Scania in West Africa.

Some observers now see these West African deals as a breakthrough, pointing out the East African common market is far more advanced than that of West Africa.

### **Sub-Saharan Africa**

Meanwhile, OEM subsidiaries based in South Africa will continue serving the sub-Saharan market with hi-tech, as well



as trucks and buses equipped with 'appropriate' or Euro 3 engine technology for the region.

Among the big players is MAN Truck & Bus which, apart from its own state-of-the-art range of hi-tech vehicles, also sells its Cargo Line A (CLA) series designed for the tough working conditions of the markets in Africa, Asia and the Commonwealth of Independent States.

The proven vehicle concept, based on the MAN M 2000L and F 2000 trucks, includes long-haul trucks, semitrailer tractors, tippers and mobile mixers with a two-, three- or four-axle chassis.

As was announced at the JIMS last year, Italian truck and bus manufacturer, Iveco South Africa, has formed a 60:40 joint venture with local firm, Larimar Group, to manufacture trucks and buses for the sub-Saharan market. The Larimar Group owns South Africa's largest bus company, Putco, whose buses are built on Iveco platforms. It also owns a bus body

manufacturing and refurbishing company, Dubigeon, with a plant outside Brits.

Also choosing South Africa as a base for local and sub-Saharan exports is China's First Automotive Works (FAW), which recently announced it would start producing commercial vehicles at its new R600-million plant in the Coega Industrial Development Zone near Port Elizabeth in July this year.

FAW's initial investment in Coega will see production of 5 000 trucks a year, with most destined for the Southern African Development Community market. It proposes to follow this up with the manufacture of passenger vehicles a few years down the line.

Its decision not to go ahead with initial plans to set up in Kenya has given rise to some debate as to whether it was wise, considering the many labour strikes the automotive industry has been experiencing. At the time of going to press, the jury was still out.

*Udo Rypstra*



# Safety breakthrough in chemical transportation

**The dangers around transporting sensitive materials involved in mining are real, and thus stringent safety requirements are always essential to avoid costly accidents from claiming lives, while impacting negatively on one's bottom line**

**Chemicals are used to extract gold, platinum, copper, zinc and coal through the process of beneficiation, and the manufacture and distribution of these chemicals comes with its own set of safety issues – not least when delivering to mines.**

Tying together the mining industry and the mining chemical industry is logistics; ensuring the chemicals are delivered to the mines on time and discharged safely is known as supply chain optimisation.

Liquid chemicals are delivered to the mines in tankers. In order for the liquid to be bottom-discharged from the tanker, a manhole situated at the top of the tank needs to be opened. Opening the manhole allows air inflow from the top – creating a suck-and-flow type action, allowing product to be discharged through the bottom of the tank.

“If this does not happen, the tank will cave in and crumple like a Coke® tin – there are tremendous pressures and dangers,” says Andre Jansen van Vuuren, Cargo Carriers’ divisional director of marketing.

He continues: “It is standard procedure in the industry for drivers to climb up onto the top of the tanker using a ladder and to physically open the manhole, then to visually monitor the discharge from the top – thereby ensuring that the tanker is empty before departing.”

However, mines have started to put pressure on chemical companies to come up with solutions that eliminate the safety risk to the driver. Senmin, along with its supply chain and logistics service provider Cargo Carriers, as well as tanker manufacturer, GRW, rose to the challenge. Together, in an

18-month workshop process, they developed a pneumatic valve to open the manhole from the bottom of the tank; along with a Perspex ‘spyglass’ on the discharge pipe, ensuring no product remains inside the tanker.

“When considering Perspex as the right material for the spyglass, numerous tests were conducted in order to establish whether the Perspex would deteriorate or discolour over time, given its interaction with corrosive chemicals. The result: a Perspex spyglass was the suitable option.

“It is this kind of on-the-ground innovation and dedication to safety as a value add that sets us apart,” says Van Vuuren.

These two innovative solutions are a first in South Africa for liquid tankers. One tanker has been converted to date and has been operational for three months. Based on its success, the remaining tankers will be converted.

This innovation is the result of a strategic partnership between Cargo Carriers and Senmin which has endured over many years and is based on synergistic values of innovation and expansion. It is a partnership that understands that in chemical manufacture and logistics, in particular the transportation of hazardous chemicals, it has become non-negotiable to uphold the highest levels of safety, health, environment and quality (SHEQ).

“Cargo Carriers has earmarked SHEQ superiority as a game changer in the chemical, mining and fuel industries,” continues Van Vuuren. “We have to go beyond client expectations if we are to gain market share in these industries. Innovation and a dedication to consistent standards are key to our ability to offer flexible, custom-built and value-generating solutions.”

*Dominique Masson*

# Digit Vehicle Tracking brings you Dfuel. The ultimate fuel-theft detective.

**While Dfuel was designed to improve the operational efficiency of transport businesses, its added benefit of fuel theft reduction is a major plus**

**One of the biggest impacts on the transport industry is the ever increasing cost of fuel. In the past five years the cost of diesel has almost exactly doubled with the price currently close to R14 per litre.**

Couple the high value with the huge retail demand, and the proliferation of the stolen fuel market is a foregone conclusion.

While many operators have put systems in place to try to mitigate their losses, not one measure is perfectly secure. Technology is ultimately the answer to detecting fuel theft but it is not the solution to managing the problem. People, not systems, manage and management requires a hands-on approach.

One company that has embraced the entire concept and has been working with fuel readings and reports for over three years now is Digit Vehicle Tracking. Whilst the primary focus of their product design has for many years been the tracking of vehicles for the purpose of fleet management, they have taken heed of the need for fuel management. During 2011 the engineering team started working on a solution to measure the volume of diesel in a tank. Many sensor designs were considered and the choice of a pressure transducer solution was chosen.

The product has been dubbed Dfuel to align itself with both the Digit brand and the concept that the system is meant to monitor and curb the defueling of vehicles. Dfuel works in conjunction with the highly successful Digit Vehicle Tracking product which forms the communication and reporting system to transfer the data from the sensor back to the user. The Digit

software does the secondary analysis of the data to produce reports that aid the user in managing the fleet's fuel.

Once the fleet manager has the data at hand he is able to analyse the reported fuel events and compare it to known data. This means that if the fuel receipt indicates that 500 litres was added to the vehicle, the Digit software information can be checked to see that the fuel was actually added to the tank. Likewise in the event that fuel is removed from the tank through draining or siphoning, the Digit software will report how much fuel drop was detected by Dfuel. The fuel level is monitored continuously even when the vehicle ignition is turned off, so the actual fuel in an entire fleet of trucks can be determined at the click of a button. As this process is always operating the fuel is monitored during trips as well, which means even the rate of fuel consumption can be determined.

The Digit software application has a multitude of functions and reports, ranging from simple tracking reports, to comprehensive analysis of expenses or even profiles of load temperatures. While the design of the system was based on the need to improve operational efficiency of businesses with the need to transport goods, the added benefit of fuel theft reduction is a major plus. In many reported cases companies have stated that they have either managed to detect theft patterns enabling them to take appropriate action or have managed to deter theft completely. Surprisingly enough, this technology seems at times to defy belief, so much so that some users report that even when staff have witnessed the functionality and were even present during installation, they still believe they will not be caught stealing fuel.

# Diesel, it's a steal!

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# Crime scene investigation: Polokwane explosion

**As any transporter will tell you, this industry is more suited to an expert juggling clown than to any normal, sane-thinking individual. The array of risks, challenges, requirements, vulnerabilities and challenges is eclipsed only by the need to remain competitive, limiting costs, perfecting route selection and selecting the right tools for the job in complexity.**

**While the average person will typically see an image of a container truck when the word 'transport' is used, there are as many load configurations as there are manufacturers and models of trucks, if not more.**

After the well-published collision and explosion occurred on the N1 outside Polokwane, killing a truck driver and several police officers, I was overwhelmed by questions about the possible risks transporters may face as well as the mitigation efforts that could have prevented this disaster.

The transport market in Africa is unlike any other in the world. You have an exploding economy, demanding leaps in the supply chain, resting on one of the poorest infrastructures as far as road quality goes. In a highly competitive business environment such as Africa, superimposed on an inherently or at least potentially corrupt platform, multiple borders to cross, vastly varied enforcement cultures and enormous physical (crash) risk and intolerable crime trends, you need to be an expert in all aspects of the transport process only to survive – never mind excel.

With this in mind, there are often incompatibilities between the 'ideal world,' the 'legal framework' and the 'real world.' While you try to optimise your profits by transporting a specific load at minimum cost, the 'law' may require you to do one thing while the road quality, border delays, 'unspoken transport culture' and deadline pressures force you to do something completely different.

In an effort to provide transporters with an insight into some of the risks faced and the risk mitigation factors that may be considered, we will use the Polokwane collision and explosion as a backdrop for suggesting some steps you could take to prevent a similar incident, or worse.



It all starts with attitude and culture. After 13 years in the special forensic crash investigation industry, I have examined thousands of vehicles and I have conducted forensic technical audits on many hundreds. One thing I learnt very early on is that the prevailing maintenance culture is often a direct indicator of the risk mitigation culture.

People with well-maintained fleets have many processes and protocols in place to reduce risk. They make use of some of the most advanced technologies available, such as live fleet monitoring, 24-hour control rooms, risk reaction protocols, in-vehicle data and video recorders, advanced training programmes, pre-deployment fatigue and motor-reaction testing for drivers and special investigators like me.

This group would typically react emotionally and immediately to incidents and collisions. Top management immediately gets involved. Answers are often demanded even before investigators are deployed. They take huge responsibility for their actions, prefer to use independent investigators, demand to know all the facts, pay enormous amounts to know what happened, what



can be done to prevent a repeat, which systems need to change, who needs to be fired and who needs to answer for the cause. But they also protect their staff, pay higher salaries, have regular safety workshops and test and try every possible new 'gadget' that can reduce risk. They have risk executives appointed for these tasks and they are highly qualified.

Then you have the outfits that will delay repairs in favour of shipment, those who will improvise repairs, disable systems they deem expensive to maintain, using sub-standard tyres (often re-treads), resisting salesmen trying to sell them the next fancy gadget under the banner of improved safety and efficiency. They are often 'old-school.' They cannot see the benefit of 'making their trucks look pretty,' or having multiple drivers on one vehicle.

They will 'drive' their employees like cattle, often 'forcing' them to work extended hours; they give "work or we'll employ someone else" ultimatums and they typically would not install in-vehicle recorders; they don't 'like' tracking systems and they most certainly would prefer not to have their crashes investigated to any professional level.

Their collisions and incidents are typically managed by the workshop, their risks are managed by the accountant and their disputes are referred to a law firm operating on 'questionable' practices. They oppose any investigations; they will generate or destroy documents that can or may incriminate them or keep no files at all. They are truly only in it for the money. They have a very high staff turnover, they use sub-standard equipment, disobey or dodge the law most of the time and they are generally not interested in advice or suggestions. They also typically have a culture of "it hasn't happened to me yet, so I am a good operator" toward risk and specifically toward collisions and incidents.

The final group is the 'marketing moguls'. The outside of their trucks looks amazing. They are truly moving billboards. They have neat uniforms, their tyres are always polished black, their chrome is shiny, they have hundreds of lights and air horns and they really look the part. But this is all show. Under the vehicle,

inside the cab and back in the workshop, you may find poor maintenance, manipulated vehicle brake systems, disconnect hoses and a variety of other 'cultural indicators'. When interviewed about their fleet, they'll talk safety and principles (and even quote a religious verse or two), but all the while they are nothing short of masters of deception.

Their collisions and incidents are typically downplayed. They'll move to rapidly paint their names with black paint when their vehicles are involved in crashes; they will even (if forced to) go on television and explain how hard-working they are and how much they are doing for the community and perhaps even shed a tear in feeling for the unfortunate victims. All this while they dodge weighbridges, redirect their vehicles away from known roadblock areas, make their staff work excessive hours, not pay service providers and – this is a good indicator – occasionally change their colour scheme, name or brand to reappear with a whole new brand and image.

Back to the Polokwane explosion incident. There is a reason I had to explain how these three 'classes' differ. This culture features heavily in the moments and events leading up to an incident of the kind already discussed.

What we (now) know about this explosion incident is the following:

- The truck was transporting about 10 tonnes of blasting caps for the mining industry which was destined for Zambia.
- The collision occurred at night, when the truck collided with the rear of a grocery truck.
- At least an hour later, the truck was on fire and exploded. Some video was captured of the explosion.
- The driver of the grocery truck and four police officers died in the explosion while some other motorists were injured.
- The explosion ripped a 25-metre diameter crater into the tar road and both trucks were reduced to rubble.
- Some metal parts were found as much as 250m from the primary blast area. This had been a huge explosion.

There are questions that will remain unanswered until criminal and special investigations are completed. These could include:

- Why was there no escort for a vehicle carrying this quantity of explosives?
- Why did the driver run away, if he was not at fault?
- Why was the truck travelling at night?
- Why did the collision occur?
- Why was there no fire department presence – even after some time?
- Why were officers and the grocery truck driver close to the burning truck, full of explosive materials, when it exploded?
- Were explosive warnings fitted and clearly visible?
- Was the amount of explosives transported legal? Was the operator allowed to transport that much?
- Are the legal parameters and limitations adequate and enforceable, considering what happened?

While we ponder this case and all the implications, and while speculation in the absence of access to evidence and/or final results of the criminal and other investigations are as yet

unavailable, the more pressing question is: What steps could the operator have taken to prevent this (or any other) incident?

This is, in my opinion, where the culture of trucking is in need of a very serious overhaul. These are my recommendations, listed in order of the various factors that may be at play in incidents of this kind:

### Human factors

Firstly, the question is why the driver chose to drive (with a volatile load) at that time of night – after midnight. Had he stopped to rest or did he fail to stop to rest and press on, only to be fatigued later? Was the driver medically fit? Many diseases such as obesity, hypertension, diabetes and even indigestion can influence and affect human performance. Add poor eating habits (or an inability to afford proper food) to some of these diseases and the situation becomes nothing short of a disaster looking to happen.

Operators should ensure their medical evaluation programmes are based in sound practice and not send their drivers to ‘compliance mills’ only to ensure they can get a PrDP (professional driving permit) and continue driving.

Then we have education. Whether the driver is qualified to transport explosives or not, the true question should not be whether or not he passed some test, but rather whether he has an understanding of the true implication of his task. He needs to know what product he is transporting, what it is designed to do, how volatile it is and what to do in case of any risk profile change. The driver needs to know the difference between blasting caps and blasting cord, and the implications of transporting them.

Finally, we have the physical performance limitations of the driver. Age, visual acuity and natural sleep cycles are factors that can impact negatively on performance late into the night. Even fatigue tests are typically done prior to a shift – not during the shift. This can then only yield results relating to the status of the driver prior to deployment and not later, during deployment, when rest periods and sleep requirements or dietary requirements have been ignored.

Often, during post-event video graphic truth verification interviews (designed to detect dishonesty), I detect a host of factors that contributed to the driver’s ultimate performance failure. This technique enables us to separate fact from fiction, improvisation from memory and events from interpretations and conclusions. It is when these interviews are done that we often detect just how substantially the human factor contributed to a collision.

### Mechanical factors

When I refer to mechanical factors, most people think in terms of component failure. They think about things that break. They think of tyres blowing out, wheel nuts coming loose or lights failing. But mechanical factors are more complex than this.

It would be in the best interest of an operator to submit to a forensic technical fleet audit. While the Road Traffic Act and its rules and Annual Certificate of Compliance checks will go some distance toward establishing that the truck is allowed to operate



on the road,’ the possible contributors to collisions go far beyond this. I have audited many vehicles that were brand new, having passed homologation just days before my audit, yet they were not manufactured in compliance with the Road Traffic Act or there were elements that were so dangerous that the act should be ignored and steps taken to improve safety.

A forensic technical audit is not a mere ‘mechanical inspection’, but rather a photographic or video graphic recording of the condition of the vehicle, focusing on specific elements that can increase risk, contribute or lead to collisions or increase post-collision liability. I don’t merely check if the truck is running fine – that’s where the Certificate of Fitness check comes in. I am interested in anything that can increase risk for the operator.

By outsourcing their forensic technical fleet audits to me, our clients are assured they have the benefit of an external, unbiased technical report that outlines not only the non-compliances in terms of the Road Traffic Act, but also the elements that could increase the propensity for injury or liability as well as localised and global technical trends. If they are now faced with a claim and some aspect of mechanical contribution becomes apparent, they can prove, beyond any reasonable doubt, that they did indeed take all reasonable steps to reduce or eliminate risks. They hired an external expert to tell them what to attend to, rather than manage their risks internally.

### Road engineering factors

Roads are designed to carry traffic. The design of the road is the function of traffic volume analysis. Roads are designed to carry specific types of traffic, at specific volumes, of specific sizes and weights, over specific distances. But the research is only good if the predicted growth matches expectations.

Africa is not a growing economy, but rather an exploding one (pardon the pun). The rate at which development is taking place is putting enormous strain on specifically the routes for long-distance movement of heavy cargo.

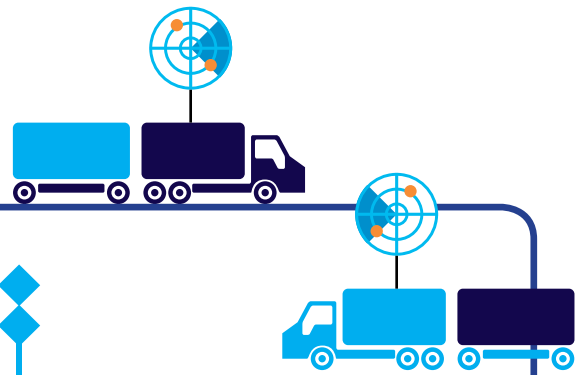


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As loads and traffic volumes increase, road infrastructure starts to fail. This has enormous implications for traffic safety and thereby the risks associated with using those roads. Broken-down vehicles cause obstruction, speeding (impatient) drivers increase risk, and a lack of resources (or funding) results in the deterioration of road furniture (barriers, street lights, control signs etc.). This is an ever-increasing risk factor that would require very decisive intervention, if the downward spiral is ever to be addressed effectively.

One would expect there is little that can be done to 'change the world,' but let's look at one more factor before we suggest a solution.

### **Environmental factors**

When you say 'environmental factor', most people think about the weather. They immediately think rain, wind, snow, darkness etc. But in the transport risk mitigation industry, we are also concerned about the traffic environment, which includes traffic volume, traffic type, traffic friction, traffic culture and even statistical risk. Before an operator uses any road, he would be well served to understand not only how much it will cost to use that route (in fuel and tolls), but also what the likelihood is of delays, breakdowns, collisions and even crime trends impacting on his operation.

Some roads are designed to be better (wider and straighter with more lanes), but result in poor risk performance since they lack areas where drivers can rest, they are over-engineered (promoting speeding) and they are poorly lit (by the wrong type of lighting or none at all), among others.

If a collision occurs at night in a remote area, the question should not only be whether the driver fell asleep, but also if the road was not designed to be so 'safe' that it increased risk due to a lack of stimulation. Sensory deprivation is a huge factor in road design. If the driving environment (aesthetics) remains constant for too long, the driver can experience 'highway hypnosis' and slumber, although he is not essentially fatigued.

Whether you transport general goods, abnormal goods or volatile loads such as explosives, you would be well served to gather intelligence on the operating environment you intend to enter. Not unlike a military operation, you intend to complete a task (transport goods) through a volatile environment (on African roads) where you need to detect risk (collisions, breakdowns or hijackings) in advance, take steps to mitigate that risk (for example, the steps contained in this article) and react to the risks as they occur. But you also need to respond to those risks by learning from them.

In a military context, you are well served to gather what is called forward intelligence. You need to understand what you are walking into.

In the past, military units used to deploy scouts or reconnaissance units that are specially trained to move undetected, their job being to assess risk and return with intelligence that can be used to mitigate risk (of ambush or attack). These days, they use unmanned aerial vehicles and micro 'drones' to deploy into the field to achieve situational awareness.

Why the transport sector, with all the risks it faces (on African roads) has not yet seen the value of qualified, expert route risk assessments is beyond my understanding. Why would an organisation not be interested in knowing what the possible risk areas are, where the propensity for collisions, breakdowns or hijackings are higher, during what hours or in what areas driver fatigue should be addressed and mitigated?

If a driver is presented with a 10-page document, outlined on nothing more than a map and several pages of text-based explanation, the value is short-lived since the driver can only read it while stationary and then spends several hours driving that route – quickly forgetting what was explained in text.

By producing a route risk assessment video, the driver can see and experience the implied risk in daylight conditions and at night (as the case may be) and can get a firsthand visual experience by watching the video. This makes recognition much more natural, since the driver perceives the road and his environment in the form of moving pictures – not still photographs and paragraphs.

### **Proper crash analysis**

Our most risk-aware customers engage in long-term retainer-based contracts with us to ensure every serious collision (deployment thresholds vary) is properly investigated and analysed every time. This places our clients in a position to detect their liabilities earlier, to respond to those risks more rapidly, to introduce group-wide risk mitigation policies almost immediately and to prevent unnecessary recurrences of the same kinds of collision and incidents.

So, what could the operator of that ill-fated truck have done to prevent the collision and the explosion? Here are my recommendations:

By ensuring his driver is medically fit, properly assessed and well rested (not overworked or pressured), they would have been sure that the driver was capable of handling and managing his workload and work hours.

By ensuring the driver is properly trained, they would have ensured the driver was capable of detecting the risk level prior to the explosion. He could have ordered the evacuation of the area in response to the product-specific risk mitigation protocols. He would have alerted the first arriving police or other emergency services of the risk and this would have expedited evacuation and road closure in response to the real risk.

By using modern tracking and incident detection technologies, the operator would have detected the crash immediately and would have been in a position to guide the driver, give him support and ensure the right steps are taken to evacuate and protect the scene much more rapidly. They would also have been able to detect movement during times when it was not allowed or the driver's failure to rest (if he did not) and speeding (if this was the case).

By requesting route risk assessments and presenting video briefings to the driver, there would have been a much lower likelihood of night operation, since the associated risk would have been addressed. Routes might have been suggested as part of the route risk assessment, where there would be less risk to the public (imagine if this explosion had happened near a settlement).



If they had requested forensic technical audits of their fleets, the collision might have been prevented (whether the vehicle was allowed to operate at night, or not). Rear-end collisions typically involve driver fatigue (addressed earlier), faulty brakes (which would have been detected) or reduced visible performance due to poor light maintenance (which would have been detected).

By providing (basic, DIY) crash investigation training to drivers and fleet managers, controllers and first responding staff, they would have been able to gather evidence before the explosion occurred (which would have been vital), even if the explosion was not predictable.

Lastly, we need to address law enforcement. It has become common practice for police officers to chase witnesses off scenes, to prevent everyone from taking any photos and for them even to forcefully confiscate cameras of members of the public and then delete photos already taken. This is a trend based on the “this is my scene” mentality and the ill-conceived notion that no one is allowed to photograph the scene.

Even in an official capacity, as a police reservist, I have been faced with some of my colleagues questioning whether or not I should photograph crash scenes. These days even firemen, paramedics, traffic officers and even tow truck operators are suddenly also in on the act and are preventing people from taking photos at crash scenes.

Yet, in the well-publicised Jub Jub trial, it was the cellphone footage taken by children that shed light on the cause of the

collision and which led to his conviction. In the Polokwane explosion incident, it was an in-vehicle recorder that gave us an insight into the severity of the explosion and a similar recording system revealed all in the renowned Pinetown Crash in which a truck ploughed through an intersection, killing 24 people in KwaZulu-Natal.

Law enforcement would be well served to measure the benefit of third-party photographic or video evidence against the risk of a total loss of evidence, as was certainly the case with the Polokwane explosion. If members of the public had been there and if they had taken photographs before the explosion, the loss of those police officers would not have been in vain. It is unlikely that any evidence they collected would have survived the blast.

What little (if any) evidence might have been captured by members of the public might have been the only evidence that would have been available to the court and for analysis of what exactly happened.

As a police officer, whenever I arrived at a crash scene and detected a ‘foreign’ photographer, I would not chase him away at all. He was, after all, in possession of vital evidence if he had already started taking photographs or even video. What I used to do is approach him (or her) and determine if any photographs had been taken.

If so, I would explain that he/she was now a material witness (through their actions), that he/she would need to give me a copy of those photos and that he/she would probably need to testify to those photos.

Finally, that removing the photos would result in their having destroyed evidence. Now the person could decide if he/she would want to continue (and testify) or think twice about doing so again in future. So, essentially, this is a better way of discouraging the practice, while still benefiting from it.

I consider it vital that police officers (and perhaps the politicians) start to educate the public on the proper photography of crash (also often crime) scenes. If everyone knew how to photograph and knew what constitutes usable evidence over ‘entertainment value’, then perhaps the presence of properly collected evidence would offset the poor conviction rates we are so inclined to complain about.

My advice to clients would be to ensure all their operational staff undergo a practical crash investigation course that is based on real-world experience. Such a course should educate them to their rights (to investigate or gather evidence), should educate them on the proper at-scene protocol to follow when dealing with (other) services, and to ensure their efforts form part of an all-encompassing package of evidence that can assist any competent court.

In short, police officers and truck drivers need to blow up on scenes. If sound principles are followed, if parties co-operate and if operators take active and intelligent steps toward risk mitigation, risk management and post-event analysis, perhaps the carnage could be reduced on our roads.

*Stan Bezuidenhout*



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# Hi-Way continues to impress

**TÜV, one of the leading European technical certification centres, has certified that the Iveco Stralis Hi-Way Euro 6, thanks to the innovative catalytic reduction system HI-eSCR, allows a reduction of fuel consumption of 2.33% compared to the previous Euro V version**

**This is an extremely important result, which translates into real savings for fleet owners and confirms the Iveco Stralis as a product with high added value and equipped with the most advanced technologies: a great solution for the transport business.**

Thanks to the extreme efficiency of both engines and SCR catalytic reduction system (HI-eSCR), developed, patented and produced by FPT Industrial, the new Stralis range meets the limits set by the Euro VI standards without using EGR and therefore offers numerous advantages to Iveco customers: weight reduction, lower fuel consumption and increased durability.

The tests carried out compared the new Stralis Hi-Way tractor unit equipped with a 460 Hp Euro VI Cursor 11 engine with a similar vehicle of the previous generation equipped with a 460 Hp Euro V Cursor 10 engine, both in the EcoStralis version.

“Today’s achievement - commented Lorenzo Sistino, Iveco Brand President - is another important result of the constant work carried out by Iveco to reduce fuel consumption. This commitment has already allowed the EcoStralis Euro V model to obtain the TÜV certification with a reduction in consumption of 7.32% compared to a standard model”.

*Iveco release*



Barry the badger's new hat pulled  
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# A better way

**One of the star performers of 2013 in terms of truck sales growth was respected Swedish OEM, Scania, which is making serious inroads into mining logistics, with strong showings in the long haulage and bus sectors locally, thanks to some clever strategising**

**Scania's success was largely due to the restructuring of its entire commercial organisation, appointing each of the five key regions of South Africa with a regional director, backed up by a dedicated team dealing with everything from sales, after-sales, service and in-house finance/insurance.**

This had an immediate time-saving advantage for customers, with faster decision making together with a full package of solutions under one roof.

Scania South Africa (Pty) Limited was established in 1995, with a range of trucks, buses, engines and generators providing full business support to countries such as Namibia, Botswana, Zimbabwe, Malawi, Zambia, Tanzania and Mozambique north of the border.

With a flourishing rental side to its business taking shape, and a bustling manufacturing plant in Johannesburg, Scania is riding high while covering all bases.

Editor Gregory Simpson caught up with eloquent product and marketing director at Scania South Africa, Alexander Taftman, for more on the secret to the company's success in refining its established southern African interests and beyond.

**Scania enjoyed a bumper 2013 in South Africa, with over 1 000 trucks sold. To what do you ascribe the impressive sales figures?**

I would say there are a number of different things that led to 2013 being so successful for us as a company. The main thing was the restructuring of the company, which helped facilitate growth. This allowed us to focus independently in each of our five key regions in southern Africa. The regionalisation of decision making brought us much closer to the customer, cutting down on response time, making it more cost-effective. We are able to offer customers a complete transport solution, making us a comprehensive one-stop shop.

**What are the key challenges facing South African logistics companies going forward?**



*Alexander Taftman, Product and Marketing Director at Scania South Africa*



One of the bigger challenges for the future growth of the transport sector is to continue to develop a logistical network, which is far more refined in places like Europe than it is in Africa. Efficiency is key for future profitability.

**What is the best way to ensure a sustainable supply of fuel in the future?**

The future of transport should ideally have a mix of traditional and alternative fuel sources. But in terms of availability and range, diesel is still the preferred choice for long-distance trucks. New fuels are only as good as the infrastructure that supports them.

**South Africa has some of the worst accidents in the world – how best to make our highways safer?**

I would say that safety starts with the driver, and we focus a lot on driver training. The cost of operating a truck is not just impacted by the cost on purchase; it is actually the driver's impact. The driver's actions strongly affect fuel consumption, wear and tear of the vehicle, the insurance costs, the tyre wear and the servicing costs, which starts with properly educated drivers. Seventy-five percent of the cost involved with operating the trucks is directly affected by the driver.

**How many kilometres should one be able to get out of a truck after 20 years?**

I wouldn't dare to say anything (laughs). I would say a lifetime, but that doesn't always remain true. I have seen a lot of old vehicles on the road here – from the 1970s, 1980s – still operating in Africa, but on the other hand you have a mining truck that has an expected lifespan of far less than a haulage

truck. It very much depends on the operations; of course, if you look after your vehicle, you will get more mileage.

**Mining has been a key area for Scania growth. Can you talk about the expansion into that sector?**

When we decided to go into mining, we did not only look at tipper trucks, but rather looked at the entire transport chain where vehicles are used. So in order to look at the entire transport chain, you must define what vehicles are used where. For example, to bring the commodities from the pit up to the edge of the pit, you need one type of vehicle. Then you need another type of vehicle from the edge of the pit to the crusher. From the crusher to the harbour, you'd need another type of vehicle. Then you need vehicles for the mine staff, and maintenance vehicles too. So what we do is take a solution-based approach to mining and provide the best type of vehicle for each stage of the mining process.

**How many different types of vehicles does Scania have for mining in particular?**

Each mine is unique and it very much depends on the size (do you work underground, or is it an open pit?) and distance from the pit to the crusher will play a part in exactly which vehicle will be used. We tailor-make solutions for each of the mines and try to understand customers' needs. Scania also designs once-off vehicles for very unique jobs, and has the philosophy of being able to design any type of vehicle for any type of application. We also have generators that can supply electricity for a whole range of solutions.

*Gregory Simpson*



# EBS gains traction in local market

**Electronic brake system, or 'brake by wire', integrates ABS technology, electronic stability control and other key vehicle control system features to deliver a whole new level of braking control by harnessing electronics for the control side of the vehicle's braking system**

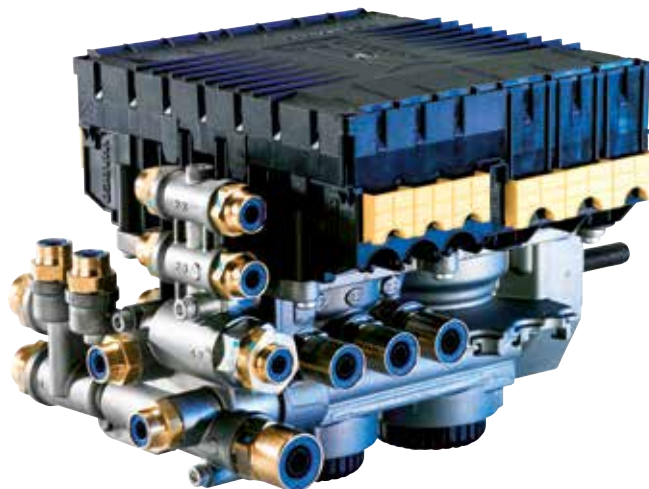
**Already an established global leader in the development of anti-lock braking (ABS) technology, Wabco originated the world's first commercial vehicle electronic brake system (EBS) in the 1990s and introduced this revolutionary technology to the industry on Mercedes-Benz Actros trucks in 1996. Two years later, WABCO added a complementary EBS for trailers.**

An electronic (CAN) signal replaces the air signal sent by the brake pedal to activate the brakes, improving stopping distances and braking system performance. Now in the 21st century, EBS is providing a solid platform for the development of ever more advanced safety systems for the future.

Legislation making ABS compulsory in Europe in the early 1990s facilitated the transition from ABS to EBS and, in fact, the uptake of EBS technology in Europe has been nothing short of phenomenal. But when EBS was first mooted in South Africa, the general feeling was that our industry was not ready for the technology. As it turns out, the naysayers were wrong and the local industry has made quite a successful transition to EBS over the past few years.

Admittedly, the biggest uptake of this technology has taken place at the top end of the market, with Wabco Automotive SA capturing a large portion of this segment. However, the top end represents only about 4%-5% of the entire local trucking market and the time has come to address the reasons the lower levels are not taking up this safety-imperative technology.

Since ABS was first legislated in South Africa in 2004 as a minimum standard for trailers, it has become the market benchmark, making a significant contribution to industry safety. Wabco is now intensifying marketing efforts to ensure the next thrust will see the middle and, ultimately, the lower levels of this market start to embrace EBS.



The reasons are obvious. There are more than 20 functions pre-programmed into the EBS system, which vehicle manufacturers can activate on a menu basis. This way, every type of trailer can be equipped with functions that robustly contribute to increasing vehicle efficiencies, improving driver comfort, increasing vehicle and road safety, optimising loading and unloading, reducing maintenance costs, mitigating unexpected immobility due to repairs, and reducing environmental impact.

Training is the key to unlocking a full return on investment in these new-generation braking systems in South Africa. EBS has the potential to really raise the bar on road and cargo safety, but local companies must fully understand this technology and know how to tap into the diagnostic information it makes available.

Local transition to this technology has been significantly hampered by the lack of skills in the industry, but Wabco is rapidly closing that gap through training programmes aimed at all levels of personnel – from managers to drivers and mechanics – within its customer base, teaching them, through custom-designed hands-on courses, to engage with the high-

tech diagnostics and extract information critical to the safety and financial wellbeing of their fleets. In addition to formal training, clients have access at all times to technical support and backup.

With younger, more information technology-orientated personnel filtering into the local trucking industry, the barriers to negotiating sophisticated technology are steadily subsiding. These new-generation technicians take electronics in their stride and diagnostic software is becoming a standard industry tool.

Initial investment into the technology has been an obstacle, but data drawn from the local industry over recent years proves that, in the long run, the total cost of ownership is definitely lower.

EBS is continually evolving. Moving from the original Trailer EBS D generation, Wabco's E generation broadened the technological barrier with the addition of some extraordinary features. OptiTurn provides intelligent support for manoeuvring and steering through tight turns, such as in small traffic roundabouts and in loading bays.

By automatically recognising tight turns at low speed, OptiTurn lifts the rear most trailer axle, effectively shortening the wheel base and improving manoeuvrability. OptiLoad automatically redistributes cargo weight over the truck-trailer combination, while Bounce Control prevents a trailer from pulsing up and down as brakes are released after the cargo has been loaded or unloaded. This feature improves safety in the loading zone and avoids damaging vehicles or loading docks.

As with the original EBS system, the main feature of EBS E is Roll Stability Support (RSS). Integrated in the software and hardware of the EBS modulator, the RSS logic control unit reliably prevents vehicle rollover within physical limits. The system assesses vehicle data such as wheel speed, load information and transverse acceleration data.

By analysing this data quickly and effectively, the vehicle's electronic control unit detects the likelihood of vehicle rollover and automatically applies the brakes – significantly reducing the risk of tipping. With RSS likely to be legislated in Europe imminently, the past has proved that this will eventually be reflected in South African legislation, albeit in the long term.

This year Wabco's Trailer EBS E success story continues with the introduction of the new version Trailer EBS generation 4, delivering additional innovative solutions for trailers. Some of the new functions include an electronic park brake function that prevents the release of the trailer brake if the trailer is coupled or uncoupled in the wrong sequence or the trailer ISO power cable has not been connected. Another new addition is a trailer length indication feature that provides the operator with accurate length information on extendable trailers via the SmartBoard on-board trailer information system.

All the existing functions from previous EBS generations are still there and operators who already own the technology are able to programme their systems to suit their specific needs at no extra cost, with minimal extra hardware needed.

*Enoch Silcock*



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MAXE STAINLESS STEEL TRUCK ACCESSORIES

# Maxe...There for the long haul

Having successfully entrenched themselves as market leaders in the Light Commercial Vehicle (LCV) and Sports Utility Vehicle (SUV) markets, stainless and mild steel accessory company Maxe is excited to announce that they have officially started marketing their trusted brand of truck accessories as well.



"For the last 7 years we have had an agreement with an independent distributor, who was responsible for the marketing and distribution of our truck bars to brands such as Volvo, UD, Scania and Freightliner. Knowing how important it is for a supplier to maintain customer service levels and excellence, Maxe made the decision to cancel its distributor agreement and directly offer to a broader market a range of Maxe branded truck accessories, essentially ensuring that we are not only able to offer the best product but also the best level of service," confirms Kevin White, Managing Director of Maxe.

For the passed 20 years Durban-based Maxe has been considered a market leading brand. A subsidiary of Autovest Ltd, South Africa's biggest original equipment manufacturer (OEM) approved supplier of automotive accessories. Maxe manufactures a wide range of bull bars, nudge bars, bumper protectors, side steps, side bars and rollbars using the highest grade of stainless steel (Marine Grade 304) as well as in mild steel.

Boasting a highly qualified team of design engineers and full CATIA development capability, Maxe prides itself on the level of Research and Development undertaken during the design and manufacturing process of all of their products, ultimately ensuring

a superior offering to all of their customers nationally. Maxe offers an overnight delivery service to all major South African cities, however for truck bar customers requiring a fitment package, they offer their own fitment teams and currently have roving fitment teams in the greater Durban and Johannesburg/Pretoria areas, with more teams planned for the other major centres in the near future.

to include brands such as Iveco, Actros, MAN, Hino, Renault and Axor by the second half of 2014.

"Maxe has a great deal of experience and respect in the motor vehicle industry and we look forward to achieving the same within the trucking industry," says White.

To get in touch with a trained Maxe's consultant please contact 031 713 2200 or email [sales@maxe.co.za](mailto:sales@maxe.co.za).



Although Maxe currently stocks truck bars and accessories for Freightliner, UD, Scania and Volvo they have aggressive plans to expand this offering



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# Gearing up for Euro 6

**With the introduction of Euro 6 emission regulations as of January 2014, the European-based manufacturers have been focusing on overcoming the technical challenges posed by these new regulations, writes Livingstone Mulaudzi, head of product management at MAN**

**MAN Euro 6 engines need to run on 10ppm diesel or better. With the lower emission ratings being phased out around the world, manufacturers of heavy vehicles will devote less technical effort into the development and maintenance of older technology type engines up to date. The availability or access to the cleaner diesel could ensure truck operators can benefit from latest product innovations and improved fuel efficiencies.**

In addition to improved fuel efficiencies (realised with Euro 5 and 6 emission norms), the progress made in engine development is coupled to other advances in electronics which are deployed to monitor various aspects of the vehicle – resulting in higher





vehicle productivity, improved operational efficiencies and much safer vehicles on the roads.

### **Cleaner fuel**

In general, the focal point of clean and efficient engines is on exhaust gas treatment systems or technologies, basic types being exhaust gas recirculation (EGR) and selective catalytic reduction (SCR) systems. In the case of MAN, there are multiple technical strategies employed to make engines cleaner and more efficient. MAN has effectively employed EGR technology from as early as the Euro 3 emission norm and in parallel introduced SCR technology from as early as the Euro 4 emission norm.

Both EGR and SCR technologies could be used independently to satisfy the emission control requirements up to Euro 5 level. The combination of cooled external EGR and the SCR system is an essential means of ensuring effective and reliable compliance with the Euro 6 limit value for nitrogen oxides (0.4g/kWh).

The low-particle combustion performed by the MAN common rail injection system and closed particulate filter system (CRT, continuously regenerating trap) ensure compliance with the required reduction of particle emission levels (limit value: 0.01g/kWh).

Furthermore, MAN engines use two-stage turbocharging and the low-temperature cooling system to increase engine efficiency and guarantee minimal fuel consumption.

In engines with EGR emission reduction technologies, the impact of high-sulphur diesel is much higher, as the sulphur in the diesel can form sulphuric acid in the EGR system and can damage valves, pistons and injectors.

In light of this, correct and timeous servicing is vital to keeping the engines from exhibiting these problems. Similarly, in engines that use very high pressure injection systems, impurities in the diesel can cause damage to the injectors, even with correct filtration.

### **MAN popularity**

There are a number of reasons MAN trucks are very popular in the market, among others, the following can be highlighted:

- Class-leading vehicle warranties and best in class fuel economy. The combined result of these two elements is a reduction in the overall total cost of ownership.
- Strong after-sales support, which is enhanced by a large dealer network/footprint in strategic locations and high availability of spare parts.
- Innovative selling techniques, supported by business solutions such as MAN TopUsed and MAN Financial Services. The focus is on selling solutions on the basis of total cost of ownership rather than just the purchase of a vehicle.
- Other business pillars such as MAN ProfiDrive are instrumental in instilling market confidence in the product and ultimately ensuring optimal product performance is achieved through advanced driver training techniques.



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**In order to ensure a world class programme, the organisers are inviting companies, agencies and/or NGOs who seek to build brand equity and contribute to the South African economy in specifically identified sectors, to take naming rights and/or contribute to the workshop programme. The South African Automotive Week (SAAW) is seeking expressions of interest from suitably aligned organisations for the following Workshops. Three of the five workshops will be hosted at South African Automotive Week based on interest expressed from industry.**

- 1. ELECTRIC VEHICLE PRODUCTION**
- 2. LOGISTICS**
- 3. MANUFACTURING INNOVATIONS**

- 4. SKILLS & HR**
- 5. AFRICAN TRADE FOCUS & OPPORTUNITY**

**In order to submit an expression of interest, please send an email to the organisers:  
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Andrew Binning : [andrew@inkanyezi.co.za](mailto:andrew@inkanyezi.co.za), 086 1101 475, 082 3729247  
If you wish to make a contribution to the content of a Workshop programme, please  
send a one page document to Deon Engelke: [deon@inkanyezi.co.za](mailto:deon@inkanyezi.co.za), 0861 101475**

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**Probe – a small Auto Electrical Business established in Newtown, Johannesburg, 50 years ago, was appointed as a wholesale distributor by General Motors for their Delco Remy Heavy-Duty Auto Electrical Products in the mid 1970s. In 1979 they became the first importer of sealed maintenance-free batteries under the name of Deltec. Once sanctions on South Africa were waived, Probe was appointed as the wholesale distributor for ACDelco Batteries, which they served with distinction. In the early 2000s, Probe decided to forge its own future by introducing its own brand of Probe Batteries alongside the ACDelco brand.**



**Above: Probe Corporation staff members**

10 years later, *Probe* celebrates the selling of its 1 000 000th battery manufactured by Tudor Brazil Batteries into the South African Automotive Market, and in so doing announces itself as a major player in this sector. Over the years *Probe* has established itself in the heavy-duty Auto Electrical Sector, not by publicly boasting that it is the largest auto-electrical wholesaler in South Africa, but by humbly going about its business, providing the market with expertise; being technically competent and by ensuring a healthy stockholding to meet the market's requirements and demands. As a result *Probe is indisputably the leader in heavy-duty Auto Electrics in Africa.*

Over the past 50 years *Probe* has developed its own brand of service excellence, retaining the traditional family business ethic, which instils confidence in its service and the solutions *Probe* can offer. When it comes to Delco Remy products, the market inevitably calls on *Probe* to provide answers to their requirements and thus improve their performance. *Probe* is not just another parts importer or battery wholesaler, but also provides solutions to problems for our clients. *Probe* is proud to announce that over the last few years the Company has expanded its expertise into the European and

Asian truck market segments. *Probe* has the ability to service the mixed-fleet market with its Complete Power Package.

In the last 10 years *Probe's* growth has been unprecedented with annual compounded growth in excess of 40% per annum and it appears that the Company is still in its infancy stage.

*Probe's* national footprint, along with its own fleet of trucks, is able to add value in meeting the national demands to distribute its product. The location of the branches in Johannesburg, Pinetown, Port Elizabeth, Cape Town, Bloemfontein, Kuruman, Witbank and Rustenburg ensures a smooth flow of product, quickly and efficiently; when and where needed.

Due to the advancement in battery technology and the development of new types of batteries such as Enhanced Flooded Batteries, AGM Batteries and the Improvement of Calcium Batteries, *Probe* has aligned itself with world-renowned companies to be able to meet these market requirements, whilst keeping abreast with the lower segments of the market; offering an affordable high-quality battery with an extended warranty over other major brands in South Africa.

**Probe believes that the Company has the following battery features that differentiate it's batteries from other major brands:**

- **The Right Price**
- **The Right Quality**
- **The Right Service**
- **Extended Life**
- **Extended Warranty**
- **Great Value**

And hence *Probe's* Slogan:  
**“Leading The Charge  
 with the eye on  
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# Meeting of the minds

**SABOA's annual conference took place in March at the CSIR International Conference Centre in Pretoria and was attended by more than 400 delegates, tackling some of the primary issues facing the industry in 2014**

**This annual event of the Southern African Bus Operators' Association (SABOA) was co-supported by 34 sponsors, most of whom also took part in exhibiting their companies' products in the areas outside the venue and within the conference area. The conference was preceded by a gala dinner on the Wednesday evening with Clem Sunter, the renowned scenario planner, addressing the delegates.**

The main theme of the conference was on issues facing the bus and coach industry, with parallel sessions focusing on the impact of the Division of Revenue Act (DORA) on the commuter bus industry, technical matters, partnershiping among large and small operators, the extension of the Bargaining Council Agreement for the bus and coach industry, and road safety.

The negative impacts of the low escalation rate of bus commuter subsidies on the industry, via the Division of Revenue Act (Schedule 4), were highlighted by Professor Jackie Walters, special adviser to SABOA.

Major players such as the Department of Transport and the Portfolio Committee on Transport were in agreement that the issue needs to be addressed as a matter of urgency.

In an address later in the day, Thys Heyns, corporate director of the Public Utility Transport Corporation, highlighted the DORA impacts on companies and illustrated that should the situation continue, all bus companies would eventually fail.

Most companies were already cancelling or postponing bus replacement programmes and cutting back on many expense areas that don't bode well for the industry and the levels of service that commuters would expect. Heyns highlighted that longer term contracts were not possible under these conditions.





Nora Fakude-Nkuna, executive chairperson of Buscor, highlighted the underfunding impact of DORA on her organisation by stating that the consequence was felt in overloading of buses (no additional trips are approved), customer service levels, maintenance programmes and the scope and range of services.

The neglect of public transport over the last 25 years was underlined by Matsemela Moloi of the Mpumalanga Department of Public Works, Roads and Transport. In his opinion, there was no quick fix – it would take time to correct the situation.

In another address, Prof. Walters attributed the lack of policy progress to fragmented institutional structures and responsibilities, together with modally focused financing requirements. These aspects made the integration of the various transport systems very difficult and complex, and would give rise to the continued fragmentation of the public transport industry should it not be addressed holistically. He proposed the establishment of transport authorities at the supra-local level of government to address these issues.

Dr Ismail Vadi, Gauteng MEC for Roads and Transport, provided a broad overview of transport developments in the province, focusing on the initiatives included in the 25-Year Integrated Transport Master Plan, progress with bus rapid transit systems, the Passenger Rail Agency of SA recapitalisation project, road upgrades and the current contracting system in the commuter bus industry that is currently legally and financially unsustainable and the principle of negotiated contracts that have been accepted. His focus would be on matters such as empowerment, green transport, new bus routes and integration with other transport modes. He raised the matter of taxi subsidies, but did not elaborate on government's plans in this regard.

It is evident that, despite the objectives of DORA to, among others, 'ring-fence' provincial allocations for the funding of bus subsidies, one of the unintended consequences of the act has been that the escalation in annual subsidies, as determined by Treasury, bears no relationship with the actual cost pressures of the industry (its vulnerability toward the rand-dollar-euro exchange rate, a more than doubling of fuel prices since 2009 and a near doubling of labour costs) or the escalation formulae agreed to between government and the industry.

The industry is in the midst of its greatest financial crisis and, if not addressed soon, will result in the collapse of companies and the discontinuation of services. It has to be borne in mind that government sets the fares, has to agree to annual fare increases; it determines the types of vehicles to be operated, the routes, route

frequencies and headways and that operators are compensated for these requirements through government subsidies.

It is time government comes to the party and negotiates sustainable longer term contracts with the industry in order to render the level and quality of public transport services that it desires in terms of its policy and strategy papers.

Partnershiping between operators – especially larger established operators and small, medium and micro enterprises (SMMEs) – was the focus of another parallel session. The requirements and conditions for successful partnerships were spelled out by Cathy Bell of Standard Bank, followed by case studies in the Eastern Cape and Limpopo where successful partnerships were highlighted. Training forms a major part of SABOA's focus on SMMEs and in this regard the Transport Seta highlighted training opportunities. It already supports a range of training initiatives that SABOA offers its SMME members.

The extension of the Bargaining Council agreement to all operators has been a point of discussion for the last two years. The extension was met with dismay by small operators as well as many operators operating interprovincial scheduled as well as tour and charter services. These operators compete with unregulated minibus operators and feel that higher minimum wages will put them at a cost disadvantage to the informal industry that does not adhere to minimum wages and hours of work.

Higher minimum wages would threaten the financial viability of companies, especially SMMEs. Presentations were made by the South African Road Passenger Bargaining Council, Vaal Maseru Bus Services and Coachman.

The last parallel session focused on road safety, particularly the role of the bus industry in overall road safety. SABOA adopted the Road Transport Management System (RTMS) in 2013 and a number of companies are in the process of being certified. A comprehensive explanation of the system was provided by Paul Nordengen of the Council for Scientific and Industrial Research, who stated the successful implementation of RTMS "requires a change in attitude, mindset and ultimately behaviour so that road safety is actively promoted within the company".

Gilberto Martins of the Road Traffic Management Corporation provided a detailed overview of its functions, together with a detailed overview of road accidents and fatalities. Road accidents cost the economy R307 billion per annum and it was government's priority to reduce these.

*Professor Jackie Walters*



# ROSE wins Green Supply Chain Award

**A range of industry leaders and organisations spearheading 'green' and sustainable environmental initiatives were honoured at the awards competition, which recognised excellence and innovation in the greening of supply chains**

**The ROSE Foundation, funded by the Lubricants Industry, was recently honoured by the Green Chain Supply Awards 2013, as the Industry Leader for its role in promoting and encouraging environmentally responsible management of used lubricating oils and related waste in South Africa since 1994.**

A range of industry leaders and organisations spearheading 'green' and sustainable environmental initiatives were honoured at the awards competition, which recognised excellence and innovation in the greening of supply chains.

Commenting on the entries, Chief Judge Irvan Damon, former ambassador for the Sustainable Energy Society of Southern Africa, and currently chief executive of CarbonTrack South Africa, said it was encouraging to see how organisations were "pushing boundaries" and yet still being profitable.

"It's a mind-set, a company ethos - Companies are becoming more aware that being 'green' is a long-term commitment. Greening the bottom line must still be profitable – otherwise it's corporate suicide," said Damon.

"The choice between profit and the environment is a false one," continued Damon. "Both can, and should be embraced, often resulting in ground breaking innovation."

"Through ROSE the lubricants industry has invested over R100 million building used oil storage depots in four cities, supplying oil storage tanks, facilitating the collection and disposal of used oil totalling more than 1 billion litres," commented ROSE CEO Raj Lochan.

The Green Supply Chain Awards aims to recognise and reward those companies and organisations that are making genuine, measurable efforts to minimise the environmental impact of



*ROSE CEO Raj Lochan with the award.*

their supply chain processes and actively seek ways to improve efficiencies.

A joint collaboration between the CGCSA (Consumer Goods Council of SA), CILTSA (Chartered Institute of Logistics & Transport SA) and "Supply Chain Today", the awards are a highlight on the supply chain calendar.



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# Excellence in trucking

**It is time once again for the Road Freight Association's Annual Convention. This year, it will be held at the newly renovated Wild Coast Sun in the Eastern Cape from 8 to 10 June, with a focus on 'Trucking Excellence'.**

**It's no longer enough to keep your truck on the road. Times are tougher than ever before: costs are high and show no signs of abating, competition is rife, the labour market is unpredictable and new regulations always seem to be partial to government, with no thought being given to the already overburdened trucker. Striving for excellence and reaching it is what will ultimately keep the wheels of this industry turning effectively.**

Our conferences are geared to bring you the latest news on trucking issues, unravelling legislative impacts and having open discussions on challenges in the road freight industry.

**This year's exciting conference line-up includes:**

**The Future of Collective Bargaining:** The RFA is a key stakeholder in negotiating the industry wages and as such is very involved in collective bargaining. The recent strikes have led many to question the value of collective bargaining and some may even be willing to contend with shop level bargaining and all its ills. With almost 25% of the country's labour force being unionised, is collective bargaining an inevitable part of our future landscape?

**Alignment of the Broad-Based Black Economic Empowerment Sector Codes:** The RFA is in consultations with the Department of Transport regarding the alignment of the Road Freight Transport, Logistics Sub-Sector BBBEE Charter (Road Freight Sector) and the Revised BEE Codes of Good Practice. The outcome of these discussions will strongly impact on the strategic direction road freight companies use in scoring and aligning their BBBEE.

**The Impact of the Carbon Tax on the Country:** National Treasury, having realised its proposed carbon tax of R120/tonne is unaffordable, is busy reviewing the tax – which has now been delayed by a year, until 2016. Although well received,



we need to understand the full impact of the carbon tax and its implications. Some industries will be completely eradicated if the tax is implemented and, to our largest energy provider, this will simply be unaffordable. We are aware that government is reviewing incentives for these industries, but not for the trucking industry – truckers may bear the brunt of this tax through a fuel levy. Our panel comprising government and energy users will debate this matter.

**Anti-Competitiveness and Crossing the Line:** The cellular phone industry and the construction industry are two industries that have fallen foul of the Competition Commission and have had to pay out huge sums of money for transgressions. With associations now coming under the spotlight and our industry next, members need to be aware of what constitutes anti-competitive behaviour.

**Panel discussion on Building South Africa:** Good infrastructure is the foundation of our country's economic development. Bad roads not only obstruct and delay movement of goods and passengers, but also increase the cost of vehicle maintenance, and endanger safety. Our panel will debate what can be done to build a better South Africa with infrastructure that can carry this economy.

*Road Freight Association*

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# Combating diesel theft

**One of the biggest impacts on the transport industry is the ever increasing cost of fuel. In the past five years, the cost of diesel has almost doubled, with the price currently close to R14 per litre – making this high value for a low-volume commodity.**

**Consider a cube of only 10 centimetres in length, shorter than an iPhone, is a volume of one litre and trades on the black market for anything between R6 and R10. This means that relatively small volume containers can hold hundreds or even thousands of rands worth of illicit diesel. Couple the high value with the huge retail demand, and the proliferation of the stolen fuel market is a foregone conclusion.**

While many operators have put systems in place to try to mitigate their losses, not one measure is perfectly secure and most can be bypassed with simple tools. Technology is ultimately the answer to detecting fuel theft, but sadly it is not the solution to managing the problem.

We must not overlook the word ‘manage’ begins with ‘man’, indicating the need for human involvement. The origin of the word *manus* refers to a hand, further highlighting the fact that people, not systems, manage and that management requires a hands-on approach.

Putting steps in place to control and manage the fuel in your fleet is the only way you can begin to reduce the overall diesel operating costs. Using technology to assist is an obvious choice, and there is an array of choices ranging from passive preventative systems to active information solutions.

Passive systems are usually put in place to try to prevent fuel from being removed from a vehicle tank, using solutions such as anti-siphon devices or marking hoses and drain plugs with torque paint. Solutions such as these are relatively easy to bypass and actually fairly ineffective if not inspected regularly.

In one case, a report showed that the driver of a vehicle had removed the anti-siphon sieve and placed it in the glove box of the vehicle, complete with the tools required for refitment before returning to the company. Problems like this are harder to control with multi-driver vehicles, as the date and time of tampering cannot be defined – often making it impossible to



correctly attribute blame. The moved markings on pipes and fittings might be noticed only months after tampering, which widens the window of blame.

Research has shown that more than half of the fuel being traded on the black market does not originate from vehicle tanks. It enters the black market system before being added to the vehicle, the most common practice being the filling of additional containers while refuelling.

Many of us admired the tenacity of people transporting empty sunflower oil drums across the border, which seemed to be for the purpose of storing water. But many of these will end up being used to store, transport and trade diesel.

So technologies that not only monitor the dispensed fuel, but also the fuel that ultimately makes it into the tank, are likely to offer more functionality than passive systems that only try to prevent losses of fuel already in the tank. This type of technology has its challenges, not the least of which, monitoring a volatile liquid that is changing shape, volume, density and temperature while travelling poses almost insurmountable difficulties.

Developing a separate sensor that can make the measurements continuously and accurately is half the task, which then needs to be complemented by a solution to interpret the electronic information into reports on a man-machine-interface.

Some solution offerings have tried to use the standard float type sensors already fitted to vehicle tanks; however, determining live fluctuations fast enough is often impossible due to the in-built dampening systems.

Another problem associated with using the original equipment manufacturer float gauge senders is that they are usually not powered when the ignition is off. As this is typically when fuel is siphoned from the vehicle, having the sensor inactive at the exact time of being needed somewhat defeats the object.

A final problem with this type of simple rheostat design is that it does not produce linear readings. Although the position and orientation is often set in such a way to try to compensate for the electrical behaviour, physical limitations and tank shape often mean that readings at the end of the scale are very inaccurate. This problem is evident in tanks of a horizontal cylindrical type.

Clearly the solution is to add a sensor to the tanks purely to measure the fuel in a manner that returns true accurate and continuous readings. Properties of this sensing system should be such that the device must draw very little current so that it can be powered even when the vehicle is not running. The sensor should be designed to retrofit to almost any vehicle, should compensate in some way for environmental changes, should be durable to handle the harsh environment and should be cost-effective to make it viable.

Once all the aforementioned has been taken into account, one has to consider the physical forces that act on a sensor of this type. Due to the depth of truck fuel tanks, a sensor may have to be physically fairly long in length. This length coupled with the drag and mass of liquid fuel means that incredible physical forces are often applied to the sensor. A rigid sensor design would be subject to lateral forces which, over a period of time, could result in physical damage to even the most rugged device.

Assuming acquisition of the data is possible, the next step is interpreting it in such a way as to produce reports that confirm events without producing false readings that could result in unnecessary alarm conditions. This means the raw data must be analysed to make adjustments for environmental changes while producing important delta values so that the system can detect fuel added and fuel removed, and at the same time differentiating between actual drops in fuel versus fuel consumed.

This task is challenging because as the vehicle moves, the fuel – being a liquid – moves as well. The movement, of which most is sloshing, is often not even closely linked to vehicle speed; much more severe sloshing changes are expected at slow speeds. At higher speeds, such as a long turn, the gravitational forces acting on the liquid are often influenced by centrifugal forces, thus changing values for less extreme but much longer periods.

Assuming a system design that has overcome the physical, electrical and environmental challenges, which is able to produce continuous usable readings, there needs to be a reporting system

that is useful. Reports that can eliminate some of the data ‘noise’ produced so that a user has a chance of understanding this information and discerning what is relevant and what is not. Creating analysis software that makes the information useful is vital but, as mentioned before, the human factor still comes to the fore.

One cannot reasonably expect software to totally replace the management function; however, a good manager can use the information produced as a tool to complete his tasks. Once the data is available and managers begin to use the information to make informed decisions, the cost savings can evolve. Not only can the theft events be reduced or eliminated completely, but other operational inefficiencies can be resolved. These can be as simple as streamlining fuel inventory to reducing the cost of travelled routes by optimising the fleet utilisation.

The digit software application has a multitude of functions and reports, ranging from simple tracking reports, to comprehensive analysis of expenses or even profiles of load temperatures. While the design of the system was based on the need to improve operational efficiency of businesses with the need to transport goods, the added benefit of fuel theft reduction holds true. In many reported cases, companies have stated they have either managed to detect theft patterns – enabling them to take appropriate action – or have managed to deter theft completely.

Surprisingly enough, this technology seems at times to defy belief, so much so that some users report that even when staff have witnessed the functionality and were even present during installation, they still believe they will not be caught stealing fuel.

*Rordon Cowley*





# Quality control paramount

**The quality of the diesel in South Africa has been making headlines more often in recent years. One of the first things to identify is what is meant by quality diesel: do not confuse quality with dirty, wet or adulterated.**

**It is extremely unlikely that a single drop of diesel leaving South Africa's refineries does not conform to the SABS standard for the quality of South African diesel, however wide or ommissive that standard may be. It is from this point that the problems start, with poor transport methods, poor handling, sloppy storage and corruption.**

I have attempted to briefly cover the various issues with diesel which have detrimental effects, showing that a wide variety of engine problems can be traced directly back to the cleanliness of the diesel used.

Although not an issue in terms of contamination, sulphur is an area of concern. There is a range of valid reasons for the removal of sulphur from our diesel supplies.

The first most pressing reason is that high-sulphur diesels produce sulphur oxides on combustion which, when dissolved in the other byproduct of combustion – water – form strong acids. When these acids condense, they attack the metal surfaces of valve guides, cylinder liners and bearings. The acids produced are neutralised by the engine lubricant and, in doing so, reduce the working life of the lubricant – necessitating shorter drain intervals.

Secondly, sulphur is known to influence the emission of fine particulate matter through the formation of sulphates. These particulates are considered a health hazard and their reduction is desirable.

However, the presence of sulphur must not be confused with dirty diesel; it is a vital component of diesel, in that it imparts a natural lubricity, protecting fuel pumps and injectors. When this is removed during refining, it has to be replaced with additives to perform the same function.

There are, however, steps that can be taken to reduce the damage caused by burning high-sulphur fuel:

- Know the sulphur content of your fuel. It is recommended



that every bulk delivery is checked, especially if fuel quality is questionable.

- Keep the normal operating temperature of the cooling system above 80°C – this will limit condensation of sulphuric acids on cylinder liner walls.
- Select oils with a sufficient starting total base number (TBN).
- Follow standard oil-change regimes, unless oil sampling indicates differently.
- Maintain the crankcase breather system to prevent condensation in the crankcase oil, which will cause rapid TBN depletion.

## **Particulate contamination is common**

Modern diesel engines are more susceptible to fuel contamination

## Diesel

than before. Injection pressures can be as high as 50 000psi, with dynamic clearances in injectors of 2.5 micron and getting smaller.

In effect, vast numbers of particles pass through pumps and injector tips, causing erosive wear and increasing nozzle hole size. This leads to larger fuel drop sizes and dirt particles becoming trapped in the mating surfaces of the sealing areas of the injector tips, keeping them apart. Leaking and dribbling occur.

Wear between barrel and piston occurs sometimes, resulting in seizure or reduced injection pressure and poor atomisation. Gums and resins in the fuel will coat fuel injector lines, pumps and injectors and will interfere with the close tolerances of the fuel system's moving parts.

Another contaminant that finds its way into diesel is petrol. This has several adverse effects that the cleanest diesel and best filters cannot prevent, such as loss of lubrication, viscosity and cetane number, manifesting itself in leaking plungers and seals, premature ignition, engine knock, and pump and injector wear. All lead to inevitable failure of valves, turbochargers, pistons, rings and bearings.

Financial incentives arising from differential taxes are the primary causes of adulteration, but are by no means the only ones.

### Other forms of adulteration also occur:

- Blending diesel with varying amounts of used lubricants or transformer oils contaminated with PCBs, which would be costly to dispose of in an environmentally approved manner.
- Blending heavier fuel oils into diesel. The main adulterant of diesel is illuminating paraffin (IP) which, having a tax benefit, is often introduced illegally to increase fuel volume at low cost. IP is chemically very similar to diesel. However, when it is added to diesel, it results in a range of problems such as a drop in viscosity, a drop in cetane number and, the most damaging of all, loss of lubricity. As discussed previously, the inherent lubricity of diesel is essential for the lubrication of the fuel pumps and injectors, without which wear and seizure are very real possibilities.

Both contamination and adulteration have a detrimental effect on pumps and injectors. Subsequent damage caused can therefore be very similar. Eroded and damaged injectors produce needle dribble or poor spray patterns. Needle dribble is the main cause of piston crown meltdowns, as the raw fuel burns directly on the piston itself at a much higher temperature than the melting point of the crown.

Poor spray patterns lead to loss of power, sooting, increased fuel consumption and smoke as the bigger fuel droplets fail to burn cleanly.

Another effect is that these larger droplets reach the cylinder liner and thin out the lubrication film there, resulting in piston scoring and wear.

This also results in dilution of the oil, as the thinner oil is pushed past the rings into the sump, causing a drop in the overall viscosity and subsequent load-bearing properties of the oil, resulting in big end bearing wear.

*Neil Robinson*

*Managing Director: WearCheck*



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# Fuel-efficient fun

**Road Ahead** editor Gregory Simpson recently got his hands on the new Ford EcoSport, which is quietly making a name for itself in the flourishing small SUV market

**When checking out the stats, I was not sure what to make of the EcoSport's 1.5TDI engine, being used to more brutish offerings in larger SUV models. But straight off the bat, the 66kW turbo impressed on the highway, with the sneaky little thing reaching 140km/h without my knowing – at under 3 000rpm. At that sort of speed, you do get some wind noise from the back windows, but nothing out of the ordinary.**

And it's not really that small either, but Ford has sacrificed some space in the boot to give the rear passenger seats ample leg

room. The front of the cabin is well equipped, though without GPS – which is just fine by me. The gear change is smooth and responsive, as well as in the diesel engine, which does not suffer too much for turbo lag, nor is overly noisy.

In terms of riding high, she can handle mild off-roading and pavement hopping, but won't be able to make it through deep sand with its front-wheel drive configuration.

"Stylish, robust and dynamic, the all-new EcoSport is sure to appeal to a new generation of customers," says Ford marketing manager, Gavin Golightly. "It is set to be a game changer for us, solidifying Ford's volume position in South Africa."





### The little engine that could

The smallest engine in its class, Ford's entry-level 1.0-litre EcoBoost is big on power, torque and refinement. Producing 92kW of power with a peak torque of 170Nm, the quiet and smooth-running engine delivers power and performance that rivals traditional 1.6-litre petrol engines. The 1.0-litre engine has won the coveted title of International Engine of the Year for the last two years running.

With 25% fewer moving parts, the three-cylinder EcoBoost is able to deliver superior fuel economy and lower emissions. On a combined cycle run, the innovative powerplant ensures minimal consumption of just 5.7 litres/100km.

Ford's EcoBoost technology, which holds more than 125 patents, combines direct fuel injection, turbo charging and variable valve timing to enable a downsized engine to gain fuel economy by up to 20% over larger engines, with no loss of performance.

"It requires a shift in mindsets," explains Golightly. "Traditionally, we have equated performance with larger capacity engines, but advancements in technology now mean smaller displacement engines are able to outperform their larger counterparts."

The EcoSport is also available with the global 1.5-litre four-cylinder petrol engine, which delivers peak power of 82kW at 6 300rpm and peak torque of 138Nm at 4 400 rpm. It uses an average of 6.5 litres/100km on a combined cycle.

Fuel efficiency is a standout feature, with a combined cycle figure of just 4.6 litres/100km – ensuring the EcoSport is kind on the pocket.

The EcoSport has been designed to provide high levels of protection and driver support through a range of advanced features. About half of the urban SUV's body structure is made up of high-strength steel and ultra-high-strength steel, such as boron steel, making its frame especially strong yet lightweight.

The SUV's array of airbags, including airbags for the driver and front passenger, as well as side airbags and curtain airbags, provide additional peace of mind.

ABS is available on all models and helps prevent the wheels from locking up and allows the vehicle to stop quickly on slippery road surfaces.

Other advanced safety technologies such as Electronic Stability Control, which is available on some high-series models, also helps drivers remain in control at all times, especially on slippery roads. When it detects the car is potentially losing control, it automatically reduces engine power and selectively brakes individual wheels to stabilise the vehicle and keep it on track.

"The EcoSport offers a well-rounded and comprehensive line-up as well as a host of fantastic features, which place it well ahead of its competitive set. Coupled with a very competitive price point, Ford has a winner in this segment," concludes Golightly.

The EcoSport is available with a fully comprehensive four-year/120 000km warranty and four-year/60 000km service plan. At R250K for the top-of-the-range TDI model that we tested, it is great value for money, and really shows that Ford is serious about improving its build quality as it enters the sought-after small SUV market with a bang.

## AN ADDITIONAL EMPLOYER ASSOCIATION JOINS THE NBCRFLI

The National Employers Association of South Africa (NEASA) has been admitted as a party to the *National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)*. Based on NEASA's membership figures, they are entitled to one representative on the Council's board.

NEASA is one of South Africa's employer associations who represent employers within the road freight and logistics industry.

"We welcome NEASA as a new party to the Council and trust that their input and knowledge will assist in promoting orderly collective bargaining," says Tersia Ströh, Acting National Secretary of the *NBCRFLI*.

## THE LAUNCH OF OUR FIRST EVER GAUTENG REGIONAL STAKEHOLDER EVENT

In an effort to grow our relationships with our stakeholders in the province, we hosted our first ever Gauteng Regional Stakeholder conference on the 7th March 2014 at the exclusive Birchwood Hotel and Conference Centre in Boksburg.

The event was an information session where our various industry specialists presented a range of topics to our employer and trade union members throughout the day. Topics focused on functions of the *NBCRFLI*, the various services offered to our stakeholders and the role of trade unions and employer organisations in the negotiation process. It is important to note that we did not have a national presence at the event, nor was it used as a platform to make any decisions.

"Due to the tremendous success of our first Gauteng Regional Stakeholder event, the *NBCRFLI* has taken the decision to host this conference in other regions," says Ernest Buthelezi, Regional Operations Manager, Gauteng. "This will give all our member employees and employers throughout the country an opportunity to communicate with us directly."

Visit our website [www.nbcrfli.org.za](http://www.nbcrfli.org.za) to view some of the presentations from the conference. They can be found under the menu item called "Events".



# NBCRFLI

National Bargaining Council for the Road Freight and Logistics Industry

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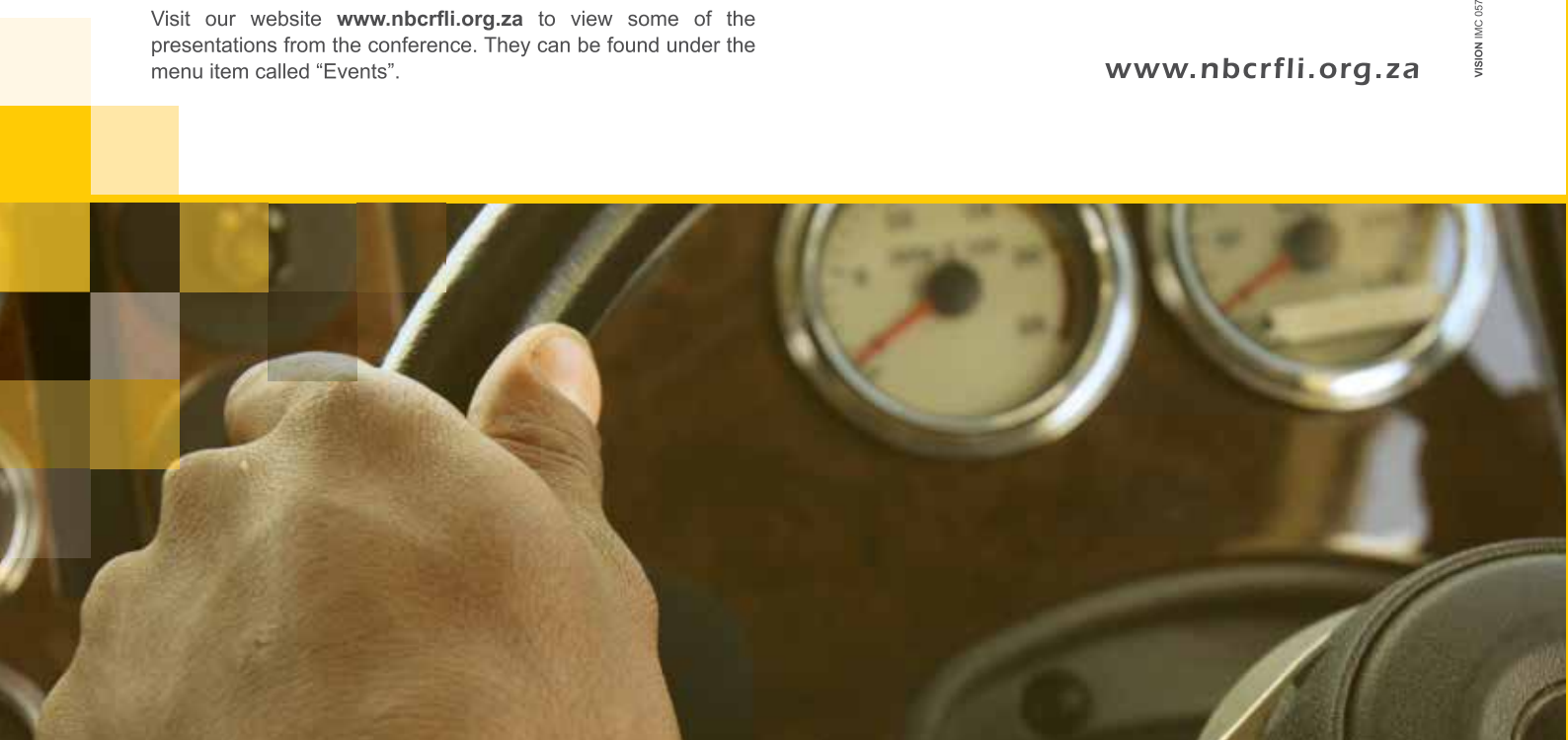
## NEW WEBSITE INITIATIVES

During this year we are working on transforming our website [www.nbcrfli.org.za](http://www.nbcrfli.org.za) into a leading information hub for all our stakeholders. In addition to providing our readers with updated circulars, press releases and *NBCRFLI* publications on our site, we have also uploaded a new page with information about our conciliation and arbitration process, an events page detailing recent functions held by the Council, the contact information of all the Parties to Council as well as our members' Letters of Good Standing.

We are also extremely proud of our new automated query function which enables us to provide all our members with answers to any Council-related queries they may have in just 3 working days. To make use of this helpful service, log a query under "Contact us – I have a query" on our website.

Please also check out our website to view the latest increases in Minimum Wages-Across the Board Increases and Allowances, applicable from 1 March 2014 – 28 February 2015.

[www.nbcrfli.org.za](http://www.nbcrfli.org.za)





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# CONCILIATION THE BETTER OPTION

One of the core functions of the **NBCRFLI**, in terms of the Labour Relations Act, is to prevent and resolve labour disputes within the road freight and logistics industry as per its mandate to administer and enforce the conditions of employment between industry employers and employees. In order to resolve unfair dismissal and disputes of a similar nature, the **NBCRFLI** is accredited by the CCMA to perform dispute resolution by using CCMA accredited commissioners. These commissioners are also used to arbitrate enforcement disputes.

## WHAT IS A DISPUTE?

A dispute is any matter over which employer and employee members legally challenge each other, such as unfair dismissal and unfair labour practice or a dispute about the application of the provisions of the Council's Collective Agreements.

## TYPES OF DISPUTES

The following are the types of disputes the **NBCRFLI** facilitates:

- **Enforcement Dispute**  
This type of dispute relates to non-compliance/contraventions of Collective Agreements.
- **Unfair dismissal and Unfair Labour Practice disputes (LRA)**  
This type of dispute relates to unfair dismissals and unfair labour practices in the Road Freight and Logistics Industry.

## WHAT IS CONCILIATION?

Conciliation is a process whereby CCMA accredited commissioners who are selected for the **NBCRFLI** panel of commissioners, meet with the employer and employee parties in dispute, and explore ways to resolve the dispute. No legal representation is permitted in terms of the rules. This is a without prejudice and off the record process.

In order for the parties to reach an agreement, both parties need to be present at the conciliation hearing. If one of the parties fails to attend the conciliation hearing, the matter will remain unresolved and may then only be resolved by arbitration or the Labour Court, depending on the type of dispute.

Sometimes parties do not attend conciliation preferring an adjudicative (or arbitration) process. It is however important to note that arbitration is a far more stressful, time-consuming and administratively intensive process.

## WHAT IS ARBITRATION?

Arbitration is an escalation of the dispute resolution process in that it is a more formal process than conciliation. This process differs from the conciliation process as it does not promote negotiations. It is essential that the involved parties attend the arbitration. Failure of the referring party to attend the arbitration process means a commissioner may (i) dismiss the matter by issuing a written ruling or adjourn the proceedings. If the referring party only attends the arbitration proceedings, a default award may be issued by the commissioner in favour of the referring party.

## WHAT ARE THE BENEFITS OF ATTENDING THE CONCILIATION HEARING?

- It is far more beneficial for parties to resolve disputes at the lowest level of resolution. By attending the hearing, both parties are able to avoid the unnecessary costs involved in the arbitration process. These costs are due to the length of the process, the possible attendance of witnesses, the time that the parties need to take from work to attend the arbitration and the extra administration that is involved.
- The conciliation process is private, confidential and without prejudice.
- It is less time consuming than arbitration.
- The conciliation hearing is a process where a CCMA accredited commissioner, selected by the **NBCRFLI**, meets with the parties in dispute, separately and/or together, and explores ways to settle the dispute by agreement.
- The **NBCRFLI** has 18 offices countrywide, thereby making it more convenient for Council stakeholders to resolve their disputes through the conciliation process.

## WHAT TYPES OF OUTCOMES ARE THERE AT CONCILIATION HEARINGS?

- There may be a variety of outcomes, but usually they are as follows:
  - Resolved through a settlement or;
  - Unresolved, where the referring party has the opportunity to escalate the dispute to arbitration.
- The types of conciliation settlements include: financial settlements and/or reinstatements.

Please refer to website: [www.nbcrfli.org.za](http://www.nbcrfli.org.za) or contact your local designated agent to find out more about the Council's dispute resolution process.

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