



# Road ahead

3rd Issue 2015  
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Transport  
on the move

## Big Rig Bounty Hunters exclusive

Shawn Zimmerman  
takes on the world

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## On the Cover



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The Chartered Institute of  
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South Africa



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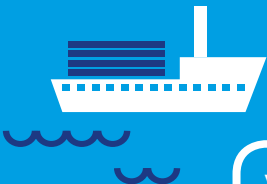
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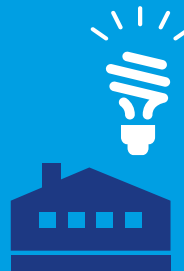
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A ..... B

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



# Contributors

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*Craig Lovell serves as national operations director SA for Intelligent Telematics, which has a global presence currently operating in Africa, Europe, USA, the Middle East and Australasia.*

*Qualified pilot Gerhard van Zyl has extensive international experience in logistics and supply chain management, particularly in Africa, and is currently GM at the Professional Group of Companies.*



*Fredrik Rosen is a business developer at the SP Technical Research Institute of Sweden, Department of Fire Research. He specialises in new business development, market strategies, and technical sales on an international scene, fire safety and security issues.*

*Nachi Mendelow is the national business development manager at CompuClearing and has completed an MBA at the Gordon Institute of Business, which enables him to ensure that business strategy drives IT strategy and that IT delivers its gains via measurable business performance.*



*Kyle Parker is the authority on marking, identification, traceability and authentication. With over 25 years' experience in every industry involved in manufacturing of any kind, he has consulted, presented and written many articles in his field.*

*Dale Horne took over the operational reigns at Guarding South Africa, initially as general manager, during which time he led the way towards whistle blowers receiving accreditation with the Ethics Institute of South Africa annually since 2010.*



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Transport on the move

## Ed's letter



**It's been another pulsating couple of months at Road Ahead magazine, with plans being hatched for a mega event called Critical Mass, at the beautiful Spier Wine Farm in Stellenbosch in March next year.**

With crime on the up and hijacking a daily occurrence, the event will delve into solutions for the supply chain, along with a variety of other pertinent topics.

## Critical Mass is born

Delegates can expect a special guest appearance from the stars of Big Rig Bounty Hunters on the history channel, Shawn Zimmerman and Vince Jones, all the way from Ohio, USA. They will be discussing what has made them the premier truck retrieval operators in North America, while passing on knowledge to the South African market during their visit.

The likable Americans will be joined by some of the finest minds and leaders from southern African trucking, telematics, forensics, OEM manufacturing/assembly and supply chain risk management, who will take centre stage at this two-day event in Cape Town.

The event will include an exhibition showcasing the companies that matter in the industry, and is set to be a regular date on the trucking and logistics calendar. There will be live demonstrations from some of the experts to add a practical element to the event.

Critical Mass will conclude with a glitzy gala dinner and awards ceremony to cap what is set to be a 'can't miss' event on the logistics calendar. Expect to see all the main players from the wide world of vehicle tracking through to the top OEM brass from southern Africa's proud manufacturing base, with 500 knowledgeable delegates expected to descend on the Mother City.

With that being said we have included an interview with Zimmerman in this edition—a very interesting cowboy, to say the least. We've also got expert opinion pieces and interviews with some of the speakers for Critical Mass like counterfeiting expert Kyle Parker, digital radio insider Tony Sibanda, aviation ace Gerhard van Zyl and telematics wiz Craig Lovell, to give you taste of things to come.

So don't get left in the dark—find out more about this golden opportunity to showcase your logistics solutions.

*Gregory Simpson*

THE SOUTH AFRICAN ASSOCIATION OF FREIGHT FORWARDERS

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### What's New:

- Women in Transport Panel Discussion:  
*“Females in Freight Forwarding –  
How to Conquer New Frontiers”*
- Site visit to the Port of Durban
- **SAAFF** Golf Challenge



**Tom Moyane**  
SARS



**Nick Sloane**  
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### Highlights:

- Keynote Address: Tom Moyane, SARS Commissioner
- *‘Business into Africa’* by Dr Andrew Shaw - Associate Director, Capital Projects: PWC
- *‘The World and South Africa Beyond 2050 - How a Fox Sees It’* by Clem Sunter, international scenario planner
- *‘Rising to the Impossible’* by Nick Sloane, Master Mariner
- SARS: The Customs Act, the Customs Duty Act Compliance, Tax Incentives and the new Small Business Desk
- Integrated Planning and Infrastructure Development - How to make this a Reality
- Freight Forwarder as Bailee - Liability Insurance and Bailee's Insurance Route

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Transport on the move

## Foreword

## South Africa's time to rise



*Nachi Mendelow*

**If the whole world was a man our cities would be its organs, and our trade lanes its veins—the channel by which goods like nutrients are transported. By putting your finger on the pulse of trade you are actually putting your finger on the pulse of business and the relationships between countries.**

The specific goods that different countries import and export and their ability to do so defines a country's ability to be competitive globally. In order to strengthen our country it is vitally important that the veins of trade that connect our cities are flowing freely. We therefore need to

ensure that we have regional intergration within South Africa, Africa and throughout the world.

Supply Chain Logistics is more than just an industry, as it supports pretty much every industry one can think of. From raw materials and resources, procured in one country and manufactured in other; to finished goods and products—everything should be transferred along global supply chains.

Africa is currently undergoing an exciting renaissance. Raw materials are being exported to the rest of the world at a rate like never before and a new emerging consumer market is also rapidly developing throughout Africa. South Africa is fortunate in terms of both its geologic and political positioning. It has very strong relationships with the rest of Africa and a generally reliable infrastructure.

South Africa, at this stage, has the potential to rise up as a leader of this African renaissance by utilising its skills and infrastructure to help improve not only our growth rate but the growth of our continent as a whole.

It is therefore very important that South Africa starts to gear up its infrastructure towards Africa. We must ensure that our ports, rail and roads systems work effeciently and effectively, and that we are able to integrate data and technologies with partners in and around Africa.

Africa is an interesting place to do business and there are sometimes interesting challenges and institutional voids that need to be overcome. These include, lack of access to electricity, telephones, or even internet connectivity. Africa is a place where you have to roll up your sleeves and get involved if you want to find solutions that ensure business continuity.

In Africa, every challenge is a business opportunity and the companies that realise this are the same companies that continue to have huge success within Africa. This hands-on approach to problem solving is one of the reasons why South African companies are often highly successful within the international context.

*Nachi Mendelow*



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# Your last line of defence

The aftermath of the stock market crashes of 2007 has seen a definite rise in truck hijacking and theft globally, from syndication, inside jobs and counterfeiting. It's the job of a select handful of truck bounty hunters to hunt missing goods when traditional methods fail.

**When American companies have exhausted all channels to get stolen goods and vehicles back they employ the services of the stars of hit history channel show, Big Rig Bounty Hunters, Shawn Zimmerman and Vince Jones from Ohio.**

Experience of being on both sides of the law has helped this duo become the premier truck repossession agents in North America, with their no-nonsense approach to getting goods back at all cost, even if it includes being generous with the law when dealing with criminals.

The likeable duo is expected to headline Road Ahead magazine's flagship event next year, Critical Mass, which will deal with issues affecting your bottom line. With crime on the up and hijacking a daily occurrence, the event will delve into solutions for the supply chain, along with a variety of other pertinent topics.

The likable Americans will be joined by some of the finest minds and leaders from southern African trucking, telematics, repossession, forensics, OEM manufacturing/assembly and supply chain risk management and will take centre stage at this two-day event at the beautiful Spier Wine Farm in Cape Town.

Road Ahead editor, Gregory Simpson, caught up with Zimmerman recently for more on his whirlwind day-job that has landed him international stardom and a few bruises along the way.

*How did you get into truck bounty hunting, a very interesting line of work?*

It started back when I started repossessing, cars, boats, RV's—I'll take a wedding ring if you've got one.

*And you've obviously now seen a big rise in truck hijackings and the need for your services?*



Absolutely, back in 2007 when the economy starting failing in the US, crime was on the rise, stolen merchandise too, so I definitely saw business pickup.

*This is quite a niche role you perform, not too many other people doing what you do?*

Absolutely, I don't know if it's fear, there're not too many guys out there to do it. I get calls in the United States to fly 800 miles away to pick up a load for somebody who went through many repossession agents in their own area, and finally go to the expense of flying me in.

*You're the last line of defence for a company trying to get goods back?*

Yes, what do they do? Of course they've got to make a police report but then it will sit in impound for six months, we can track it down faster. Nobody knows what's in that container, but somebody is waiting alright.

*What's the weirdest thing you've found in a container?*  
The repossession of a rig with a bunch of sex toys.

*You knew that was what you were letting yourself in for?*

No, not always do we know what the load contains, we get a description of the truck, the driver and number plate and words that often say national security or a deadly chemical but we don't know what's inside.

*Have you done many hazardous goods over the years—toxic, nuclear waste?*

I wouldn't go nuclear waste, we recovered a load of unarmed nuclear warheads, and they were hijacked en route to another spot in Ohio where they would become armed.

*You have had a bit of chequered past, how did you get from the other side of the law to this side of the law where you're chasing the criminals?*



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I had to choose, right, it was an easy decision for me, I watched a TV programme, oh 15 years ago and I knew right there and then that was work for me. I don't get scared, I don't know why, I think that maybe I don't possess that.

*It does not sound as if there are too many rules of the trade; you do what works?*

What are they (criminals) going to do about it; they're not going to call the cops for a vehicle that they obviously stole somehow. When there is a large company that need us to recover a truck from an employee of course we follow guidelines but if you're talking hijacking, stolen merchandise, no its fair game man, I will break every rule on the book.

*You've probably broken a few bones as well along the way?*

Yes, we've also had a few bones broken bones along the way [laughs].

*Your partner on the show, Vince Jones, there is a very interesting dynamic there?*

Vince and I have been tight since we were five years old, we shared the same day-care from that point on and we've been inseparable ever since. It wasn't that we were bad kids, we just put two brains together, we'd function like guys do, got up to some mischief along the way, but yeah we spent a lot of years running from the law and doing things we shouldn't have been doing, now we're back on track, we're 45 years-old now.

*How did those unique experiences help you become the top of the tree in the truck bounty hunting game?*

Well that's how most of these guys think, if the guy is trying to hide a vehicle from his employer, I know what these criminals think and if they're trying to trick somebody, how they're going to go about it.

*How did you get the call for Big Rig Bounty Hunters on history channel?*

We were actually in the middle of a repossession of a truck parked in Ohio and there was a film crew that was from a different show, who started filming us live in the middle of this retrieval. The ironic thing was that we actually used one of my tricks, which I shouldn't



say but I will. There's a driver sitting in a parked truck and I need to get him out. [We could] either chase him, but he might have guns, or we pretend to film a documentary. I will approach the vehicle with a video camera and say I'm filming a show about America's top drivers and would he mind stepping out and standing in front of the truck and then I will interview him. Ninety nine out of 100 guys want part of that so the guy hops out, goes to the front to do the interview, I hop in the rig while Vince contained him. After that this producer ran up and said "did what I think happened just happen" and I said I don't know—if you think we just took the guy's truck then yeah. We spent probably three hours that day on the phone with him and next thing I knew he had a film crew down and he wanted to shoot a pilot.

*Is the show still as authentic as it was in the beginning?*

Of course not, a lot of people, any time they hear the word reality they automatically think it's fake and I know why they think that because I was one of those, they think there is production that goes on in these shows. I've never read a script and I never will, they do little things to make the show more interactive but overall if you see us on a job it's real.

*How does it work recovering a load with the cameras there, how does that dynamic work?*

It's awkward, very distracting, typically the crew was close to 40 crew members. You've got minivan after minivan, trailers; you've got one of the producers along with two camera guys and a sound guy on the back of the rig. It's distracting, if you're under the microscope like that in your everyday life. Imagine you go in to work today and your entire eight hours shift is under the scrutiny of a camera. If I pick my nose the whole world may see that.

*What do you put the success of the show down to?*

I would say people just like to see what other people do, people enjoy watching other people put their lives at risk, get the thrill of 'will this poor son of a bitch die today doing his job'. What I do is pretty boring, except for the 20 seconds of adrenalin when it finally all goes down. It might take us 24 to 48 hours to recover our load, but what you're going to see is the ten minutes of adrenalin, not ten minutes, 20 seconds.

*You're in the car for two days with Vince, how do you avoid slitting each other's throats?*

We've been avoiding that since we were five years old, he knows how to push my buttons, and we both know how to push the pause button when its gone too far, we've gotten close, and one time if we did, I'd put him on his back.

*You are going to be one of the star attractions at Road Ahead magazine's Critical Mass conference next year, your first visit to Africa?*

We can't wait to come out to Africa, I've always wanted to come out and do a safari and learn more about the country and people.

Gregory Simpson



When one looks at the logistics environment over the last 25 years it is with absolute amazement that you realise that in certain areas not much has changed and yet in certain other areas we have had such dramatic changes that many of the players in the industry are still finding it difficult to adapt

**One of these areas, pertinent to the African continent and more particular the South African environment, is the security link in the supply chain. Many reasons can probably be identified for this dramatic change in the necessity for tremendous increases in the security measures taken to secure warehouses, transport, cargo, etc.**

But the one common element that lies at the root of most of the links in the logistics chain is the socio-economic welfare of the staff working in our companies. This in itself is a completely separate discussion and will probably have so many different opinions on what the reasons are, but the bottom line remains

that the more people struggle the greater the temptation for people to get caught up in irregularities.

There are many areas of concern but the theft and corruption in the retail, wholesale and distribution environment is where I would like to focus attention. To bring this a little closer to home this is how this specifically sits within the African environment.

The African continent is sitting at 46% when it comes to loss of property, physical assets and in-stock items. The obvious question is: how do we fight this when we are aware that theft within the supply chain is a multi million rand industry and in many cases extremely well organised.

The most important aspect of securing your supply chain starts with your staff. I have been amazed over the last 25 years at the



lack; in general, in the logistics environment of effort spent in the recruitment of staff, especially when it comes to lower level staff members. I am well aware of the financial pressures within the logistics environment that often leads to finding the cheapest solution rather than the best solution.

The reason why I am placing particular focus on staff is due to the fact that in my 25 years experience in logistics it is blatantly apparent that, when it comes to the organised/syndicate operations within the various logistics environments, information regarding theft is always fed from within the organisation to these perpetrators.

Typically in the logistics environment outsourced staff and/or labour play a very important role and again I am generalising

here but in many instances the organisation relies on outsourced staff and/or labour to fulfil certain lower level job functions. In most instances the organisations do not have a very clear understanding of how the outsourced labour actually is recruited and what measures are used to ensure that the outsourced staff and/or labour is screened and monitored on a regular basis.

Without going into detail, as far as what will be a proper recruitment process, I recommend that the following elements should be part of your process, whether it is your organisations own staff or outsourced labour.

- Proper aptitude tests.
- Background, financial and criminal tests (AFIS checks). Be careful of just SAPS checks as the SAPS are behind as far as processing of records are concerned.
- Polygraphs and/or similar tests, not only pre-employment but on a regular ongoing basis.
- Reference checks.
- Proper one-on-one interviewing.

If one looks at a typical logistics company, the operation will look something like this:

- Stock planning
- Receiving
- Order taking
- Picking
- Dispatching
- Loading
- Transport
- Delivery
- Reverse logistics

Without going into details for each of these elements, outsourced staff and/or labour will feature in each of these elements in some form. With this in mind and keeping in mind the fact that in many instances these are either contractually bound or for a specific period of employment, another element of uncertainty is added here.

What I have found in my own organisation, and after spending time studying many of our clients operations, is that where organisations are spending time on the employment process, the benefit in the long term is enormous as far as a secure supply chain is concerned. However, I need to reiterate that it is important to ensure that the rest of the security functions in the logistics process are in place and that there is an on-going measure on outsourced staff and/or labour.

It is important to note, at this stage, that when I refer to the recruitment process this includes both outsourced staff and/or labour and an organisations own permanent staff.

There is no magic wand that will make the logistics environment safe and secure overnight, however there is certainly merit in setting a sound foundation by employing the best staff, following a sound recruitment process and ensuring the highest level of integrity among staff on a continuous basis.

*Gerhard van Zyl*

# It's what's on the inside that counts



Just one of the design compromises found in a low cost filter could lead to costly engine damage or even failure. Is your reputation worth the risk?

**From the outside one spin on filter looks the same as another. Once dismantled this is where the similarities end. All MAHLE filters are designed in conjunction with the vehicle manufacturers to ensure that they meet the full demands of the engine for the service life of the filter and therefore can genuinely claim to be 'original spare parts' or 'spare parts of matching quality'.**

Cabin air filters reliably protect against dust, pollen, spores, soot, and tire particles. Integrated activated carbon absorbs unpleasant odours, gaseous pollutants, and even high levels of ozone in the ambient air. All MAHLE cabin air filters are distinguished by low pressure loss and long service life. The filter media used offer a large effective surface and filter even smallest particles such as soot particles.

The latest generation of MAHLE filter media offers very good soot particle retention and can be used regardless of the direction of flow. The measures that were previously necessary to ensure correct installation orientation can thus be eliminated.

## Oil filter modules

The development and production of complex oil filter modules has long been one of MAHLE's core competences. When the overall system of "engine lubrication and cooling" is considered, many other functions can be integrated along with the filtration and cooling of the lubricating oil. These include oil mist separation, sensors for pressure and temperature control, oil

pressure and crankcase pressure regulation, and the optional incorporation of a fuel cooler.

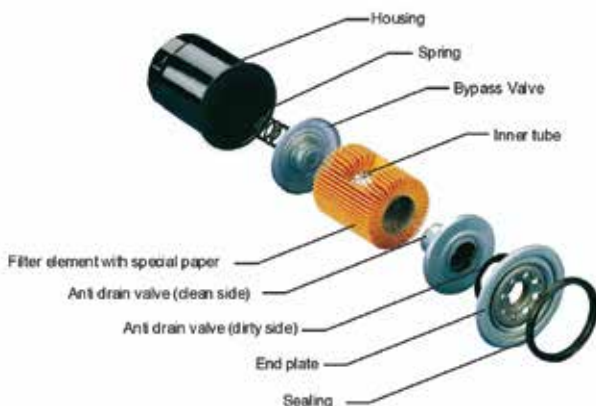
Thanks to the integration and use of state-of-the-art materials—especially of high-performance plastics—significant cost and weight savings can be achieved. Completely incinerable ecological filter elements that are easy to replace and dispose of are seeing increased use. Long-term filter elements using modern filter media and manufacturing processes provide an essential contribution to the extension of service intervals.

## Fuel management

A central aspect of fuel management is the efficient filtration of the fuel, in order to protect the engine and its components from contamination and damage. As manufacturers increasingly pursue a strategy of identical parts or modular design, the same engine is being used in more and more regions of the world.

The fuel quality varies accordingly, at times due to bio-components in the fuel. The water content plays a role along with dirt particles. Water separation systems can pave the way for the global application of an engine while making it possible to use biodiesel.

MAHLE has a local presence in all major world markets. In 2015, a total of 75 000 employees at over 170 production locations are expected to generate sales of EUR 11.5 billion.





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# Increased calls for debugging services

Industrial espionage—stealing trade secrets, theft of intellectual property and databases, leaking confidential information—is not just the stuff of Hollywood movies

**Alan Carey, operations director of Justicia Investigations, South Africa's leading private investigation company, says local companies are vulnerable to losing important data, which will not only impact negatively on their bottom lines and the viability of their businesses, but could also seriously damage their corporate reputations and brands.**

In a highly competitive environment and tough economic times, it is far easier and cheaper to expropriate information than to innovate. Leaked technical specifications could negate a massive investment in being the first to market with a new product. A copied customer database could shrink a market share advantage overnight, he warns.

Over the past few months Justicia has noted an upsurge in the number of calls from companies requesting debugging services. "We are getting between three and five calls a week from large corporates," he says.

Leo Nardi, Justicia's technical manager, adds that these calls are not only coming from South Africa but extending upwards throughout Africa from Botswana to Tanzania, as the rush to conquer African markets gathers momentum.

Finding concrete statistics to back up Justicia's observations is not easy. Both globally and locally, underreporting is rife with companies preferring not to disclose that they have been the targets of industrial espionage for fear of losing customers.

In May last year, Randall C. Coleman, assistant director, Counterintelligence Division of the American Federal Bureau of Investigation (FBI) told a Senate Judiciary Committee that estimated losses from economic espionage were thought to run into tens or even hundreds of billions of dollars annually.

In 2010, the FBI's Counterintelligence Division created a specialised unit called the Economic Espionage Unit to focus on this area. This unit's caseload has sky rocketed with the number of economic espionage and theft of trade secrets cases growing by more than 60% between 2009 and 2013.

Another interesting statistic comes from American law firm O'Melveny & Myers—the number of trade secret cases in US federal courts doubled between 1988 and 1995, doubled again from 1995 to 2004 and is expected to double again by 2017. Figures released by Ernst and Young (SA) suggest that industrial espionage is a \$67 billion-a-year industry.

Perhaps the best indicator of the surge in illicit surveillance is a dramatic increase in the sales of bugging devices and equipment. Although, again, there are no South African statistics, but the US State Department estimates that over 700 000 eavesdropping devices are sold each year.

With this comes an inevitable increase in the need for 'debugging services' and, in South Africa, a dramatic rise in the number of fly-by-night operations marketing them.



Carey admits that the security industry has a bad reputation and that there are a number of “one man operations and jack of all trades” offering services that require significant experience and expertise as well as sophisticated equipment.

“Justicia prides itself on 25 years of investigative integrity. We have a team of professionals who are experts in their respective fields and have a combined experience of more than four decades,” he says.

In addition to experience, he adds, Justicia is investing extensively in new equipment and training, as bugs are becoming smaller, more sophisticated and increasingly difficult to detect.

In addition to constantly updating equipment, Justicia is moving with the times by extending its range of services and has partnered with an ICT company to ensure a holistic debugging approach

### **Information and Communications Technology (ICT) infrastructure**

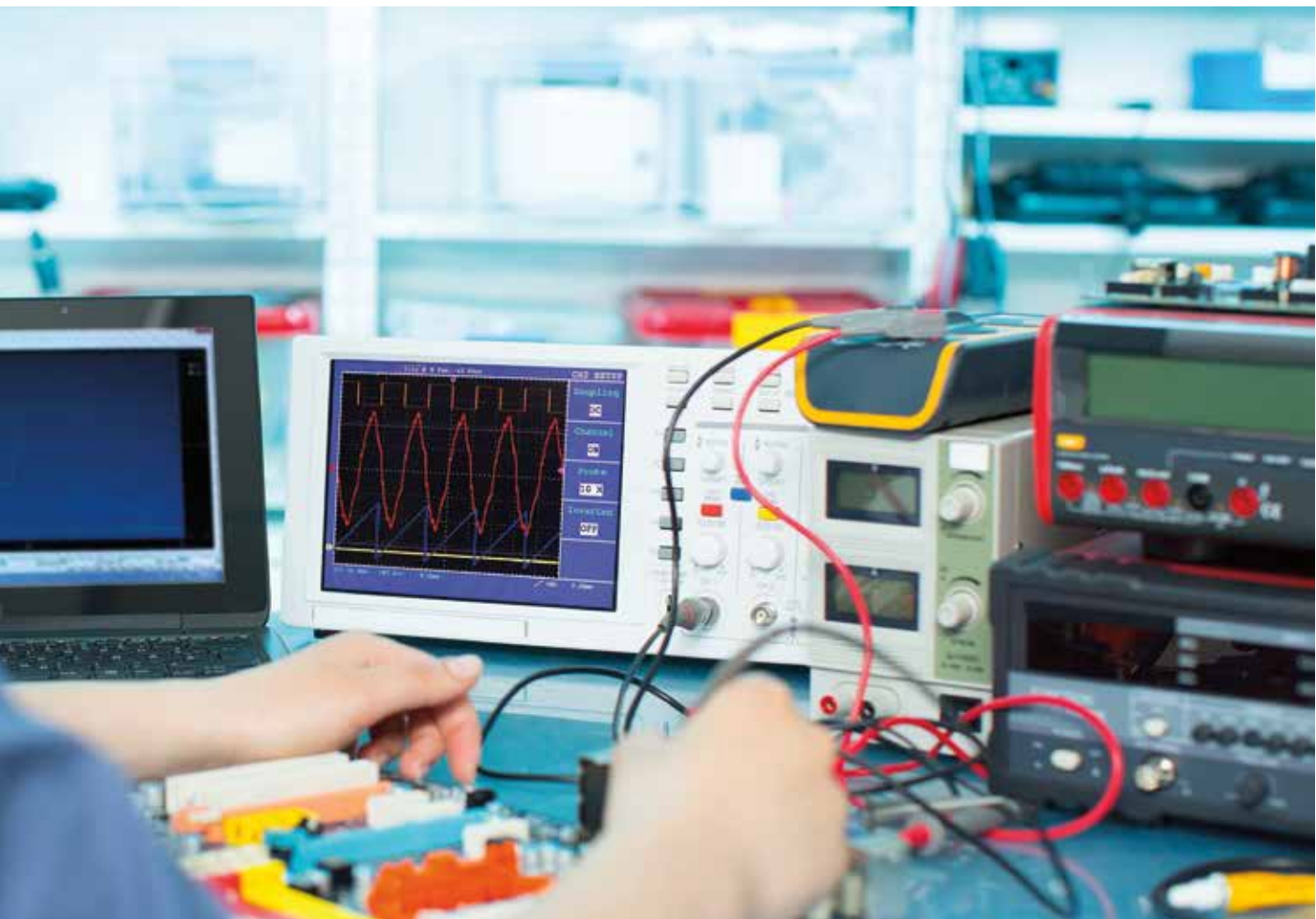
Nardi says that it is evident that the ICT industry is gearing towards more data storage and throughput. Many companies

invest in good equipment but then fall behind in adopting suitable security protocols or in configuring the equipment correctly to minimise risk. If you do not take into account your computers, then you are ignoring a large part of your risk profile.

Carey adds that companies need to tackle industrial espionage and adopt both reactive and proactive measures. “We encourage clients to introduce debugging policies. In addition to protecting and limiting access to confidential information, a debugging policy should help managers to recognise the signs—from the irregular conduct of an employee to physical clues of bugging activities having taken place. Companies also need to have their premises swept for bugs regularly.”

At the end of the day he stresses the importance for a company to build a strong relationship with a trustworthy service provider, when it comes to something as sensitive as this. “At Justicia, we guard our credibility and professionalism carefully. In the corporate world, we are dealing with decision makers in business and know the value of discretion and building ongoing trust relationships.”

*Dale Horne*





# In-car cameras boost road safety



The 3G vehicle camera has been shown to have a significant impact on road safety and insurance costs including a reduction in accident frequency of 45%, according to recent reports

**These findings were taken from an analysis of 2 000 commercial vehicles using Intelligent Telematics's IT1000 camera solution over a six month period, which also found that as well as actually preventing accidents from happening, the cost of those that did occur were 27% less as a result of instant intervention.**

Commenting on the findings, Nick Plowman, CTO of Intelligent Telematics said: "We are seeing multiple benefits from using a 3G vehicle camera, which are helping fleets to operate more responsibly while at the same time reducing overheads." "The 3G cameras are not only preventing incidents and discouraging

other road users from making fraudulent or inflated claims, but when an accident does happen the footage is available from the scene within seconds so first notification of loss is helping achieve substantial insurance claim cost savings."

The HD video footage, g-force and speed of impact data from the 3G vehicle camera can be accessed quickly and effectively online to prove blame, increase speed of intervention and assist policyholders.

With instant intervention using first notification of loss, companies can better manage and take control of the claims handling process to help avoid excessive third-party hire and repair costs as well as prevent incitement of some injury claims.



Meanwhile, the analysis found that 65% of the accidents recorded were in fact avoidable, highlighting a clear opportunity to improve fleet safety levels through improved and targeted driver engagement. With this in mind, companies are increasingly using the information provided by the vehicle cameras to proactively improve driver behaviour.

By capturing footage of near misses and poor driving incidents, in addition to actual collisions, it is now possible to identify high risk employees and those that would benefit from driver training.

“Vehicle cameras have historically offered a reactive solution, recording footage to an in-vehicle SD card in the event of an accident,” explains Plowman. “However, the introduction of 3G devices is enabling us to work closely with clients to implement a proactive and preventative solution that is achieving measurable improvements in terms of accident and cost reduction, while supporting ongoing Duty of Care strategies.”

The IT 1000 3G vehicle camera is the most sophisticated vehicle camera solution currently available boasting unrivalled accuracy and technology that is sixteen times more powerful than existing solutions in the marketplace. The forward-facing device transmits footage of accidents and near misses via a secure 3G private network to a web-based interface with live email and SMS alerts, so a triggered event can be viewed almost immediately.

*Craig Lovell*



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# Water mist protection for tunnels

Roadway tunnels are a particular application in which sprinklers are not, and have not been, particularly common. Increasing traffic on the European road network, ever more tunnels and, not least, several serious tunnel fires have paved the way for the use of sprinklers, writes international fire expert Fredrik Rosen.

**Water mist systems have been launched as an alternative to traditional sprinklers or water spray systems and, in recent years, a series of several large-scale tests have been conducted.**

A similar application can be found in multi-storey car parks where a series of tests have shown that the performance of water mist is comparable to that of traditional sprinkler systems, despite the fact that the distances between nozzles is often greater and the overall water delivery density is lower. Another application in which water mist fire protection systems can be used is that of sub-floor and above-ceiling areas, in which the primary fire hazard, and potential fire load, consists of electric cables on cable ladders. Prison cells represent a further application for which water mist is particularly suitable, both in the form of permanently installed automatic systems and systems for manual fire-fighting.

A problem peculiar to prisons is that of the risk of intentional damage to the nozzles, or of their potential use for securing a rope or noose. Automatic nozzles (with glass bulb elements) are available on the market for prison cells or areas where persons might be suicide risks or at risk of self-harm.

The design of the automatic nozzle is difficult to dismantle. If the yoke carrying the glass bulb is subject to a load of about 150 Newton (about 15 kg) the nozzle will operate. This type of nozzle is suitable for wall or ceiling mounting.

The primary fire hazard in aircraft hangars is that of fuel spillage on the hangar floor. The use of high-expansion foam systems is

common, but their use necessitates filling the area with foam. Another alternative is using ceiling-mounted foam-water spray or foam nozzles, but the presence of an aircraft fuselage and wings screens the water spray from covering a burning fuel spill running underneath an aircraft.

Several companies have therefore developed what are known as 'pop-up' nozzles for installation in the floor. In the interests of rapid activation, these systems often use flame detectors and are divided up into sections, each representing a stand position for an aircraft. Service and maintenance of aircraft often requires electrical equipment, cables and connections to be directly exposed.

The use of foam liquid, such as AFFF, is therefore not usually desirable. Common aircraft fuels are JP-8 or other hydrocarbons. As hangars are often very large, the primary fire suppression mechanism is therefore direct cooling of the fuel, rather than evaporation of the water and internalising the fire by water vapour. In order to improve fire protection, end-users often elect to install ceiling-mounted nozzles over and around aircraft stands.

## **Smaller water droplets with new technology**

New technologies available on the market include systems in which the water droplets are generated by a patented method, and one of the elements consists of an oscillating sheet. The water droplets produced in this way are considerably smaller than those produced by a system depending on hydraulic atomisation of the water, of the order of smaller than 10 µm, as compared with 50-150 µm.



The result is that the water droplets behave more like a gas, being carried by air currents and capable of flowing around obstructions. Other systems combine water mist with an inert gas, usually nitrogen. The gas has several functions: compressed, it ejects the water from a pressure vessel into the system pipes; it breaks the water into very small droplets at the nozzle and, finally, it assists fire suppression by reducing oxygen concentration in the area. Velocity through the nozzles is high, ensuring good mixing of the mist with the air in the protected area. As the quantities of water are very low, the risk of water damage is reduced.

#### **Additives can improve efficiency**

Although water is a very effective fire suppressant, the use of additives can considerably improve its performance. Smaller-scale trials with various additives have shown that alkali metal salts are very effective, even at low concentrations. Anti-freeze additives are another application where the fears are instead that the additive will reduce the fire suppression performance. All anti-freeze additives have both benefits and limitations.

In some cases, the limitations are such that some particular antifreeze additives at a particular concentration cannot be used in a water mist system. In other cases, it is the specific application and design of the system that determines whether an antifreeze additive can be used or not. In general, antifreeze additives increase the density, viscosity, volumetric expansion and corrosion in comparison with those of pure water, as well as reducing the surface tension. Propylene glycol, glycerine and betaine supply

energy to a fire, increasing the heat release rate, while potassium acetate improves the fire suppression performance in comparison with that of pure water.

#### **System reliability evaluations**

The reliability of water mist type systems is often discussed, and there are extensive and detailed fault tree analyses that provide at least an indication of the reliability of different system designs. These analyses involve a number of simplifications and assumptions. Although they use input data for components used in the systems, these data are taken from the components when used in other applications.

An analysis performed by FM Global shows that errors with great impact on the probability of a system failure include; that the water supply has no water, that the pressure is too low in the drive gas reservoir, incorrect control settings, errors in the fire panel or transmission errors and closed main valves. Human error, such as that the propellant or water tank is empty or that the control settings are wrong, are common. Failure of the fire control panel (if used) or transmission failures are among the five largest contributions to system failure.

Studies have also been carried out on the reliability of the various fire suppression systems on ships. The analysis shows that traditional automatic sprinkler systems have high reliability, with the reliability of water mist systems being of the same order but slightly lower. According to the source, the strength of a fault tree analysis is that, in principle, it can be applied to any type of system, regardless of its complexity.



Its weakness, on the other hand, is that it does not consider the interaction between components or any domino effects. The reliability of various components in a system is not necessarily determined by the components alone, as a fault in one component can carry over to another. For this reason, a fault tree analysis presents a result that is only an approximation of the real reliability of a system.

Nevertheless, the methodology does yield useful results when no other source material is available. It is recommended that results should be compared with those from trials or historical data in order to verify the calculation model.

### **Experience from actual installations**

The risk of clogging filters and nozzles was one of the fears to which particular attention was paid when the use of water mist systems began to be widely introduced at the beginning of the 1990s, and in several cases these fears have been found to be justified. Another

common experience is that system applications are sometimes not covered by the system's certificate, or that one particular system design has been tendered, but a different one installed.

Two serious incidents show that closed areas with no direct access to the open air are unsuitable for storage of pressurised inert gases. If, instead, the area has a boundary with the open air, pressure-relief valves can be installed and would open in the event of an escape of gas and ventilate the area. Opening a door to the area also assists ventilation when somebody needs to enter.

There are also examples of cases when automatic nozzles (i.e. with glass bulbs) have not operated when tested in the field. This underlines the importance of regularly testing the performance of all parts of the system, i.e. including the automatic nozzles.

Traditional sprinkler systems in on-shore installations are subject to a testing regime by which a number of sprinklers from each system are dismantled and performance-tested. This should naturally also be applied for water mist systems.

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# The impact of counterfeiting

As a basic approach to business, increasing profits and minimising costs are always of concern to manufacturers and business alike. Reducing costs becomes increasingly difficult when costs are incurred due to crime.

**Nowadays manufacturers have to manage and put strategies in place to deal with organised crime activities. Some forms of organised crime activities include counterfeiting, cybercrime, white-collar crime and corruption as well as other violent crimes including hijacking and theft of products. Of specific relevance to this article, is the impact and solution to reducing counterfeiting and truck hijackings.**

As a brand manager and/or manufacturer, have you found yourself confused as to which item is fake and which is genuine when making a comparison between your product and a counterfeit product? If this is the case, can you imagine how confused your clients and potential clients may be? Product counterfeiting is a fraudulent imitation of something that is of value.

Nowadays, due to advancements in technology, printing and the development of products, counterfeit manufacturers are able to replicate products to an extent that it is difficult to distinguish between the fake item and the authentic product. Perhaps if consumers were able to distinguish the fake from the genuine product, they would be more likely to choose the genuine product. Despite this, passing lesser goods as high quality merchandise so

convincingly only compounds the negative impact that counterfeit goods have had on the global economy.

According to the International Chamber of Commerce, counterfeiting accounts for between 5-7% of world trade that is worth an estimated US\$600 billion per year. Not only is the counterfeit industry worth billions, but the distribution of the fake products is also widespread. It was found by the World Customs Organisation that in 2008, counterfeit products were destined for 140 countries across the world (REF). This means that governments, consumers and registered manufacturers globally bear the brunt of this illegal commerce.

Government loses precious taxes due to this crime. This is because counterfeit manufacturers generally operate criminally by evading tax and circumventing customs and government agencies when bringing goods into other countries. The consequences to consumers buying and using fake and counterfeit goods are even more serious than those experienced by government.

Consumers may be exposed to health risks, especially when purchasing counterfeit drugs or cosmetics. These criminal organisations generally have no sense of responsibility for the items that they supply, so quality and the safety of their clients are not a concern.

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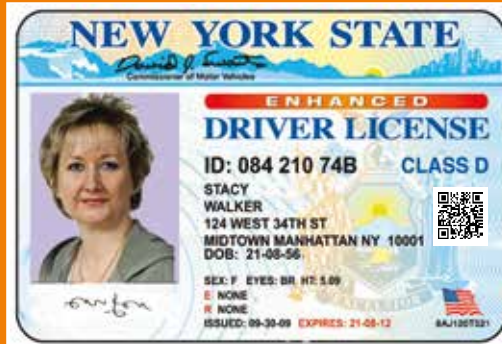
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Perhaps, the least obvious of the three, legitimate manufacturers suffer indirect consequences as a result of this forgery. Legitimate manufacturers suffer a loss in profits due to the counterfeit products taking market share. Consumers sometimes don't question the reason for the seemingly genuine product being sold at a fraction of the price. If consumers do question it, the low cost and the similarity in the look and feel of the replica may make it hard to refuse.

In addition, manufacturers are losing money due to their brand and reputation being damaged. As discussed before, consumers often cannot distinguish the fake from the genuine product. Consequently, consumers associate the bad experience of using the fake product with the brand it imitates. Something needs to be done as the consequences are far reaching.

Manufacturers in South Africa have another costly crime to contend with. There has been a recent hike in truck hijackings. Trucks are taken by criminals, sometimes violently from truck drivers while they are delivering product to shops or warehouses. Over 1 200 trucks were hijacked in 2014 across South Africa, which is 10% more than the previous year (Engineering News). According to the Road Freight Association losses per incident range from R1 million to R7 million, which represents a total cost of R1 billion per year to business and insurers (IOL). According to another source, the cost of one truck hijacked amounted to approximately R12 million (Citizen).

Gavin Kelly, technical and operations manager from the Road Freight Association, explained that one of the reasons that trucks are hijacked is to target the contents of the truck trailer for their resale value (Engineering News). Some of the industries hit hard for the theft of their products include cigarettes, fuel, food, and electronic goods. Organised crime syndicates are often responsible for truck hijackings and target trucks based on orders (IOL). Once the truckloads are obtained, the products are distributed for resale.

In a bid to tackle this counterfeiting, some of the main actions taken by the United Nations include encouraging collaboration and coordination between countries, creating public awareness around the scale and dangers of counterfeiting, providing assistance to developing countries and lastly using technology to help law enforcement gather intelligence to fight this crime (Organised Crime Ref). Technologies available are of specific relevance to this article. Anti-counterfeit technologies can be broadly classified into the following categories:

- Use of overt and covert features
- Serialisation, track and trace
- Forensic techniques

#### **Anti-hijacking efforts**

Private security companies and their management systems are often used by organisations to prevent hijackings (Engineering News). Trucks can be monitored and located using GPS positioning. In

some instances the management systems are even able to measure tonnage and where and when the truck offloaded cargo. In-cab video and audio systems are also being developed to help in the fight against truck hijacking.

Some of the established methods used to fight these forms of organised crime, are effective in many ways. There is a solution available that combines some of the established methods and extends their effectiveness into a secure long-term solution to fighting truck hijackings and counterfeiting.

**Knowing your customer**

Although the solutions already discussed are intended to slow or stop organised crime, there is another benefit for manufacturers to integrate this solution into their supply chain. Manufacturers could run other marketing campaigns and loyalty schemes using the Pelta codes. Consumers could be encouraged to scan their products, fill in personal information and by doing so, win complimentary products or trips away, for example. These campaigns could be geared at getting to know the demographics of the clients purchasing products.

Manufacturers could develop new products, up sell or cross sell to their clients as a result of the information obtained, just from scanning these codes. Perhaps the power of the outlined solution lies in the fact that consumers will have the power of knowing

whether the product they are about to purchase is fake or genuine. This knowledge does not necessarily mean that they will decide against purchasing the product, but at least consumers will be better positioned to make an informed choice. This is especially important when it comes to buying counterfeit medicines. Nevertheless, the purchasing of counterfeit goods is likely to reduce as a result of this knowledge.

Lastly, this solution enables any 'Joe Soap' to help in the fight against selling and buying stolen goods. These stolen goods are likely to become less desirable as consumers will be empowered to know whether what they are buying was procured ethically or not. Street vendors or shady retailers would be at the behest of their customers. This is likely to result in a decrease in demand for stolen products and thereby decrease the incidents of truck hijackings for cargo.

*Kyle Parker*

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# Urgent guidelines needed from government

The South African motor industry is in urgent need of guidelines from the Department of Trade and Industry (dti) regarding the future of the Automotive Production and Development Programme (APDP)



**This message came through loud and clear during a conference arranged by the National Association of Automotive Component and Allied Manufacturers (NAACAM) at Automechanika in Johannesburg.**

The delegates had been hoping that the dti would announce the results of its APDP review at the conference at Expo Centre as two representatives from the government department were to have been speakers on the day. However, the speakers, Lionel October, the director general and APDP specialist, Roger Pitot, declined to attend on the basis that they were still awaiting finality of the document and its approval by Cabinet.

Robert Houdet, the executive director of NAACAM, said delays in the publication of the review impacted on the ability of vehicle and component manufacturers to draw up future production plans.

“South Africa is nowadays producing only 0.6% of global vehicles and manufacturers could easily move production to factories in other parts of the world if there were delays in providing details of the way the APDP was to be changed following the review process,” explained Houdet.

Ken Lello, the chief operating officer - SA Operations, at component manufacturer Metair, expanded on the subject by saying that it was also vital the road ahead after the APDP ends in 2020 be spelled out within the next 18-24 months to enable companies to undertake long term project planning.

Lello went on to say that vehicle production in SA had actually declined since 2006 and the country's share of the global market had fallen from 0.86% in 2006 to a current level of 0.59%.

“Total built-up vehicle imports had increased to more than 50% - 62% in the case of passenger cars. We will certainly not meet the

dti's target of producing 1.2-billion vehicles by 2020 as we are only geared up for volumes of about 600 000 units a year under the current APDP regulations. There are also few real incentives for the component manufacturers, which is of concern for the future of this local industry,” he said.

There were interesting comparisons made between the flourishing manufacturing industry in Thailand and the fairly stagnant situation in South Africa in an address by Douglas Comrie, of B&M Analysts.

This followed a fact-finding mission to the Asian country in February where the differences in the results of the two country's differing industry support programmes were highlighted.

The Thailand programme provided a high level of protection for local vehicles makers and resulted in 90% of the vehicles sold in that country being locally manufactured. It also resulted in intensive human resource development and technology transfer, which included the manufacture of engines and transmissions.

Thailand also optimises its position as a supplier of built-up vehicles and CKD components to neighbouring countries as well as utilising Thailand's free trade agreements to provide economies of scale in production.

Comrie said that this approach had resulted in annual vehicle production in Thailand running at 2.5 million while South African output was still in the region of 500 000 units a year after both countries had been making half a million vehicles annually in 2002.

The general consensus at the conference was that significant changes are required in the APDP to increase local production in line with the objective of SA becoming a more important global supply base for vehicles and components.

*Bella Geldenhuys*



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Since our establishment in 1946, we have, despite a number of changes in our organisation, lived up to our slogan of being 'Your Road Freight Partner', by bringing stability to the road freight and logistics industry through innovation and service

**Our service offerings contribute to improving the working conditions of our approximately 130 000 employee members, relieving our employer members from the burden of benefits administration by managing the industry's annual leave, sick leave and holiday bonus funds, so that their full attention is turned towards their core business and by proudly providing health and wellness services to all industry employees. It is for this reason that we are continuously working to improve our service offerings through innovation.**

As per the three year industry wage agreement, which expires in February 2016, the minimum wages in respect of employees for whom minimum wages are prescribed in schedule 5 of the Main Collective Agreement were increased from 1 March 2015. Extended Bargaining Unit employees were awarded increases, based on actual basic wages, from 1 March 2015. In addition, Cross Border Allowances were increased.

At the NBCRFLI, we have the important responsibility of enhancing stability within the road freight and logistics industry by ensuring that all stakeholders in the industry comply with the provisions of the Councils' Agreements. Non-compliance of the Council's Collective Agreement is an offense we take very seriously and we have therefore introduced penalties against employers who contravene the provisions of these collective agreements.

From the 1 March 2015, in terms of the provisions of clauses 71 (Enforcement of Agreement) and 72 (Interest of the NBCRFLI Main Collective Agreement) if an employer is found not to comply with the Main Collective Agreement, the matter will be referred to arbitration and the arbitrator will have to make an award compelling the employer (respondent) to comply with the provisions of the agreement. In addition to this, the arbitrator may impose an arbitration fee (clause 71 of the Main Collective Agreement) and penalties in terms of the notice issued by the Minister of Labour in terms of section 33A (13) of the Labour Relations Act (LRA), as well as interest in terms of clause 72 of Council's Main Collective Agreement.

In addition, whenever an amount payable to the NBCRFLI in terms of the Main Collective Agreement is not paid on the due date, interest shall be calculated from the due date to the final date of payment at a rate of 2% per month or part thereof.

Our designated agents assist our employer members to comply with the provisions of the agreement through educational

inspections. This helps to reduce the number of complaints and non-payment of returns, as well as ensures that all who fall under its jurisdiction are registered. Thereby, enforcement disputes are reduced and enforcement issues can be dealt with early before the case goes to arbitration. If the employer persists in non-compliance, the designated agent will enforce the provisions of the promulgated agreement through arbitration.

With our employee members made up of over 130 000 employees across South Africa, all from different language groups, we made a decision to translate the existing English legal version of the Main Collective Agreement into four of the 11 official languages; namely Afrikaans, isiXhosa, isiZulu and



Sesotho. The agreements, which are available for viewing on the NBCRFLI website and mobi app, will soon be available at our 18 offices nationwide. By encouraging understanding of the Main Collective Agreement, we are enhancing the levels of compliance within the industry.

To ensure the protection of whistle-blowers, the NBCRFLI has implemented an outsourced disclosure service. The objective of the hotline is to create an avenue for all our stakeholders to report non-compliance with the Main Collective Agreement, as well as 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.

In July 2014, the Council received information through its 'Be Heard' line about an employer who was initially registered in 2005 as a normal employer with four employees; however around 2007 the company status was changed to 'owner driver' that resulted in the discontinuation of Council levies and contributions.

After conducting numerous site visits, meeting with representatives from the organisation, and issuing a subpoena by the designated agent from the Council's KZN office, the employer still did not comply and the matter was filed at the Labour Court. The matter relating to the fraudulent car registration

was reported by the Council through our independent forensic investigators to the Road Traffic Management Corporation who conducted a raid at the premises. A criminal case has now been opened against the owner, who was arrested in September 2014. This is concrete evidence of the effectiveness of our 'Be Heard' disclosure service and how it is being utilised to uphold the law and protect industry members.

As an organisation, it is highly important that we have the correct particulars of our members at all times, as this assists us in delivering a high-level service. We would like to emphasise that it is the responsibility of employers to inform the NBCRFLI of any changes to their contact details. In terms of Sub-Clause 45(5) of the Council's Main Collective Agreement, every registered employer must notify the Council within the prescribed 30 day period, in writing, of any changes in respect of particulars provided at the time of registration.

As part of our Industry Wellness umbrella, another important value add service offered by the NBCRFLI is our Wellness Fund Health Plan. We have resolved that the Wellness Fund Health Plan (basic medical insurance) will only cover employees whose monthly contributions towards the Wellness Fund (together with the employer's portion) are at least R 79.12 effective 1 April 2015.

In a move to create clear labour expectations for truck drivers and their employers, the Council recently appointed PE Corporate Services SA (Pty) Ltd Management Consultants to develop a formal driver guideline, which outlines the expected responsibilities of the different categories of drivers, and to recommend an appropriate application of the guideline to promote compliance. The investigation has now been completed.

If we are to continue to service our stakeholders effectively, education about 'who we are' and 'what we do', as an organisation, is critical. In 2013, we identified that in order to reach and educate our stakeholders with efficiency; we need to focus on developing our website into a key communication tool for education.

Since then, our website has developed steadily, particularly with the addition of specific service area contact telephone numbers, our online service query function, valuable current information for new members, an in-depth explanation of agreement compliance, and all the latest newsletters and circulars in electronic format. This is yet another example of our commitment to keep our members informed about important developments within the road freight and logistics industry.

Following our highly successful Gauteng Regional Stakeholders Conference in March last year, which provided us with an excellent opportunity to engage with our stakeholders in Gauteng, we are now in the process of exploring how to best engage with our stakeholders in the Western Cape, KZN and Head Office regions.

Great opportunities lie ahead for us as an organisation in the future, but can only be achieved through successful collaboration with you. We look forward to continuing on this journey with you, our stakeholders.

*NBCRFLI*





[www.otipetrosmart.com](http://www.otipetrosmart.com)

# 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*

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




*Press Release*


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For Immediate Release

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



*Press Release*



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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 10<sup>th</sup> New Country for EasyFuel Deployments in 2013, 43<sup>rd</sup> 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 EasyFuel Plus 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.

# Thorough checking means big savings

An investigation by a major British transport company has made a clear finding: by regularly testing and charging truck batteries as part of a strict routine, it is possible to achieve considerable savings in terms of battery costs

**Since commercial vehicles, in particular, tend to run up high maintenance costs, it is important to keep a close watch on the condition of the batteries. This means that the battery needs to be tested every time a truck comes into the workshop. Although this may seem excessive, the few minutes needed to test the battery is definitely time well spent.**

Whenever a truck is brought into the workshop, the diagnostic tester can be used to ascertain the condition of the battery. This check allows for prompt intervention if a battery's quality is deteriorating, which often means that costly replacements can be postponed. A battery with a prolonged service life will save the transport company a great deal of money.

A major transport company in the UK put this method to the test. The company has several workshops across the country. In all of these workshops, batteries are tested using the same diagnostic tester from Midtronics, the EXP-1000 HD. This device tests the battery, as well as the operation of the charging system, the starting power and any leakage currents.



In one workshop, however, the battery was not just tested but also charged. When, after four years, the battery maintenance results achieved in that workshop were compared with those of another workshop, it transpired that the workshop that strictly followed the test-and-charge routine succeeded in prolonging the life of the batteries and had to replace fewer of them.

Whenever a truck was brought into another of the workshops, its battery was tested but not always charged. The results from this workshop show a higher rate of truck breakdowns as a result of battery failure and a greater number of cases where batteries needed to be replaced. The costs incurred in such cases then add up. After all, replacing the battery isn't the only expense: a truck that breaks down due to battery problems cannot be productive and therefore incurs loss in company revenues.

Midtronics diagnostic chargers are used in many major automotive service organisations as well as at the automotive original equipment manufacturer (OEM). Monitoring equipment is used in embedded vehicle applications as well as wireless applications in UPS systems. Their electrical system testing technology is used by six major automotive manufacturing facilities in South Africa in on-vehicle equipment, recording events that may lead to battery or electrical system failure. In addition to this, two leading South African battery manufacturers and distributors have committed to using the Midtronics technology in their facilities and distribution outlets.

The company is entirely focused on the development and marketing of technology products for manufacturers, distributors and users of lead-acid batteries and continues its aggressive research and development of products for alternative chemistry batteries.

## Midtronics



# Be the first to know

With security and efficiency being of paramount importance to logistics companies, digital radio offers business more control over their operations if linked up to a proper user interface to connect businesses, municipalities and logistics companies together.

**Emcom Wireless has been at the forefront of the digital revolution for nearly 50 years, with stand-out directors like Tony Sibanda they're still headed in the right direction.**

As a director on the board of one of the largest privately owned defence businesses in the world, he has been instrumental, as part of a team, in delivering customised peace keeping solutions and related initiatives across Africa in mission critical situations. Sibanda's approach to situations is outcomes based and driven by a philosophy that 'you are either part of the problem or part of the solution'.

The Cambridge graduate gained hands on field experience in crime fighting and prevention, command and control centre operations and tactical field operations when he worked and excelled as a police reservist attached to a robbery reaction unit.

Road Ahead editor, Gregory Simpson, sat down with the charismatic Sibanda recently for more on digital radio's capabilities. Sibanda will also be a likely speaker at the Critical Mass event next year, and he's a must see.

**What are the benefits of digital radios to a logistics company?**

If you look at radio and where it's moving to, we are where cell phones were in 2009/2010 when Smart phones came in. Now digital means that all this is IP based, it can be managed by the cloud, it can integrate into switchboards, it can talk to other devices, the whole internet. It now means that if you're looking at a mine, for example you can reach your over-ground communications, link up a couple of mines together; if you look at transportation you can track your vehicles real-time, you can record conversations—it's crystal clear quality, and it's the best of the bridge technology.

**Can you put a dollar and cents value on how much companies can enjoy saving by really embracing technology?**

We're seeing savings of up to 30%, between 30 and 40% in a lot of the implementations that we've done. If you look at say utilities as an example, now with Smart grids coming in everybody is





talking about GSM smart meters, you can have metering over radio. It now means that you can monitor and manage your entire bridge, your entire fleet in real time. Look at municipalities as an example, subscribing to tracking services where you're paying for each message and each communication and each movement across the network with radio—it's yours, you own it, you don't pay a cent for any communication, so you're saving on that costs alone. You can be a better manager, you can dual-fence your vehicles, your resources and know where people are at any given time. You can manage your fuel bill and you can map your resources to incidents. For example, when you have a fire, you know from a digital system that is mapped to your maps, on Google maps, where your respondents are, you know where your police are and you can deploy the guys who are first and closest to the scene, which saves your running costs and turns around your instant resolution very quickly.

### **In 20 years time, what will digital radio look like?**

Everybody is talking the two big terms, convergence and digitalisation as well as big data. Now radio right now is still very much a commodity but we're moving slowly into the software side where we are moving into the software defined radio, where the user dictates how he uses the radio, so applications and data are probably the next big thing. With digitalisation and digital radio what it means is companies and organisations now have access to real time, massive amounts of data, and what you then do with that data is what is going to determine the application for the radio. In ten years time all radios will basically have the same capabilities, the only difference will be the names of the brands, they all comply with the same European standards, so from a features point of view you're looking at the very same thing, and it's now your applications. That is the next big thing and that's a big gap in the market, and a big opportunity for us in SA as we embrace technology to use our capability to deploy and develop applications that will better use the data to give more real time information that can save and give us a quick turnaround in decision making. Think of crime fighting for example, if the Police Commissioner had on her iPad an application that told her in real-time where the latest hijackings were, how many there were, and how many officers were responding to that and how long it was taking to respond to incidents and how many of these lead to convictions and all that, it makes it easier to deploy resources and be more preventative in crime fighting as an example, as opposed to being reactive which is what you currently have.

### **When you look at the quality of graduates coming from the universities; is the level of education up-to-date with what is expected in the business world?**

Not at all, there's a big gap, we closed down a lot of technikons in the late 90's and that has seen a disappearance of skill in the industry. A lot of your engineering students coming out of varsity know the basics of RF technology and then they seem to migrate towards your cell phone service providers because these are the big employers in the industry and everybody sees cell phones as the next big thing. But a cell phone is more of a consumer product; it's not a commercial product. We are slowly re-igniting and we are working with State entities to re-ignite the technikons and get the

skill there. The interest is definitely there, we've seen it with young engineering students as we expose them they get excited and they see that this is a niche market that doesn't need to die but can be resuscitated. The few people who get into it now will definitely reap the rewards, because the demand is there.

### **Africa expansions, what's the coverage like as you go into Africa?**

Africa is hungry for technology, and Africa has been left as a dark continent. Africa has long been perceived as the Dark Continent which has used Stone Age and legacy systems to operate. If you look at the world economy right now China is probably at the lowest and America is not really out of the red at the moment. Africa is the one area that has given the greatest return on any investment, and that gives great opportunity to modernise and improve efficiencies and technology. Labour is well positioned to do that, so we're seeing a big uptake in technology, we're seeing huge enquiries coming from Africa and we are well positioned through the skill that we have nurtured within Emcom over the last 43 years to well support Africa by giving them the options and educating them. We let them see where they can become more efficient, improve user technology, and therefore give an even better return on investment. People see radios as 'walkie-talkies' that are used by security guards, one of our fun roles, we enjoy what we do, and we try and adapt our technology into every application. Now the Extreme Fighting Championships (EFC) in Africa uses our technology to communicate. You can imagine, you have a very high adrenaline event going on in there, you need to have medical resources on standby, you need to have security on standby, you also have the whole logistics and event management that needs to communicate, and you need the close protectors for the fighters. So radio has a very key role in that you can group guys into different channels and through one control centre you can manage and monitor all communications and ensure that the event takes place in a very safe and user friendly environment where any incidents can be dealt with and managed relatively quickly. That's technology in action.

### **How is the Bloodhound Project progressing, still hopeful of breaking 1 000km/h?**

We're also a key sponsor of the Bloodhound Project where they're trying to break the land speed record, and set a new one of 1 000 miles an hour. We've got the first trials happening in September this year where the plan is to match the current land record of 600 miles an hour and then a year from then there will be a re-run after modifications to the vehicle, to look at breaking and setting the thousand mile an hour speed record. Our radio is directly connected to the driver of that vehicle, you cannot operate on a cell phone at those speeds, and our radio provides that crystal clear mission critical link between the driver and the control room. So should anything happen, at any given time, the driver has full access to the control room, he can coordinate operations with the helicopter, with the fire-fighters and with the police should anything happen—for his safety and also for collecting data right through the run. We had the first dry run in November last year, and our system worked perfectly well, we were able to get full coverage across all



21 kilometres of the track, at a combined speed of about 600 km's an hour with no glitches.

**How far are we from self-drive vehicles being a reality?**

The trials are there, we are talking of your haulage trucks, piloting that technology in Europe at the moment, we've seen some approval in some states overseas for self-drive vehicles to go live. I think it's a question of time for Africa to embrace that technology, we need the back-up systems that support that and with LTE coming on board with high speed data over cell phone networks, legislating that band of frequency it shows that we are moving in the right direction. We are not very far and by the time the rest of the world has made their errors we will be in time to pick up from that and adopt the technology much, much quicker.

**How's does digital radio help with truck deaths?**

Firstly, from a response point of view, it's reactive but we have quicker turnaround times to that, but in terms of proactive control as well now with on-time and real-time tracking of your driver and your vehicle we can pick up any deviations in speed, for example, when your driver is falling asleep. For activation in terms of roads, you can integrate now with Google Maps where you can divert your long distance haulage trucks to where there is less traffic so that you avoid incidents where you're exposing your big trucks and your hazardous trucks to high traffic volumes, so management of your fleet and management of your routes is a lot more intelligent with the technology that we have.

*Gregory Simpson*



# IMPORTANT UPDATES & REMINDERS

## FROM THE NBCRFLI



### NBCRFLI FUNDS ADMINISTRATION

Through our Funds Administration section, the **NBCRFLI** provides support to our employer members by effectively and efficiently administering all industry funds as stipulated in the Collective Agreement. We also support our industry members through managing the industry's annual leave, sick leave and holiday bonus funds, and by providing health and wellness services.

By administering all industry funds, we remove this extra administrative duty from the employer, freeing up their time to take care of their core business, while both the employee and employer has peace of mind knowing that a reputable industry body is taking care of the benefit payments.

### FREE E-BUSINESS SYSTEM TRAINING

In 2008 **NBCRFLI** launched the "E-business Online" returns system, which laid the foundation for the 2012 decision for employers to submit mandatory online returns. Free training is available for any Council members who need guidance on how to work with our online system.

Since the launch of the online returns system, the Funds Administration Department has made huge strides towards optimising its technology functionality. The benefits of online applications are many, including:

- Quicker turn-around-times on payments.
- Increased accuracy.
- Reduced errors resulting in less queries, and ultimately greater value-add.
- More satisfied customers.

Please contact your local Council office to organise for one of our agents to provide training at your offices at a time that is convenient for you if, as an employer, you require guidance on the system.

### THE IMPORTANCE OF SYSTEM SECURITY FOR AUTOMATED ONLINE RETURNS WEBSITE

After a notable increase in fraudulent activities taking place on the internet, we decided to implement the password system change in 2013. This process has helped to ensure the security and confidentiality of employer and employee details on the online system.

For security purposes, the online system requires a password auto-change every 30 days. Each user on the online system must be registered and user profiles must be allocated to each user which must not be shared. The password is auto-emailed to the address provided during registration of a user.

Password resets must be done on the online system. Click on "Forgot your password", and complete the three fields on password recovery.

The system will then send a password to the registered email address.

### REGISTRATION AND PARTICULARS TO BE FURNISHED BY EMPLOYERS

In terms of Sub-Clause 45(5) of the Council's Main Collective Agreement, every registered employer must notify the Council within the 30 day prescribed period, in writing, of any changes in respect of particulars provided at the time of registration.

We would like to emphasize that it is the responsibility of employers to inform the **NBCRFLI** of any changes to their contact details.

For further information about our Funds Administration services, go to [www.nbcrfli.org.za](http://www.nbcrfli.org.za) or contact your local designated agent.



# REACHING OUT TO THE INDUSTRY THROUGH ADDITIONAL COMMUNICATION PLATFORMS

## REACHING YOU VIA RADIO

At the **National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI)**, we value our relationships with you, our stakeholders and recognise that in order for our relationship to remain effective, we need to explore various avenues to reach you.

We recently embarked on a series of nine radio interviews beginning in March 2015 at Eden FM, a community based radio station in George, to educate their listeners about the Council's mandate in the Road Freight and Logistics Industry.

The radio show sessions were broadcast every Tuesday from 20h00 – 21h00, reaching around 200 000 listeners. The sessions covered a broad variety of topics, from the role of the Council within the Road Freight and Logistics Industry, to the importance of complying with the Main Collective Agreement, as well as detailed explanations of the Council's various service areas, including Funds Administration, Enforcement, Exemptions, Disputes Resolution, the Council's "Be Heard" Disclosure Service as well as our various Wellness Services.

The Eden FM interview sessions mark the beginning of our radio initiative campaign aimed at educating our members through various commercial and community radio stations.

## REACHING YOU VIA OUR MOBI APP

Don't forget about our mobi app which helps to ensure that our members are kept up to date with the Council's news and requirements. The mobi app makes it easier for members who are constantly on the road to access Council-related news in the palm of their hands. It has similar information to the **NBCRFLI** website, which means users have access to comprehensive, Council-related information at any time, and can interact with Council via a query logging process.

We encourage you to download the **NBCRFLI** mobi app onto your phone from the following link: [www.nbcrfli.mobi/install](http://www.nbcrfli.mobi/install) and follow the step-by-step instructions on how to download the app according to iPhone, Blackberry or Android smartphone specifications. Alternatively, you can download it via iTunes or the Google Play Store.

## REACHING YOU ELECTRONICALLY

We recently embarked on a campaign to gather contact details of Industry leaders to enhance our communication with you. We would like to engage with you more directly via email or text notification to ensure you are kept informed, through our Tseleng Newsletter, about strategic matters affecting the Road Freight and Logistics Industry. Kindly send your full name, designation, company name, email address and contact number (optional) to [fikile.mchunu@nbcrfli.co.za](mailto:fikile.mchunu@nbcrfli.co.za). Please note that your details will be kept completely confidential and we will not spam you.

For further information about the **NBCRFLI**, go to [www.nbcrfli.org.za](http://www.nbcrfli.org.za) or contact your local designated agent.



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



# Stylish urban crawler

The Mazda CX-5 continues to prove itself a worthy contender to the hotly contested mid-size SUV crown, and is arguably the best for city slickers

**The low profile tyres are not that great on any kind of off-road driving, so this one would be better suited to the school run, which it can do rather quickly with its array of efficient powerful engines, with the spunky 2.2 tdi doing over 200km easily.**

It is priced very favourably, starting at 320k for the two litre front wheel drive; you're getting plenty of car for your money. The boot it is a little on tight side, with the slanting back roof making space an issue for bigger families.

The CX-5 initially launched in 2012 was the first vehicle to introduce Mazda's KODO-Soul of Motion design to the South African market.

Mazda's managing director, David Hughes said: "Our new-generation models have proven very popular among customers. The updated CX-5 reflects our latest technologies and the new-generation line-up responds to the needs of an even wider range of customers. Moving forward, we will continue refining our new-generation models to enrich people's lives and build a strong and lasting bond between Mazda and our customers."

The 2015 Mazda CX-5 is the first Mazda model in South Africa to adopt the Adaptive LED Headlights (ALH) on the Individual and Akera models, a new-generation headlamp system which implements LED array glare-free high beam technology. With an LED array, the LED light source for the high beams is divided

into four blocks which can be switched on and off independently. The system uses a camera to detect the headlamps of oncoming vehicles or the taillights of cars ahead, and turns off only the light-source block which is illuminating in the specific direction of the other vehicles. This makes it possible to drive with the high beams on at all times, significantly improving visibility when driving at night, without dazzling the drivers of other vehicles.

ALH also features wide-distribution low beams. By adding an LED light source to the side of the headlamps, wide-distribution low beams expand the area of illumination on either side of the vehicle, illuminating areas traditional headlamps cannot. This makes it easier to see pedestrians and other obstacles at intersections at night. In addition, ALH utilises the motor of the headlamps' auto-levelling mechanism to automatically raise the axis of lighting when travelling at highway speeds, making it easier to see road signs and obstacles as early as possible.

The model line-up continues with the 2.0-litre and a 2.5-litre petrol engines as well as two versions of the 2.2-litre twin-turbo diesel engine. In both manual and automatic transmissions of the SKYACTIV, the body and chassis deliver precise responsiveness coupled with efficient engine performance.

The 2.0 litre 4-cylinder petrol engine has received improvement on the power and torque to deliver a sporty 121kW of power and 210Nm of torque, using only 6.4 litres of fuel every 100km.





The muscular 2.5 litre petrol engine punches out 141kW and 256Nm, yet uses just 7.4 litres of fuel per 100km. In these SKYACTIV-G petrol engines, the precise direct injection's multi-hole system minimises fuel use. A unique piston design helps achieve more efficient combustion of the fuel and air mix—boosting power and lowering emissions. A major reduction of internal friction liberates extra free-revving power, while a free-breathing 4-2-1 exhaust layout enhances efficiency.

Meanwhile, cumulative production of the Mazda CX-5 surpassed one million units at the end of April 2015. Taking only three years and five months since production commenced in November 2011, the CX-5 is the second fastest Mazda model to reach the milestone one-million-unit mark, following the Mazda3.

Production of the CX-5, which was the first of Mazda's new-generation models to feature SKYACTIV Technology and KODO-Soul of Motion, began at Ujina Plant in Hiroshima, Japan, but has since been expanded to include manufacturers in China Russia, Malaysia and Vietnam.

Since April 2015 it has won more than 60 different awards around the world, including the prestigious Car of the Year Japan in 2012-2013. I'd give it a solid 7/10, with improved build quality and tasty acceleration catching the eye.

*Gregory Simpson*

# TomTom Telematics

TomTom Telematics has become the first fleet management solution (FMS) provider in Europe to break through the 500,000 milestone for subscribed vehicles serving more than 36,000 customers across the globe

**Thomas Schmidt, managing director, TomTom Telematics and recently named as one of the top telematics influencers by Telematics.com said: “At a time of widespread consolidation in the fleet management market, TomTom Telematics stands out as an established global brand with a trusted reputation built on more than 15 years of experience helping customers optimise fleet operations.”**

“The WEBFLEET Software as a Service (SaaS) platform provides real-time vehicle tracking, driving information and reports about fleet performance. It offers a secure, open platform that combines rich, out-of-the-box functionality with a vast range of integrated applications. The recent .connect Developer Conference demonstrated how TomTom Telematics is committed to collaborating with partners to create specialised solutions for different industries.”

WEBFLEET allows companies to work better as a team by connecting back office staff with their drivers and vehicles out on the road in more than 60 countries.

All systems and customer data are managed to a high standard of information security (ISO 27001:2013, re-audited in June 2015). This includes more than 600 million messages and GPS positions each day.



*Thomas Schmidt, Managing Director TomTom Telematics*

## About TomTom Telematics

TomTom Telematics is a Business Unit of TomTom dedicated to fleet management and vehicle telematics. Our WEBFLEET platform is a Software-as-a-Service solution—used by small to large businesses to improve vehicle performance, save fuel, support drivers and increase overall fleet efficiency.

TomTom Telematics is one of the world's leading telematics solution providers with now over 500,000 subscriptions worldwide. We service drivers in more than 60 countries, giving them the industry's strongest local support network and widest range of sector-specific 3rd party applications and integrations. More than 36,000 customers benefit every day from a high standard of security, quality and availability of our ISO 27001:2013 certified service, re-audited in June 2015.

*For further information, please visit <http://business.tomtom.com>*

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