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1st Issue 2015
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Transport
on the move



SABOA Conference primer

Counting the
cost of delays

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Contact Vehicle Management Solutions
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On the Cover



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South Africa



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Contributors



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NEW IVECO PLANT IN GAUTENG

Iveco South Africa and Larimar Group will soon inaugurate their new manufacturing facility:

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Transport on the move

Foreword

Shifting public transport



Godfrey Hani, divisional manager for FUSO South Africa

The bus segment is perhaps the most critical component of our vehicle industry as it moves the most valued resources: people. The use of buses has the potential to decrease the number of annual fatalities on our roads, as the sector is totally governed, resulting in safer roads.

With a comprehensive product offering, including the FE7-150 Canter LIFT range (29-seater), FK10-240 Fighter range (40-seater), FK13-240 Fighter range (50-seater) and the FM16-270 Fighter range (60-seater), the expansion of the public transport systems will receive a much-needed boost.

FUSO Trucks SA is ready to provide buses that will meet the current transport needs and beyond, further asserting its position as a provider of mobility solutions. FUSO is proud to be playing a positive role in this, and will contribute to a bus market that reported a 17.6% sales increase year-on-year for buses with a Gross Vehicle Mass of 8.5 tons and above.

To further demonstrate FUSO's drive, the above increase does not include the number of vehicles that were converted from truck chassis to buses which meet all the SA traffic legislation requirements. This indicates that the actual bus market in SA is much bigger than what has officially been reported.

As a formidable player in the growing bus segment, FUSO regards the Southern African Bus Operators' Association (SABOA) conference as the premier event where the interests of the bus industry and its stakeholders are taken into account.

It is with this in mind that FUSO is part of the conference so that it can demonstrate the value it can add to the delegates, government representatives and other stakeholders. The conference is the perfect vehicle for FUSO to reiterate its trusted quality, economic efficiency, solid and functional design that is topped by committed services throughout Southern Africa.

In a country where approximately 40% of any bus operator's costs are attributed to fuel, FUSO Trucks SA also offers some of the most economical buses on the roads, while also improving the bottom line hence increasing valued customers' operating profits.

As FUSO Trucks SA is committed to reducing the total cost of ownership of all its vehicles, it utilises Mercedes-Benz South Africa's value chain offering to set itself apart. This includes maintenance contracts, financial packages and TruckStore, one of the largest dealer networks for used commercial vehicles in South Africa.



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FUSO Trucks SA



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Transport on the move

Ed's letter

Getting it right in 2015



It's all about buses for the opening stanza of Road Ahead's first edition of 2015, as South Africa tries to maximise the effectiveness of public transport arteries, following some costly delays to the supply chain in 2015.

With the Saboa Conference just a matter of weeks away, many of the top minds from the world of buses will get together to thrash out some of the pressing issues that have hampered the effectiveness and profitability of this sector.

If one looks to the countries of Europe, many of which rely heavily on well oiled public transport systems, with buses being a primary people mover, we really need to step-up our game.

Firstly, congestion is a major problem for the economy of Gauteng. There needs to be greater incentives to make more people want to use public transport. You could have tax incentives for people who make use of public transport, or for those who can prove they don't drive to work alone, rather 'car pooling'. Bosses should also be encouraged to allow employees more flexibility of working hours, so everybody does not drive to work at the same time for an 8:30am start.

For too long law enforcement has only used the weapon of threats to try imposing the law. This is no longer working, with e-tolls as being a prime example. As a general rule, South Africans don't like being told what to do. But if you incentivise law abiding behaviour it may change. For example, if you have a clean speeding, clean accident record and examples of public transport usage you get 1-2% off your tax. On the flip side, if you have loads of fines, you pay more tax.

You'd be surprised what a difference it makes when SARS gets involved, and I think it's the only institution in our great land that anybody really takes seriously these days.

Another factor in the fight against congestion is accidents, vandalism and resultant bus fires, which comes under the microscope this edition.

Meanwhile, some reports have suggested that 70% of extra-heavy trucks are not roadworthy. That's a major cause for concern, with thousands of unreliable killing machines out on our roads. One only needs to look at the dire Christmas death toll to know what a 45 ton truck and trailer with faulty brakes can do.

So as we look forward to another pulsating year, let's give some serious thought to positive reinforcement of the more basic safety principles, which will have a tremendous impact on both life, and your bottom line.



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Road safety vital for efficient growth





The SABOA conference will be focusing on road safety and driver training initiatives—a commitment by the industry to their passengers that comfort can be taken from RTMS certification



Systematic controls are in place to ensure reliable, safe, efficient and affordable public transport is driven by a industry specific standard and visibly demonstrated by the Operator with the much sought after yellow triangle displayed on the front of the Road Transport Management System (RTMS) certified Operator's bus/truck.

RTMS is not a panacea and does not eliminate crashes/fatalities as the road network is dynamic and volatile and humans make errors, road conditions are ever-changing and mechanical products break- RTMS certification confirms that safety critical aspects of the operations have been identified and procedures written and roles identified and training given to ensure compliance and adherence to the regulations.

To consider the safety of other road users, passengers and ensure safe loads to reduce the probability of crashes, loads being lost or vehicles being overloaded by drivers being trained to operate within agreed protocols.

Bus Operating Companies that have been certified as meeting RTMS standards include Buscor, Intercap and Golden Arrow Bus Services. Many Operators meet the standard and are in the final stages of the audit process for certification to be confirmed and proudly displayed- RTMS may be seen as the future of compliant road transport resulting in safer drivers, safer trucks/trailers/buses and safer passengers/loads and safer roads.

Financial impacts of crashes such as congestion, loss of productivity exceeds R300 billion in losses to the economy annually

Stakeholders such as the Transport authorities from enforcement to policy and related regulatory and strategic functions have embraced the objectives of RTMS and PBS which is included as one of the 4 pillars of the road freight strategy.

Insurance companies and funders/banks can give fair consideration to a RTMS certified Operator as operational risk mitigation is a factor when assessing feasibility of a

transaction for funding or insurance purposes — an external audit process and a detailed report as undertaken by an RTMS approved auditor is a crucial aspect in providing insights into the operations confirming that trucks are managed to prevent over-loading (or under-loading which impacts productivity/revenue) drivers are well trained and skilled thus reducing the likelihood of crashes and related downtime and loss of productivity and revenue.

The loss of lives on our roads which exceeds 15 000 per



annum is a cause for concern compounded by the emotional trauma of losing a loved one or seeing a friend, family member, colleague living with a disability for the rest of their lives. The compounded financial impacts of crashes such as congestion, loss of productivity etc. as quoted by the RTMC (Road Traffic Management a NDoT entity) exceeds R300 billion in losses to the economy, annually.

Thus the commitment by the road transport community to reduce crashes and to improve road safety standards by implementing a structured, proven self-regulation industry standard specifically written to manage critical aspects of road transport operations should be celebrated, supported, encouraged and commended and promoted.

In Case studies as presented by RTMS certified Operators evidence of reduced crashes and fatalities since the implementation of RTMS and resultant improvements in productivity has seen operating costs reduce and long term sustainability



and viability of the business as a proven positive and tangible outcome.

Sharing the roads in harmony is in every stakeholder, road user, passenger's interests and RTMS may be considered as a substantive means to reduce the dreadful statistics (lives) on our roads.

Best practice

RTMS has now firmly established itself as a best practice standard for Operators implementing a systematic approach to identify, mitigate control and manage operational risks. The ARP 067 practice is now incorporated in SANS 1395.

In addition RTMS offers a gateway to innovation such as can be seen with the Performance Based Standards for the Buscor bi-articulated buses. Suffice to say the actual 'on the road' operational performance of these buses is the determinant for compliance to some of the standards of stability and manoeuvrability of the bus combination unit—which has been tested in terms of aspects of the safety related design standards of PBS—conformance to best design practice.

More than 20 Performance Based Standards have been determined for truck combinations including dry bulk commodity side tipper links, Car Carriers, Buses etc. The objective of improving the physical performance of the PBS units has seen improvements in the design of "prescriptive" or standard trailers/ buses thus the successes of the PBS standard of ameliorating the impact of the units on the roads with reduced road wear can be emulated by the broader industry.

RTMS certification is a pre-requisite for a PBS project and process to commence. The road transport sub-sector is actively seen to be self-regulating and driving compliance and sustainability by maximising payloads without compromising on any aspect of vehicle design or safety and focuses on improving driver training and fatigue management.

More info can be sourced from www.rtms-sa.org. Register on the website and keep an eye out for the many workshops provided at no cost to the road transport community.

Kathy Bell



Turning waste into worth

In South Africa, we have millions of waste tyres lying in dumps and stockpiles or scattered across the country in residential, industrial and rural areas. Almost 10 million waste tyres are added to this number every year.

Tyres are designed to be tough and nearly indestructible, which is good when they are in use, but a problem when they reach the end of their working life. While some waste tyres make their way to recycling facilities via formal and informal networks of collectors, many of them are burned illegally and in the open for their scrap metal content, releasing toxic fumes and liquids in the process.

The REDISA Plan was developed to address the waste tyre problem, in a manner that stimulates job creation and entrepreneurial development. As REDISA gains momentum, used tyres will grow in value. “No longer seen as waste, they will vanish from our landfills and instead re-enter the economy as recovered raw materials, fuel, waste bins, paving, artworks, corporate gifts and even fashion accessories”, said REDISA Director, Stacey Davidson.

Looking at waste differently

The key to turning waste into worth is to start looking at waste differently. The gradual increase of waste generated in South Africa is leading to an increasingly polluted environment in which South African’s, particularly those in the informal sector, are forced to live.

This challenge has left the country with no other option other than to seek measures to divert waste away from landfills to other waste management options such as the reuse, recycling and recovery of products, as well as energy generation.



At this stage, the tyre industry is the only one in South Africa whose waste is being dealt with in an integrated, coordinated way—through the development of a circular economy. What’s more, the REDISA system is the only one in the world that has 99.9% industry compliance with one waste management plan (99.9% of tyre manufacturers and importers are registered with them and pay a R2.30 per kg waste management fee to outsource their tyre recovery and recycling liability).

Job creation and small business development are a major part of their business plan, and the five-year target is to create 10 000 jobs and 200 business entities that collect, store and recycle waste tyres. Already, 1 604 jobs have been created and 156 small businesses established, and transporters registered with REDISA are collecting waste tyres from 1 458 collection points countrywide.

According to Davidson the value of small businesses can not be underestimated, as many small businesses are seen as the lifeblood of the economy and generate millions of revenue for South Africans annually. “It is our firm belief that by promoting a new recycling industry and developing sustainable SMMEs, that we will have a direct impact in the economy through job creation,” Davidson said.

REDISA has successfully implemented its waste tyre plan, creating a circular economy within this industry. Given its successes the only question remains, why is this not being done for other industries?

Please visit www.redisa.org.za for more information.



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CREATED

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OF TYRES COLLECTED

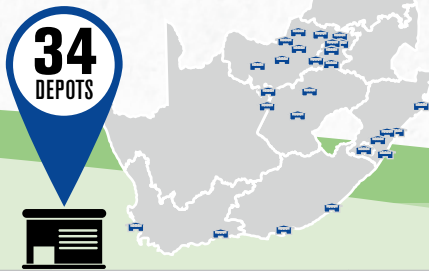


1458

COLLECTION
POINTS SERVICED



34
DEPOTS



REDISA turns waste into worth through a circular economy that connects all stakeholders to empower communities and solve environmental problems.

We're on track to meet all our objectives set out in our 5-year roll-out plan. We are also proud of the impact the plan has made on the many people and communities both employed and supported by REDISA. Join the journey and see how we plan on continuing our road to success.

Note: All the above stats are as at November 2014.

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RECYCLING AND ECONOMIC DEVELOPMENT
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Understanding bus fires

Bus transportation is regarded as one of the safest modes of public transportation. Millions of passengers ride safely every day to and from work, school and for pleasure. The manufacturers and operators of buses have gone to great lengths to establish and maintain this safety record. However, a fire resulting from a collision or failure of a component puts lives at risk and can have an enormous impact on operational costs as well as customer confidence.

*Figure 2 - Bus fires
a common issue
worldwide*



Aircraft, trains and passenger ships all have well established standards, regulations and certification processes to ensure the maintenance of high levels of safety as new materials and constructions are introduced. Buses on the other hand, mostly rely on the efforts of the OEM's, operators and suppliers of fire systems to ensure safety with few strict regulations.

Bus Fire safety encompasses many aspects of design, operation, maintenance, evacuation and even first responders. All have a critical role in establishing effective standards and best practices but are typically the responsibility of different stakeholders in the development process. Buses pose many unique challenges in regards to fire risks. The varying modes of operation (city, highway, long distance), unique vehicle types (School, Transit, Coach, Demand Response) and design changes to meet new emissions standards provide the context for fire safety; but each fire hazard, whether it is an engine compartment, battery compartment, wheel well or even a luggage compartment, poses unique challenges in the way of geometry, airflow, clutter, flame spread and evacuation.

The engine compartment which is one of the more well-known fire risks poses several challenges that effect the detection and suppression of fires. Ventilation, through fans and openings in the engine compartment, can produce high levels of airflow. This facilitates necessary cooling of the engine and compartment but can also increase the intensity and spread of flames which can have an enormous impact on fire detection times and suppression system effectiveness.

The varying designs, geometry and clutter clearly represent risks which must be analyzed. The first step in this process and perhaps the most important one is to conduct a thorough fire risk analysis which should include a Failure Mode Effects Analysis (FMEA) during the design phase. The FMEA will identify the highest risks with regard to occurrence and severity, and what

methods are used to detect them. This will help ensure that maintenance practices and training address the risks identified.

The first few months of operation and operation in all seasonal conditions are also critical. High temperatures created in the engine compartment can cause premature failure of components and potentially increase surface temperatures which could ignite flammable fluids more readily than expected. The use of temperature strips in high risk areas to identify unexpected high temperature zones is, e.g. a good "best practice".

Needless to say, fire prevention is an ongoing process; and, even when dealt with vigilantly there is always some residual risk of an event as seen in Figure 2. Most would see this as unfortunate accident and we can sometimes believe that determining the origin and cause resolves solves the problem. Such incidents could also be viewed as one of the most important learning tools at the disposal of stakeholders which can provide critical input into best practices for design, operation and human factors.

Research at the forefront of Bus fire safety

SP Fire Research is part of SP Technical Research Institute of Sweden, and is one of the largest fire research facilities in the world with capabilities including the ability to conduct fire testing on full size buses. Staffed by researchers, engineers and industry experts it offers a complete solution for evaluation, testing, and risk analysis of innovative technologies and solutions. Since 2004 SP has promoted global bus fire safety as a top priority. As part of this work SP has been active in the development of standards and test methods specific to vehicle hazards.

The aim of such test methods is to establish performance based standards for the objective evaluation of safety performance of products and solutions. Products are tested for performance against realistic fire scenarios and environmental aspects specific to the hazard. More information concerning SP Fire Research can be found on <http://www.sp.se/fireresearch>.

Most recently SP has been involved in the investigation of an incident in the south of Sweden where two gas buses collided and started to burn. The work was commissioned by the Swedish Accident Investigation Authority. The reason for fire was that gas ignited oil in the engine compartment. As part of the investigation a full scale reconstruction of the bus fire was carried out in order to establish the cause of ignition and answer the question of why the fire suppression system did not manage to extinguish the fire.

The investigation led to a number of conclusions and recommendations from The Swedish Accident Investigation Authority to the Swedish Civil Contingencies and the Swedish Transport Agency indicating a pressing need to:

- Develop procedures for first responders how to approach CNG bus fires
- Establish requirements for fixed fire suppression systems in engine compartments
- Require function control of fire suppression system in conjunction with the regular vehicle inspection
- Extended and customized professional driver training for bus drivers with exercises in fire safety and evacuation.





Fire in a gas bus

New International Standard

SP Fire Research is leading the way for more effective fire suppression systems by establishing a certification process (SPCR183) and test method (SP test Method 4912) for testing fire suppression systems against known fire threats and environmental conditions specific to bus engine environments. Successful systems are then issued a certificate and allowed to mark 'P' on their components.

All over the world there is an increased awareness related to fire safety. Government agencies, Industry associations, OEM's, operators and even special advocacy groups have formed committees and knowledge platforms to discuss the issues.

In the US efforts are underway at both the federal and state level to improve bus fire safety. These efforts have included research and testing and the adoption of requirements for automatic fire detection and suppression systems.

Fire safety in buses has been the focus of significant research in recent years but much improvement still remains, in particular related to fire prevention and safe egress. The

sharing of information and best practices can benefit all parties but most importantly the safety of the passengers.

SP will be publishing its top most wanted fire related issues of which a few are listed below. Some projects have already been funded and are in progress, other are awaiting funding opportunities:

Wheel well fires

The exposed environment and deep seated fire risk makes wheel well fires particularly difficult to detect and suppress. Tests have shown that it can take less than 5 minutes before toxic fumes and smoke enter the passenger compartment. Tire pressure/temperature monitoring systems represent one method for early detection; other methods need to be explored.

Early testing of some coatings in the wheel well area have been shown to provide a significant increase in the evacuation time before toxic fumes enter the passenger compartment. Continued work in this area could provide a low cost solution.

Fire safety in buses has been the focus of significant research in recent years but much improvement still remains



Bulkheads/fire partitions

The bulkheads between high risk areas such as the engine compartment and the passenger compartment can allow toxic fumes and flame spread into the passenger compartment. New materials present new challenges as does the increased complexity of systems connecting from the engine compartment into the driver area. Methods to contain the fire in the engine compartment would mean better passenger safety and less damage from flame spread.

Detection systems

SP is currently working on a project funded by the Strategic Vehicle Research and Innovation Foundation in Sweden, an independent funding agency. The project has several co-financing partners, including vehicle manufacturers, insurance companies, end users, a transport agency and several suppliers of fire detection systems for vehicles. One part of the project aims to develop a new test method and propose a standard for fire detection and fire alarm systems in heavy vehicles.



Foam extinguishment

Further, the project will investigate non-traditional methods such as predictive failure modes for high risk components, facilitating the rapid identification of pending failures to hoses and lines carrying flammable fluids or components that have greatly exceeded their operational parameters.

The need for lighter, less costly materials is always present; but there are very few standards and regulations regarding the flammability and toxic fume production of such material. Further research is necessary to establish adequate performance requirements for the use of flammable material in high risk areas in buses and coaches.

Electrical fires

Electrical fires pose as many challenges as wheel well fires. Electrical arcing and shorts do not always trip protective devices such as fuses. Some cables, e.g. those used from the battery to the starter and alternator, carry very high currents capable of producing enough heat not only ignite nearby combustible materials, but also to cause breaches in hydraulic lines and metal covers.

In order to stop a potential electrical fire it is necessary to remove the current to the effected cable. The adoption of best practices for routing, securing and protection can greatly reduce the risks. Early detection methods such as current monitoring or better circuit protection should be explored.

Alternative Fuels

All over the world, new alternative fuels are emerging to replace fossil fuels such as gasoline and diesel. Hybrids, Natural Gas, All electric and even hydrogen buses are currently being used. The overall benefit is great but with new fuels and technical solutions, the fire risks change. In addition first responders face new risks. Alternative fuels fires like ethanol can also to some extent be more challenging to extinguish. Ethanol is a water miscible fuel and requires the use of alcohol resistant foam concentrates, other foams are destroyed very quickly. Gentle application of the foam is also very important.

Responsibility to ensure safe travel on buses should be shared by all parties. Establishing Standards and Best Practices will ultimately mean less legislation or at least legislation that is backed by sound scientific knowledge and best practices. Very little data exists to specifically identify the quantity, type and cause of bus fires.

Fredrik Rosen



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OTI PetroSmart

OTI PetroSmart, a wholly owned subsidiary of OTI, was established in 2000 and is positioned as the exclusive Value Added Reseller of OTI's Petroleum Products globally


OTI's technology offers commercially available, field-proven, contactless solutions that are based on OTI's significant patents and intellectual property. OTI's secure contactless solutions cover the entire value chain, including product design, application development and manufacturing. OTI delivers cards, readers, operating systems and complete solutions that are secure, scalable, highly functional and flexible.

Our key objective is to ensure that all our partners and customers have access to best practices, which are being applied globally in diverse markets. Moreover, since OTI PetroSmart also supplies a wide range of peripheral products and services, which are complimentary to OTI's Automated Vehicle Identification solutions, the procurement process for customers and distributors across various geographies is simplified.

OTI's EasyFuelPlus is designed for use at on-road retail sites, commercial home base sites, industrial and mining locations and has already been installed in 43 countries to date. These global activities are supported by OTI PetroSmart.


OTI PetroSmart has signed global partnership agreements with Tokheim and Wayne, who have selected the EasyFuelPlus solution as part of their respective automation offerings.

Locally, OTI PetroSmart has packaged its own home based and mobile bowser solutions, which have been deployed for prominent customers, such as Imperial Bulk Services, Shoprite Checkers, Spar Distribution Western Cape, Petro SA, Tongaat Hulett, and Mozal.



Press Release


OTI Expands EasyFuel System to Consumer Market
Innovative 'Moon Tag' Saves Time and Hassle at Pump for Everyday Drivers




Press Release

For Immediate Release

Wayne, A GE Business, and OTI Sign Global Supply Agreement for Automatic Vehicle Identification Technologies



Press Release



OTI Receives Orders for Commercial Quantities of its EasyFuel Plus Product from Petroleum Partner, Tokheim

OTI Receives Purchase Orders of More Than \$1 Million for EasyFuel Plus from Customers, Including a Major Global Supply Chain Provider

Order Marks 10th New Country for EasyFuel Deployments in 2013, 43rd Overall



www.otipetrosmart.com

oti
the most advanced and cost-effective automated fuel management and petroleum payment solution in the market

OTI PetroSmart, a leading global provider of automated vehicle identification and cashless petroleum payment solutions, offers customers complete packaged homebase and mobile bowser solutions to facilitate automation and secure refuelling.

Enhanced and Effective Management Controls

Automate the payment process – cardless and paperless refuelling with no human intervention
Automated data collection and reporting for fuel management purposes – quality data facilitates a better understanding of drivers and vehicle performance
Reports available on demand through automated processes – easy comparison of vehicles operating similar routes
Access to real time consolidated transactional information and support for both online and offline risk management parameters – flexibility of operation delivers maximum control

Savings

Prevent unauthorised refuelling – the right amount of the right type of fuel in the right tank
Lower operating costs – meet savings targets and improve profit margins
Abnormal usage highlighted quickly – fuel losses and abuse detected earlier reducing losses
Lower administration costs and greater accuracy through electronic recording and reporting



The PetroSmart EasyFuelPlus AVI homebase solution is a complete automated refuelling system that controls and manages the dispensing of fuel at homebase sites. Technology and systems that have been available to fully fledged service stations are now available to homebase depots – along with our commitment to ensure you derive the full benefits and savings the solution has to offer. Reduce operating costs, fraud and theft with this affordable offering from OTI PetroSmart.

Future-proofing our clients supply chains



At Barloworld Logistics, we go to great lengths to design, implement, operate and manage smart supply chain solutions.

Smart stands for sustainable, measurable, adaptable, resourceful and transformational solutions.



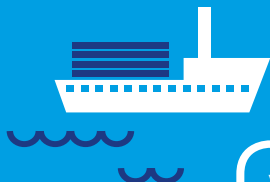
Simply put, ethical, economical and environmentally friendly solutions. Solutions that reduce costs, increase efficiencies and improve carbon footprints.



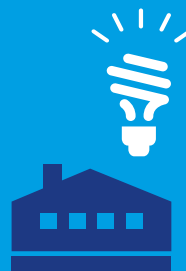
With innovative software and cutting edge technology we're able to track, monitor and measure the impact on the environment at every turn.



Our culture of operational excellence enable us to find new ways to minimise waste while maximising productivity, profitability and performance.



While world-class corporate governance and global best practices ensure we create a sustainable future for our clients' business as well as our own.



To see how our smart supply chain solutions can improve your triple bottom line, call Mike Fanucchi 011 445 1600.

Res Ipsa Loquitur: The facts speak for themselves

This phrase is used in court in reference to cases where the evidence is self-explanatory that there is (practically) no need for further argument. This is a very important concept that is often used as a core argument in prosecutions and one can understand that such cases would exist—cases where the facts literally speak for themselves.



But how easy is it to achieve a Res Ipsa Loquitur argument? Very easily, if you believe the arm-chair judges that adorn our Facebook Twitter and WhatsApp message streams with their often uninvited opinions on who is guilty and who is no, even while facts are still streaming in.

Let's look at the real-world examples of very serious road traffic collisions involving multiple fatalities, many vehicles and long periods of road closure. The fact is that road traffic crashes are no different from bombing attacks, aircraft disasters or building collapses, as we have seen in recent times. They all result in the loss of many lives. They are all unpredictable. They all result in severe losses, carnage and injuries in masses. They all attract attention and draw people into the mass hysteria that invariably follows.

After any disaster, vast amounts of information will invariably start streaming in and out in all directions. Everyone with access to any platform of communication will invariably “weigh in” and contribute in some way—positive or negative—to the overwhelming amount of information that will be spewed into the global online and physical village. The information will always flow along a pre-determined path of arrival/dissemination. There are three phases to this intelligence gathering/dissemination process:

Phase One - Random Data Noise

This is when a lot of intelligence comes in all at once. Everybody has a bit of information, people react emotionally and offer opinions where none is asked, people get information wrong and yet others purposely plant information towards some end of self-preservation. This is called white noise. You get tons of



data: Messages, News Reports, Media Releases, Social Media Posts, Television News coverage, Police Investigation Feedback, Emergency Service reports, etc.

When the Terrible 50 car pile-up happened on the N12 Highway near Alberton in Gauteng, South Africa, there was a data frenzy. First, there were reports via Twitter. This platform lists the number of characters to 150. This means that people started to try to get as much information across in as little “talk” as possible. Messages like “multi-car pile-up, truck lost control, many dead, 50 vehicles!” came through. Twitter went abuzz with “OG, really!?” and “where exactly?” posts.

Next came the photographs people were taking, as they are driving past, showing the carnage. Many people tweeted images from this very serious disaster involving tens of vehicles, several dead people and loss, pain and suffering we can only dream of!

After this, emergency service workers—the custodians of our safety, security and even dignity—started to “get in on the act.” The world sat and watched in shock as images flashed across their phone, computer and tablet screens; literally, from the proverbial front lines, we watched the carnage in horror and intrigue.

Finally, the media got in on the act. Now it was national news. Everyone who is anyone suddenly “knew what happened” at the scene. The reports, images, death-toll and further reports all but consumed the hearts and minds of everyone who had access to social media or the news. At this very early stage, information (yes—intelligence) streamed in, in an uncontrolled fashion. People were using this “white noise” to draw conclusions and form opinions and they liked to share it. There was an almost immediate reference to a “tanker that went out of control” and to suggestions for what must be done to the “guilty driver.”

But when it comes to the management of intelligence, this is the time when opinions, suggestions and allegations are least needed. This is the craziness of the world that overwhelms us and drives us towards what we naturally do: to tell people how we intend to or did process the inevitable and very complex set of emotions that follow exposure to this kind of universal disaster.

When the Field’s Hill, Pinetown crash happened, special groups were formed to support the “poor driver who was left in the lurch by the truck owner” before the evidence was even



collected. They continued to support the driver and questioned every piece of evidence that became available against their pre-conceived ideas of guilt and cause. The first phase of intelligence involves the invariable flood of information, the overwhelming misinterpretation of facts and the constant frustration of the investigation efforts by those very people who claim to demand “fairness and justice for all!”

Phase Two—Active Intelligence Detection/Collection

This is what happens at crash scenes. While the white noise of random data releases, unsolicited opinions, demands for justice and even final judgement abound from people as far as worlds away, forensic investigators are meticulously sifting through the available evidence for clues. Elements of the incident or event that will help them determine true, objective cause. Within hours of the N12 collision, people “concluded” that a “tanker had gone out of control.” Even news reports from the scene, where evidence was clearly visible seemed to have been influenced by this “public consensus.” But the physical facts started to speak for themselves.

Soon, the many images that were on the social media made it onto the desk of myself, Stan Bezuidenhout, renowned Road Traffic Collision Homicide Reconstructionist. As an unchallenged expert, I immediately filtered out the white noise, looked at the elements of evidence that was clearly visible and—as a proper sleuth should—viewed the evidence objectively for clues. Almost every road safety advocacy group from the Arrive Alive Website to Justice Project South Africa and “Fatal Moves” swarmed me for an opinion.

I immediately applied the rules of active intelligence collection and looked for the most usable and relevant elements of evidence—photographs taken at-scene. I also got in contact with the tanker company involved in the collision to get insight into the kinds of evidence they might be able to offer: things like tracking reports, in-vehicle video camera recordings, their driver’s version, etc. Sifting through the available evidence, deciding the gravity of each piece of evidence, testing it against other intelligence sources and separating the emotional opinions of uninvolved parties from the tangible evidence from those on the scene is classical intelligence management protocol—and Stan does this better than most.



Phase Three - Intelligence reporting

The Federal Bureau of Investigation (the FBI) describes an intelligence report as follows: “A report, based on known, confirmed and relevant facts, designed and presented in a format that will enable decision makers to introduce and develop policies and introduce systems and processes towards a specific goal.”

This is not what the white noise borne from a societal and even a media frenzy does. I meticulously and carefully analysed the available evidence—handpicked in support of his efforts—and was able to present an opinion within less than 24 hours: The tanker was never the cause of the collision. Evidence clearly shows that another truck had moved right past the tanker, damaging it in the process. I realised that there were vehicles that were clearly damaged ahead of the tanker’s position—positions where the tanker could never have been. There was another vehicle that was the cause of the collision.

The intelligence stream then started to fizzle to a trickle and then information started leaking about a faulty brake system, prior convictions and illegal licenses for the driver of the “juggernaut of death.” Almost as soon as I was able to identify the vehicle responsible for most of the carnage, the first police reports were released. Now all the armchair prosecutors, judges and executioners had to eat their proverbial words. “Oops! I was wrong then!” one tweet read. “Typical. They go after the driver of the vehicle in the worst state” read another.

So—what was the conclusion? What did we learn from the available and verified intelligence?

In matters of this kind, we always get a total overload of information in the early stages, as people react to the invariable emotional shock of what they see, saw or heard about. This affects people at the scene and those following the matter via the media, through friends or via social media. People feel the need to respond to every snippet of information—some for ‘hits’ and others for ‘re-tweets’ and ‘likes,’ but many merely for the sake of coping with the emotions they are feeling. After almost every serious case, I get phoned, sent messages, mentioned and/or asked directly by all and sundry firstly whether I am or was at this scene and then obviously what I think the cause of the collision was.

Initially, it was simply overwhelming. It was as if everyone had only one thing to talk about—this serious collision involving upwards of 50 vehicles and several trucks that resulted in absolute carnage and the death of several victims. This was big news!

While the public opinion was focused on the tanker as the target of judgement and demands for justice, I started to receive photographs from many people via a wide variety of sources— some even from the scene, taken by emergency workers present there. I was able to construct—for myself—a very detailed “mini map” of the carnage. It was possible for me to start to piece together the sequence of events.

At first, I was almost fooled as well. So many people were focused not the tanker as the ‘juggernaut of death.’ Luckily, I normally follow the scientific principle and test both the prevailing hypothesis and its antithesis. It was during this analysis from afar that I detected the first flaws in traditional thinking: That tanker was stationary on the road in a position further back than where the carnage continued and certainly behind the only other vehicle involved that was heavy enough to cause such carnage.

People were quick to jump on the speed argument as well. Even when the tanker craziness was proven to be a false assumption, people started to focus on speed as a factor. But speed is relative. Just how fast does a truck need to be going to cause such carnage? Not very fast at all, I’ll tell you. Remember that 80Km/h is a legal speed, but a truck encountering parked light motor vehicles on a downhill is going to cough through them as if they are not there. It takes a lot to stop a truck because they can easily weigh 30 to 40 times what cars do.

Next, I received reports of a faulty brake system, and made use only of very reliable sources in this regard. I quickly learned that the truck was seemingly so poorly maintained that some wheels did not even have functional brakes at all and yet others no brake shoes or brake mechanisms installed. The truck was clearly in a poor state of mechanical repair, if the at-scene evidence made available was to be believed.

How do we stop this from happening again?

If we could get South Africans to understand the importance of proper at-scene and post-event road traffic crash investigation, analysis and expert testimony, then perhaps we can start to teach illegal operators and criminally aggressive drivers that their actions have consequences. I hope and pray that one day—all crashes will be properly investigated, properly analysed and properly presented in court. This is what I aim to do with every one of my cases. And it has worked well for me, thus far...”





By and large serious road traffic collisions are subject and influenced by the same intelligence evolution seen in what is typically described as more serious cases: Bombing, aircraft disasters, building collapses, mass kidnappings. All affect us emotionally. They all force us to face our own mortality. We easily and readily start attacking the powers that be for having done nothing to prevent those disasters. Next, we try to decide who caused it and who should be hung out to dry—literally. We also decide that the systems are failing, law enforcement is failing and that “other road users” are somehow to blame.

As we entered 2015, wished each other a Merry Christmas and the happiest of New Years, the carnage on our roads continued unabated. Road Crash statistics are hardly cause for celebration—if you can believe them—so let’s enter 2015 with a more intelligent attitude towards intelligence, greater tolerance for opinions and greater patience for the release of qualified conclusions.

Let’s make 2015 a year where we all strive towards better road safety, curbed enthusiasm for armchair opinions and patience for the natural release of reliable and confirmed intelligence data.

Stan Bezuidenhout





When it comes to telematics can 32 000 worldwide customers be wrong?

While there are many tracking and telematics systems on the market that can provide aspects of the services that are required to run a fleet of vehicles, no company offers the sort of comprehensive service and seamless integration the way that TomTom Telematics does

It is for this reason that the WEBFLEET offering is the number one telematics product in Europe driving value, safety and productivity for thousands of private companies and state departments. As a measure of the company's success, even the German government uses TomTom to help manage efficiency on its roads. Since arriving in South Africa only a few years ago, WEBFLEET has been winning over fleet customers at an astounding rate.

Vehicle management through smart tracking

WEBFLEET fleet tracking solution delivers real-time information to help you make smarter and better-informed decisions such as which vehicle is closest to an unscheduled customer. The system will even record where each vehicle has been for the past 90 days, helping with proof of delivery. All of which contributes to less CO² emissions and a greener fleet.

Fuel and maintenance savings as well as improved driver behaviour

Fuel consumption and maintenance bills make up nearly 30%¹ of the total cost of owning a vehicle. Aggressive driving results in greater wear and tear on a vehicle. Independent tests have demonstrated that changing driving style can reduce fuel consumption by up to 8%². A customer case study shows 10%³ fuel efficiency increase when using TomTom Telematics. Multiply these savings by the number of drivers you have on the road and it's easy to see how TomTom Telematics can help further lower your running costs.

TomTom Telematics provides real-time driver behaviour feedback through easy-to-use reports. Active Driver Feedback promotes safety by presenting live feedback on the driver's behaviour on the TomTom PRO driver terminal. Real-time alerts appear on the screen to indicate driving events and fuel-related concerns. This informs the driver to adopt a safer and more fuel-efficient driving style. Notifications include speeding, harsh steering, sudden braking, excessive idling and over revving.

Job dispatch and communication

Through WEBFLEET you have a range of ways in which to track and communicate with your teams in the field. Written instructions, including order details, can be sent straight to your drivers' TomTom PRO device. You can also monitor their route and receive an alert the moment the job has been completed. In turn, your driver can also send messages to you.

Professional navigation

TomTom Telematics' professional navigation has, according to independent research, reduced average drive times by 18%⁴ and up to 30% in congested areas⁵. Calculate this effect across an entire fleet over a full year and the savings are staggering. Given also that the road network can change considerably in a single year, TomTom prides itself on having some of the best and most updated maps available anywhere in the world. TomTom navigates drivers to their destination not only on the best roads, but factors in traffic conditions, road works, speed limits and any number of other potential obstacles. TomTom PRO driver terminals also connect to the office and can be used to dispatch drivers in real time.

Integration with your business

WEBFLEET can be integrated seamlessly with your back office software, hardware and mobile applications, giving you a comprehensive and fully-connected fleet and workforce management solution. This means you can access all data, from mobile workforce, traffic and vehicle information to data from mobile devices, through your existing systems.

So can 32 000 customers in 25 countries be wrong? We don't think so. More information: www.tomtom.com/telematics or email: sales-za.business@tomtom.com

1. Athlon Car Lease, total cost of ownership average values, February 2011: Depreciation 40%, fuel 19%, insurance 11%, maintenance 10%, tax 7%, interest 7%, other 6%

2. Frost & Sullivan, Essential European Fleet Management, February 2010

3. Customer quote: Horst Gernert, Station Manager, GO! Express & Logistics (DE)

4. TNO (2007): Research – Key findings 2007

5. German Aerospace Centre 2012 Study

Driver training initiative bolsters telematics

Amid the growing use of telematics data in commercial vehicle management, fleet managers and owners are increasingly finding themselves overwhelmed by the wealth of information that they receive from Telematics Service Providers (TSPs)

From statistics on fuel consumption per kilometre to revving and a variety of other performance measures such as speed, braking, driving hours, daylight versus night time driving, unauthorised stops, the breadth of information now available to fleet operators is extensive.

But with the benefit of telematics has come the challenge of how to make use of the data at their disposal not only to add value to their bottom line, but also to improve the performance of the drivers they are so meticulously monitoring.

“It’s a lot of information, and some of it is very useful in managing the business of the fleet, that is your costs and risk,” says Hennie Engelbrecht, founder and chief executive of bulk transport company Kopano.

“However, another area where we are now seeing the added benefit of telematics data is in driver performance and wellness, where we are able to check a driver’s telematics profile and improve their driving performance based on what the data says,” Engelbrecht adds.

Over the past two years Kopano has partnered with Regent Commercial Vehicles (RCV) and now makes use of the insurer’s driver training initiative, designed specifically to help fleet companies improve truck driver performance and wellness.

Regent incorporates driver assessments and training with telematics, enabling its clients to improve performances on a driver-by-driver basis.

The training programme, facilitated for Regent by TETA Accredited Assessor, Kobus Hanekom, includes assessments of both driving skills and road attitude and is conducted a minimum of once a year for each driver.

Driver reception

Hanekom says the response by drivers to the training programme has been excellent so far.

“While you do get some drivers who think they know it all, the overwhelming majority understand that they can only benefit from keeping their skills and performance sharp on the road,” he says.

Over the past eight months, more than 500 drivers have been assessed and Regent has held 63 defensive driving courses.

The company says its experience has shown that fleet managers can make dramatic improvements in terms of insured losses,



vehicle performance and operational efficiency by addressing a few critical things through driver training.

“You’re looking at things like average speeds, harsh braking, driving hours without taking a break, and unauthorised stops, which can all be addressed by training,” RCV National Manager Wayne Rautenbach says.

According to the Department of Transport, close to 14 000 deaths occur on South Africa’s roads every year. The department says 85% of these fatalities are caused by human error, often involving trucks. Road traffic deaths are 3 times more than in the USA annually and South Africa is the only country getting worse. The cost is R300 billion to our economy per annum.

“From a transport industry perspective, it’s not only about getting good drivers, which is actually quite difficult, but as fleet owners it’s also about making sure that we maintain a very high standard with the drivers that we do have by constantly evaluating and updating skills,” Engelbrecht says.

“It is very refreshing now to have partnerships such as the one we have with Regent because we can now play our part and maintain that standard.”

Muchena Zigomo



Game changer: Digital radio

Ask any Power Utility network operator what their greatest pain point is and chances are they'll say it is managing operating expenses. Predicting an operating budget a year in advance is difficult enough.

But when you factor in aged African infrastructure, severe weather, power station failures and unplanned maintenance, you end up with an almost impossible task of calculating an operating budget for a fleet of trucks, working day after day, managing the grid, addressing faults, upgrading circuits and gathering performance data.

To add to these difficulties, you also have to consider factors like an aging workforce and infrastructure as well as grid modernisation like automation, smart metering and integrating renewables (solar and wind farms).

Each year, large numbers of operators retire, taking with them hundreds of years of experience, leaving the industry with a skills gap—and a cost—to cope with. This is reality right now, and over the next decade a full quarter of the industry will likely retire.

To add a twist, the unprecedented urbanisation that most major African cities are experiencing is placing an increasing demand on already vulnerable power grids all over the continent, and utilities struggle to manage increased inefficiencies (illegal connections) and losses (cable theft & breakdowns).

Every bit of utility experience becomes essential as greater emphasis is placed on not only maintaining, but also modernising the grid for improved efficiency.

Luckily, one of the pain points utilities are now addressing is their critical voice infrastructure. Obsolete analogue Land Mobile Radio (LMR) infrastructure, dispatch consoles and the analogue microwave that interconnects it must all be replaced as the cost of repairing the old technology has become prohibitive when compared to new modern emerging applications.

With the digitisation of radio, a whole new host of technology has become available, especially designed to assist large-scale operations like utilities to not only communicate better, but also manage their generation and maintenance fleets.

Systems like P25, TETRA and DMR are current digital LMR standards that provide greater interoperability, channel efficiency and a range of new capabilities.

P25 and TETRA are tailored to the public safety industry and have worked well in European countries where high population densities demand the functionality of a technology like TETRA. Digital Mobile Radio (DMR), though fairly new, is tailored to the

field service user, such as those in utilities, oil and gas, mining and transportation. It has been developed as a best of breed between P25 and TETRA and works best in applications on the African continent where wide area radio coverage is required in sparsely populated regions covering large distances.

The replacement of analogue LMR is not cut-and-dry anymore either. What was once the dominant means of managing the field workforce is now mostly automated digitised and delivered over smart phones, tablets or laptops. The business value of LMR has decreased in the hands of operational managers who have not had to deal with a crisis before, under unstable conditions such as unpredictable power outages or natural disasters.

But, as soon as a storm approaches, the LMR system is worth its weight in gold as it serves to protect the public, and to mobilise and coordinate a workforce that is rapidly assessing, isolating and working to restore service in incredibly dangerous conditions. Most will agree that the LMR system is not optional, it is essential.

So how do you drive up the value of the investment during business-as-usual conditions?

Consider this: A typical African electric distribution utility might have 2 000 capacitor banks, distributed across its operation to compensate for voltage loss associated with warm weather and/or planned state changes. Each bank must be manually switched over by field maintenance crews four times a year at a cost of R5 000 every time the crew truck rolls out.

Imagine converting that R40 million Operational Expenditure (Opex) per annum into Capital Expenditure (Capex) for infrastructure upgrades or business efficiency assets. By simply using the data capacity that already exists in a DMR Tier 3 voice network, these manual switchovers can be managed remotely, from the control centre. Of course this isn't entirely without cost—each capacitor bank would need a data terminal installed to control the switchover. But, at around R10,000 each, the company will have paid that cost in the savings of just two truck rolls. So, after just six months, the Capex is repaid, and they begin to recoup Opex.

Better still, you don't need to invest R10 000 on each of those capacitor banks all at once. The business case to tackle the less-accessible banks first is really compelling, as the savings on those truck rolls are greater. By investing first in those banks with the



highest savings, you can use the Opex savings to fund rollout of terminals on other capacitor banks.

This is premised on R5 000 per truck roll being the average. Depending on your geography, distance travelled and weather, some of those banks may be costing twice that (or more) for every visit. Conservatively, you might have 10% of your capacitor banks in this category.

So, at the end of the second year, truck rolls to those first 200 banks will have netted you R6 million net Opex to spend, and those 600 new banks add at least an extra R10.2 million. Converting the Opex savings to Capex, you now have more than enough to complete the data terminal rollout to the remaining capacitor banks.

Of course, that's not the end of the efficiency gains and cost saving those data terminals will reap. The Tier 3 DMR system will also give the benefit of SCADA applications, such as polling switches and reclosers, capturing voltage and current readings, providing remote diagnostics, and making configuration updates.

Changing to Tier 3 DMR makes great business sense, enabling you to use your manpower and vehicles in a smarter way, and to take advantage of the data capability that you already have.

Furthermore, the data capabilities in the DMR network provide great features for revenue collection and billing by integrating to Automatic Meter Readers and PLC's to provide a cost effective, yet reliable option to GSM on collection of meter data.

Tracking features on most digital radios come as an added bonus for efficient workforce management as you now not only use the radio as a voice device, but also as a tracking tool to monitor your crews.

The ability to assign an incident in the field to the nearest technical team based on location mapping plus being able to determine the actual time spent addressing incidents have unquestionable value in driving efficiencies up and bringing down your overtime bill.

In the United States of America, the vulnerability of the power grid has in the last year emerged as the most pressing domestic security concern. A year ago unknown assailants fired on a power station near San Jose, California, nearly knocking out electricity to Silicon Valley with a population of between 3.5 and 4 million.

"There are a lot of people going through various stages of denial about how easily terrorists could disrupt the power grid," a Homeland Security source was quoted as saying after this incident.

If this type of vulnerability exists in the first world modern grids, how much more susceptible to attack and sabotage are the grids across Africa? African governments not only have to contend with political threats, but also global terror threats, forces of nature and inevitable breakdowns in aged, barely maintained infrastructure. Should we not be thinking of our utilities infrastructure as national key points and securing them with consciously designed technology?

The digitalisation of Africa is a great opportunity for all who care about the future resources of the continent to make the right decisions today for the Africa of tomorrow. The decisions made in selecting a Digital LMR may be one of the best decisions you will ever make, but it better be a choice made on a solid business case that has proven long-term value for utilities—rather than a gut-feel.

Philip Mullins and Tony Sibanda

IMPROVED NBCRFLI HEALTH PLAN BENEFITS UNDER NEW SERVICE PROVIDER

*The National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI) is pleased to announce the appointment of a new service provider, Affinity Health, for its Wellness Fund Health Plan. This appointment, which came into effect on **1 January 2015**, means that all eligible NBCRFLI employee members will receive even better benefits and health services.*

The NBCRFLI Wellness Fund Health Plan, introduced in 2011, protects the well-being of employees within the Road Freight and Logistics Industry and is available to all active NBCRFLI members who are contributing to the Wellness Fund and meet the stipulated eligibility criteria.

New Benefits

Under the new Health Plan service provider, Affinity Health, employee members have access to the following benefits:

GP Consultations per eligible members and spouses are unlimited with pre-authorisation required after the sixth consultation. To find your network GP before your 1st consultation, call Affinity Health on 0861 00 11 31 for assistance. You can also send a "please call me" to 084 089 0788 and Affinity Health will call you back.

Radiology and Pathology are linked to GP consultations as you must be referred by a doctor for this benefit. Only approved x-rays and blood tests, as per the formulary, will be covered for eligible members and spouses.

Acute Medication is limited, per eligible member and spouses, to a maximum of R1 000 for every 12 months. Only medication approved by Affinity Health, and according to formulary reference pricing, will be covered. Please call Affinity Health Customer Care at 0861 00 11 31 so we may direct you to the nearest pharmacy.

Chronic medication is subject to formulary reference pricing per eligible member and spouse, as approved by Affinity Health. You must be registered as a chronic member in order to obtain this benefit. To confirm if your chronic condition is covered, you can contact the Affinity Health Customer Care line. Through our support, we hope to assist you in bringing your condition under control and being able to live a normal life.

Dentistry is covered up to a maximum of R500 per insured incident and a maximum of R1 500 for every 24 months, per eligible member and eligible spouse. In the event of injury requiring dental treatment, there is a limit of R1 500 per insured incident and R3 000 for every 24 months.

Optometry is only available through a Specsavers outlet. A basic pair of frames and clear plastic single vision or bifocal lenses are available every 24 months, per eligible member and eligible spouse.

Emergency Services are available by phoning the number provided on the membership card. If another service provider is used, costs may not be covered if deemed non-emergent. This benefit includes repatriation of mortal remains if death occurs away from normal place of residence, per eligible member, eligible spouse and eligible children.

Hospital Illness Benefit will ensure that you receive some income while you are in hospital. After the first 24 hours you will receive R500, for the second day you will receive R400 and thereafter, up to a maximum of 21 days, you will receive R250. If you are in ICU or High Care, a benefit equal to R1 000 per day will apply. You do need to notify the pre-authorisation department when you are admitted, per eligible member only.

Accidental Injury Benefit (casualty rooms) is for injuries sustained as a result of an accident and is applicable only to eligible members. It is limited to treatment received in a hospital emergency unit and limited to R12 000 per incident. Please phone the pre-authorisation number for a Guarantee of Payment.

Hospital Indemnity Benefit is for actual costs of hospitalisation, if admitted due to an accident, up to the maximum amount of R75 000 per incident. Please phone the pre-authorisation number for a Guarantee of Payment, per eligible member, eligible spouse and eligible children.

Funeral Assistance Benefit of R10 000 is payable in the event of the death of the eligible member. This benefit shall be limited to the eligible member only, and excludes the eligible spouse.

New Cards

All eligible Health Plan members will be issued with new Health Plan cards. The new cards will be ready by the end of January 2015 and couriered to employers for distribution to their employees. Please note that active members are allowed to use their current Health Plan cards while the new ones are being dispatched.

Please remember to keep your personal membership card in your wallet or purse so that it is readily available, should you need it.

Queries

Should you have any queries regarding your membership or require a copy of the full product guide, please contact Affinity Health on **0861 00 11 31** during office hours or email them at info@nbcflihealth.co.za. You can also send a "please call me" to **084 089 0788** and Affinity Health will call you back.

For further information about the new Health Plan, please go to www.nbcfli.org.za or to www.nbcflihealth.co.za. You may also use the latter website address to register for the Health Plan.



NBCRFLI
National Bargaining Council for the Road Freight and Logistics Industry
Your Road Freight Partner.



REFLECTING ON THE ACHIEVEMENTS OF THE NBCRFLI DURING 2014

As we celebrate the beginning of a new year, I also think it appropriate as an organisation to reflect on 2014 and thank those who contributed to our many achievements during this past year. We're proud of our organisation's continued success and look forward to new opportunities in 2015.

2014 was a momentous year for us at the **NBCRFLI** and our stakeholders, with a number of new developments all aimed at servicing the Road Freight and Logistics Industry with excellence. One of the biggest developments was the appointment of our new service provider, Affinity Health, for our Wellness Fund Health Plan. This appointment, which came into effect on 1 January 2015, means that all eligible **NBCRFLI** employee members will receive even better benefits and health services.

The launch of our Gauteng Call Centre in May 2014 was another milestone for us as an organisation. Through this system, we have given our members another platform to communicate with us directly.

Our core purpose of contributing towards stability in the Road Freight and Logistics Industry remained our focus in 2014 and I am particularly excited about the current development of the new enforcement system. A phased approach has been outlined for system implementation and once totally executed, easy accessibility and provision of real-time information is envisioned, resulting in improved workflow of enforcement matters as well as the production of reports which will ultimately assist Council management with future planning.

Through ongoing assistance from our stakeholders, we were able to successfully tackle a major fraud allegation against a company in KZN from information we received through our "Be Heard" line. The objective of the "Be Heard" hotline is to create an avenue for all our stakeholders to report their suspicions of fraud, theft, corruption and anything that they feel uncomfortable about to the Council, anonymously. The information received from the "Be Heard" disclosure service is used as a basis for investigation into illegal activity.

Trucking Wellness is another service offered to our employee members under the Council's Wellness umbrella. For over 15 years, the programme has made a remarkable difference in the lives of individuals within the Road Freight and Logistics Industry through education and treatment initiatives. Besides offering free primary health care services mainly to our members, such as testing for TB and high blood pressure, it also aims to create awareness around HIV/AIDS and sexually transmitted infections amongst long-distance truck drivers, commercial sex workers and those at risk such as driver spouses and partners. The programme has 22 Wellness and 5 Mobile Wellness Centres across South Africa. During January to October 2014, more than 22 000 truck drivers and women at risk were examined at the Roadside and Mobile Wellness Centres and almost 2 million condoms were distributed.

As an organisation we continue to respond to the needs of our stakeholders, which is why the existing Main Collective Agreement was translated into 4 of the 11 official languages - namely Afrikaans, isiXhosa, isiZulu and seSotho. This has also gone a long way to increasing the understanding of the labour requirements of the Industry. We realise that a major part of ensuring compliance throughout the Industry entails enhancing the understanding of the Collective Agreements and what they mean.

Communication is key to the success of any industry as enlightened industry members are generally happy industry members. 2014 saw our website www.nbcrfli.org.za grow tremendously, particularly with the addition of specific service area contact numbers, the online service query function, valuable current information for our members, an in-depth explanation of Agreement Compliance, and all the latest newsletters in electronic format.

Due to the three-year wage agreement concluded in 2012, wage negotiations will only begin in 2015. This three-year agreement, the first of its kind in the industry, has played an enormous role in enhancing stability within the Road Freight and Logistics Industry. Such stability not only benefits our members but also benefits the South African economy as a whole. As we contemplate tackling the new wage negotiations this year, I am confident that we have the right resources in place to conclude these negotiations successfully for the benefit of not only our Industry, but also the South African economy as a whole.

As we proceed into 2015, I look forward to working together with all our stakeholders and have every confidence that together, we will continue to make a positive contribution towards South Africa's Road Freight and Logistics Industry.

Musa Ndlovu
National Secretary



NBCRFLI

National Bargaining Council for the Road Freight and Logistics Industry

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Inside UK's used kings

In tough economic times, some fleet managers have looked to the used market to replenish their stocks, and with the Euro Zone wobbles, Northampton based company, EM Rogers, has established themselves as a global leader

EMR is a family business established over 60 years ago, and has grown to become one of the leading exporters of new and used vehicles/trailers across the world. To find out more on the high-end dealer life in the truck lane, Road Ahead caught up with Commercial Exports Manager at EM Rogers Ltd, Shaun Boyson.

Please tell me a bit about your background?

I work for a family transport company based in the UK and Netherlands. We run just under 100 vehicles throughout the UK and Europe. We also run a used commercial vehicle dealership specialising in exports. Last year we dealt with 42 different countries around the world selling 800 vehicles and trailers.

With tough economic times upon us, how have you seen the growth of the second-hand truck/trailer industry flourish?

The poor economic conditions and the rising costs of new vehicles has led us to see an upturn in operators buying quality used trucks and trailer around two-five years old instead of new.

Keys to sourcing the best quality used trucks/trailers?

We source our vehicles from every end of the process, direct from manufacturers, leasing companies, any size haulage companies and organised auction sales. In my opinion ex large operator, manufacturer maintained vehicles are still the best quality vehicles and the best value at end of contract three-five years.

The vehicles will have been well maintained by the manufacturers and will have been through the workshops at the end of contract and refurbished to return conditions. It's important to know what type of work the vehicles have been



on so you can gauge the conditions and weights they have been working with also. I tend to avoid vehicle that have been used on mining or waste management works as they will have been working with heavy loads and dirty conditions.

How has the Rand devaluation affected your business in Southern Africa?

What we have experienced this year is that the strength of the pound (GBP) against most currencies has impacted us quite significantly. Our overseas clients have seen the prices of stock rise by a reasonable percentage purely on exchange rate making it difficult to compete with new vehicles from Asia which are entering the East African market place. Also the devalued Rand has meant that our customers in East Africa have found it financially viable to buy new and used trucks from South Africa.

What should buyers look out for when purchasing used equipment?

When buying a used truck it pays to do look into the history



of the vehicle. Has it been dealer maintained? A quick call to the manufacturers local dealership can soon let you know what parts have been fitted to vehicle and if it has had some long standing issues or not. Problems surrounding the ever complex emissions systems in modern trucks can be extremely costly and time consuming to resolve so make sure that there are no faults on this equipment.

How has the growth of online sales effect the way you do business?

The growth of online commerce has drastically changed the way we do business. Any market in world can now instantly access our stock at the click of a button. Our footfall has reduced massively and thus face to face deals are becoming more a less and less in the export market. Domestically customers still want to come and inspect the vehicles so it still important you present the vehicles correctly and have suitable sales facilities to accommodate this. We have also shifted a great deal of our marketing and advertising budget from print to digital.

What sort of relationship do you have with OEMs, and are they more open to the used side of the business in recent times?

We have a good relationship with all of the HGV Manufacturers in the UK and regularly deal with them on their used vehicles and contract vehicle disposals. Each year they have large volumes of vehicles coming back from contract at three-five years old, and whilst they try to retail as many as possible they will always need the assistance of independent dealers to dispose of the volumes they have for disposal.

How have the new Euro diesel regulations affected the value/usefulness of direct injection trucks?

The increased technology that's going into engines to and exhaust systems to reduce the emissions is of course meaning that the price of new trucks is increasing. Also the replacement exhaust system parts can be very expensive and problems with the engines can be very difficult to diagnose.

Gregory Simpson



Renault unveils rugged new range

Renault Trucks Southern Africa is entering a ground-breaking era in its history with a complete new range intended for the regional market, and Road Ahead magazine had a front row seat for the grand launch

Globally, Renault Trucks is present in over 100 countries with 14 000 employees throughout the world, since 1894. The company forms part of the Volvo Group, the world's second largest manufacturer of commercial vehicles, which provides it with access to the best resources and expertise on a global scale.

“This is a big year in the history of Renault Trucks in Southern Africa. With the launch of the new range we are very optimistic about our prospective performance in the market, and in the process we are reaffirming our commitment to the region,” said charismatic Christian Coolsaet, managing director of Renault Trucks Southern Africa. “In South Africa alone, we are aiming to steadily increase our market share within the next 36 months from 2% to 5%”

“The Volvo Group has invested over US\$ 2.5 billion over the last eight years for the total renewal of the Renault Trucks range. We have an objective to continue to use our cutting edge technology and world-leading position to further develop our product offering in the future,” said Bruno Blin, president of Renault Trucks. “The overall ambition with the development and



introduction of this new range of products is to consolidate our market share in Southern Europe, expand in Eastern Europe, as well as increase our footprint in Middle East and Africa.”

Renault Trucks will be introducing the new C-range that is intended for light construction and long-haul purposes, as well as the K-range, which is aimed at more heavy construction and mining applications.

The company will initially import complete units for the first number of orders, after which the new range will be locally assembled as CKD (Completely Knock-Down) units at the Volvo Group assembly plant in Durban. The Volvo Group SA has invested in the upgrade of the plant, as well as new tools and fixtures to assemble the new Renault Trucks range.



“Renault Trucks has truly adopted a robust industrial process globally with a significant US\$ 190 million investment in this aspect of the business,” explained Coolsaet. “Quality controls have been implemented at each stage of the production process to ensure the durability and high standards of our products. This journey also included a great human adventure in the training our people in order to deliver on our promises of robustness, productivity and business success.”

Tested for African Conditions

The design of the new Renault Trucks range of vehicles is dedicated to achieving efficiency. The manufacturer’s designers have chosen to focus on the truck’s role as a tool serving fleet owners—and asset enabling them to carry out their projects as efficiently as possible.

“We believe that by doing this, Renault Trucks supports fleet owners in specifically the construction and mining industries in their contribution to the development of the region’s economies. Trucks play a vital role in southern Africa, not just carrying goods but also ensuring that a vast range of essential services continues to function efficiently,” said Coolsaet.

In order to thoroughly test the new range for each operational scenario, more than 500 test vehicles were produced and subsequently covered ten million kilometres in extreme conditions. The new range have also been designed and developed in close association with international customers, who have been involved in the project from the design stage right through to testing under actual operating conditions.

The Renault Trucks K range has been tested under particularly gruelling conditions such as log transport in Cameroon, carrying 100 tonnes of aggregate in Oman, under extremely challenging climate and topographical conditions, and also working on mines in Turkey. The reliability and endurance tests carried out on these new vehicles have been the most demanding the manufacturer has ever used in its entire history.

“We believe that the Renault Trucks range fills a unique gap in the market with robustness, high levels of productivity and the support services provided to our customers,” said Coolsaet. “With the new range’s improved driveline and reliability, we are providing our customers with a product that is able to work under the harshest weather conditions and on the demanding terrain of the African continent.”

In South Africa, Renault Trucks’ has 17 branches, while the company is currently restructuring and strengthening its footprint on the African continent, and is already prevalent in Namibia, Botswana, Uganda, Mozambique and Mauritius.

“Fleet owners in the targeted segments have a strong operating-cost focus, and they need trucks and services that are optimised for their own applications, in particular reduced fuel consumption. They also have big expectations in terms of proximity to the network, both with regards to service, availability of parts, but also for meaningful and durable relationships with Renault Trucks experts,” concludes Coolsaet.

Staff reporter



Setting new standards in Timber Transport

Transportation and logistics in the timber industry naturally demands a consistently high level of attention to detail and extensive planning, management, and monitoring when it comes to choosing the correct truck for the job



For example, a thorough understanding of the industry landscape and requirements is needed. If we take a closer look at this, there are two main factors involved when choosing a particular brand of truck for use in the timber industry. These trucks operate in an extremely tough and challenging environment, loading in field, and it is essential that the correct truck be selected for the job.

The first element is to match the correct truck to the main application, and the second element is around the total cost of ownership. In other words, it is not only about the purchase price of the truck, but the ongoing cost of running that truck for the duration of its useful life. One therefore needs to take into account the residual value, input costs (fuel consumption, repairs and maintenance), the relationship with the supplier of the truck, their dealer network and after-sales support.

Technology: Smart Trucks

Technology is playing a critical role in increasing efficiency and payload capacity. By way of example, Barloworld Transport is participating in the groundbreaking Smart Truck Project that is being spearheaded by the CSIR. This initiative is exploring the advantages of an approach based on performance-based standards (PBS): standards specify the performance required from the



operation of a vehicle on a network, rather than prescribing how the specified level of performance is to be achieved. This approach allows more flexibility for vehicle designers to utilise innovative solutions and the latest available technology to meet the required performance standards with improved safety outcomes and more effective use of the road infrastructure.

The PBS approach also allows a more optimum “match” between the PBS vehicle and the road infrastructure (roads and bridges) that it uses. The application of performance-based standards in the heavy vehicle sector in South Africa was identified by the CSIR as a research area warranting Parliamentary Grant funding because of the potential benefits in terms of transport efficiency, road/vehicle safety and the protection of road infrastructure.

As part of the PBS research programme, a need was identified to design, manufacture and operate a number of PBS demonstration projects in South Africa in order to gain practical experience in the performance-based standards approach for heavy vehicles and to quantify and evaluate the potential safety and productivity benefits of this approach for road freight transport. There have been a number of very successful Smart Truck projects that have yielded significant benefits, including reduced road wear (damage) per ton of payload; reduced traffic volumes (fewer trips) improved fuel efficiency; reduction in emissions, reduction in fleet size; and safer vehicles (reduced crash rates when compared to baseline vehicles).

During 2013, the 60 Smart Truck demonstration vehicles in the forestry and mining industries achieved the following:

- A reduction of 59 400 trips
- A savings of 1.24 million litres of diesel representing a 14% improvement in fuel efficiency
- A reduction of 3 250 tons of CO₂ emissions
- 36% less crashes per million kms than the baseline vehicles
- A reduction in road wear of up to 50% compared with baseline vehicles

Route Planning

In the timber industry, the plantations predetermine routes. However, we make use of MAX (a web based transport management and execution software tool) that uses satellite tracking data together with real time operational information and automated reporting to manage all aspects of timber transport from plantation to mill. This software is unique to Barloworld Transport.

Risk Management

We take risk management and safety very seriously, and realise that this element is critical to the success of our business. We make use of the latest technology, using Mix Telematics, Drivecam and Drive Smart, among other tools, to monitor and score drivers on an ongoing basis. We also have a comprehensive Wellness programme in place that seeks to cater for all aspects of wellbeing (physical and psychological).

The RTMS programme is a major component of our approach to risk management. RTMS is an industry-led, government-

supported, voluntary, self-regulation scheme that encourages consignees, consignors and road transport operators to implement a management system that demonstrates compliance with the Road Traffic Regulations. RTMS contributes to preserving road infrastructure, improving road safety, ensuring driver health and wellness and increasing productivity.

Since the commencement of the RTMS project, various data sets have been collected in order to monitor trends and make comparisons with baseline data. The case studies show that significant benefits both to the road authorities and the transport industry have been achieved since the inception of the scheme. Indicators that have been monitored include overloading, speeding, traffic infringements crash rates, roll-overs, fuel efficiency and tyre wear.

There has been growing adoption of RTMS by a wide range of stakeholders over the years, with increasing momentum. To date, 132 have adopted RTMS within their businesses and this equates to 6 294 vehicles which now fall under self-regulation on our roads. This increasing momentum is due to the fact that companies who have embraced RTMS have experienced significant improvements in compliance and safety performance.

There have been numerous success stories of RTMS certified companies achieving reduction in overloading, improved fleet availability (reduced down-time), reduction in crash/incident rates and improved compliance (fewer speed exceptions/traffic violations/driving hour violations). Some major consignors such as Exxaro Coal, Mondi, SAPPI, BHP Billiton, Anglo American and Eskom are actively promoting RTMS to transporter operators as a result.

Neil Henderson

Industry Milestones

The transportation of timber has evolved significantly over the past 20 years. Below is a breakdown of the different milestones/developments:

- 1993 – Interlinks were predominant in the timber operations. (36 – 37ton payloads). Overlapping chassis meant high tare masses; rigid drawbar units were introduced; and approximately 2 ton lighter combinations. (38 – 40 ton payloads)
- 1995 – Swedish steel was introduced to enable lighter trailers to be built with the same strength as the heavier units they replaced. (Domex etc.)
- 1998 – On-board weighing was introduced on timber combinations, allowing for maximising of payloads and avoiding overloading
- 2001 – 19.5 inch wheels were introduced to drawbar trailers to lower deck heights and increase trailer volume, and to lower tare masses further (300kg). PBS vehicles were introduced to lower delivered costs and to reduce CO₂ emissions; higher payloads (49ton) the series 1 units were 27m long, limiting the routes. Series 4 PBS units were introduced, with 23m long same payload and route restrictions reduced drastically.

20 years of successful oil recycling



From left to right: André de Wet of Engen (previous ROSE Chair), Raj Lochan (ROSE CEO), Alison Haycock of FFS Refiners (NORA-SA Chair), Clint Nickall of Chevron (ROSE Vice Chair) and Johan Hyman of Fuchs (ROSE outgoing Chair)

The ROSE Foundation (Recycling Oil Saves the Environment) celebrated its 20th anniversary in 2014. As a national non-profit organisation, ROSE was established to promote and encourage the environmentally responsible collection and recycling of used oils and related waste in South Africa.

Started in 1994 by the manufacturers of lubricating oil in response to growing environmental concerns around the consumption and recycling of oil and petroleum products, ROSE has been praised by the government and industry for developing a successful, sustainable waste management model, recognised globally as best practice.

ROSE CEO, Raj Lochan, explains that the company was funded by major stakeholders in the lubricants industry to enable them to meet their environmental and extended producer responsibilities. “ROSE demonstrates that sustainable recycling protects the environment and creates widespread employment opportunities,” he says.

Through ROSE, the lubricants industry has invested in building used oil storage depots across South Africa, supplying oil storage tanks and facilitating the collection and disposal of more than 1.5 billion litres of used lubricating oil.

In 2005, ROSE established the National Oil Recycling Association of South Africa (NORA-SA), an independent body representing the interests of the collectors and processors of used oil. Alison Haycock of FFS Refiners and Chair of NORA-SA, explains that NORA-SA ensures that the collection,

transportation, storage, refining, recycling, disposal and utilisation of used oil is managed in a sustainable, ethical, environmentally compliant and responsible manner.

“NORA-SA collectors, who voluntarily decide to become members, must adhere to rigorous requirements and an audited code of conduct to ensure that they comply with their accreditation, which provides a stamp of quality on the service they provide,” she says.

ROSE has also facilitated the formation of the South African Industrial Container Reconditioners Association (SAICRA), who provides a service for re-usable packaging. Another partnership was with Collect-A-Can, who collects all empty oil cans and plastic bottles from service station forecourts in the main metropolitan areas.

“ROSE works tirelessly to stay up-to-date with evolving legislation governing the classification, management and disposal of waste and ensures that its members, NORA-SA members and SAICRA remain compliant, ahead of changing regulations,” explains Raj.

“One litre of used oil has the capacity to contaminate one million litres of water and we all share the responsibility of protecting our environment and keeping it safe. Oil can be recycled many times over, without losing its efficacy,” he says.

“ROSE champions the petroleum industry’s ‘cradle to grave’ philosophy for used oil management, which assumes the environmental responsibility for the products they produce by supporting the used oil recycling industry.”

Contact: www.ROSEfoundation.org.za



When you dump used motor oil into drains, or dispose of it unsafely, you're not only threatening the environment, you're threatening your well-being too. Used oil is a hazardous waste that can contaminate drinking water. Always use ROSE approved collectors and recyclers to dispose of your used oil.

For more information call the ROSE Foundation on 021 448 7492. Email: usedoil@iafrica.com or visit: www.rosefoundation.org.za



RECYCLING OIL SAVES THE ENVIRONMENT

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Information key to moving mountains

In order to move goods around, there is an abundance of information that has to be shared among various different parties to keep the supply chain fluid

Orders have to be placed to suppliers, overseas forwarders have to be notified to pick up the goods, carriers must be advised that goods will be travelling with them and customs have to be aware of goods entering or leaving the countries, just to name some of the information that needs to be shared in the logistics process.

In truth, forwarders are no longer moving goods but rather moving information and as long as the supply chain of information is correct then the physical supply chain will follow route.

Every time information needs to be recaptured, not only does this take extra time, it also allows for mistakes or inaccuracies to creep in. Efficient informational supply chains mean that no information should be captured more than once but rather should pull through automatically to all other related fields. This is how IT saves time and ensures high levels of efficiency and accuracy.

Developments in software over the last 20 years

There have been great advancements in technology over the last 20 years, specifically the integrations of systems using standard formats such as CSV and XML. This allows for discrete systems to talk to each other, such as interfacing the consignee systems with the suppliers system to allow for orders placed on the importers system to automatically be communicated to the suppliers system.

Forwarders can also share information to allow for the export forwarding and clearance to populate for the import forwarding and clearance instructions. This once again leads to greater efficiencies and accuracies.

Port operations, Customs clearance messages and all other required messages can therefore be sent from a single system and a single place of entry. Ensuring that all related systems are interfaced, allows for total visibility across the entire supply chain.

In addition to providing visibility, this also assists with more accurate forecasting and planning based on when goods are needed at their final destination.

Document management is also an advancement that saves time with all documents produced throughout the process automatically being stored against the job, allowing them to be accessed and reprinted at any point that they are required.

A fully integrated financial system also allows for proper profit and loss reporting and the ability to really understand the financial implications of all the transactions. Many





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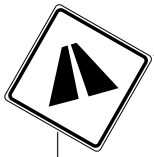
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multinational forwarders share a single set of general ledgers across the globe to understand the profit and loss inherent in every step of the supply chain. This not only allows for better visibility but more accurate cash flow forecasting.

Another advancement in technology that increases efficiencies is bar code technology. This is often used to simplify the process and allow for the goods to be transported, stored and released based on bar code scanning.

For goods to get from the supplier all the way to the final consignee, many parties and sub-processes are involved. Each sub-process has its own requirements and challenges which makes it important to have powerful workflow processes in place to ensure that all required processes and tasks occur in a timely way with any issues being automatically escalated and reported upon. These workflows should also trigger messages and document creation to ensure that everything occurs as it should.

It is therefore clear that the strength of your IT system, in a large way, contributes to the strength of your supply chain and the more powerful and efficient your systems, the more responsive your supply chain will be.

It therefore makes sense why freight forwarders are constantly investing in improving their systems and process.

The CargoWise One Solution is a single platform that covers the entire supply chain ensuring that information is only captured once. Even when handing jobs off to other service providers, the system allows for integrations at every level to ensure accuracy and visibility throughout the supply chain.

A powerful workflow manager allows for all tasks to be tracked, ensuring that they are completed correctly and auto-escalating anything that may fall outside of the planned workflow. Documents, tasks and electronic messages can also be linked to this workflow to allow for automatic production thereof. Reports can also be customized to ensure that all information is displayed to all parties in their required manner.

A good IT system has productivity at its heart and should always lead to productivity improvements. This is the basic philosophy of the CargoWise One solution, as it is more than just an IT system – it is really a business and productivity tool.

With over 20 companies now live on the CargoWise One system in South Africa, we at CompuClearing look forward to it growing in both its local and international presence.

Nachi Mendelow



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