Employment Equity Reminder:
The Department of Employment & Labour online reporting system is open for the submission of EE Reports for 2026.
Deadline is 23:59 on 15 January 2027

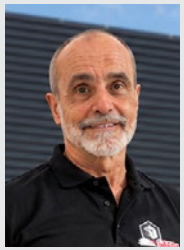
SAEPA express logistics

NEWS DELIVERY

November 2026

FROM THE DESK OF THE CEO – Tony d'Almeida

Keeping your people in the picture



Tony D'almeida

Many of the articles in *News Delivery* are intended to promote compliance, instil industry pride in your people and create awareness of training education and wellness availability.

The more people are kept in the picture, the more they unleash discretionary effort and make an enhanced contribution.

Our industry is growing thanks to investment in real skills development, collaboration and networking and the innovation that results from young, new ideas.

That's why we should like to offer you wider readership of *News Delivery* to keep more of your people advised.

Please send us the email addresses of your various offices, operations and personnel and we will include them in our monthly distribution.

You are also wecome to print copies of *News Delivery* for your noticeboard.

Please email for my personal attention:
ceo@saepa.org.za

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With the Christmas rush, express delivery becomes the make-or-break moment for retailers. Shoppers expect same-day or next-day parcels right up to Christmas Eve, which means couriers face a massive spike in volume, tight delivery windows, and congested routes. The last leg – that final trip from depot to doorstep – is an expensive and unpredictable part of the value chain, but getting it right is what turns a festive season into loyal customers and repeat orders in a happy new year.

The South African Courier Industry: Challenges, Change and What Lies Ahead

by Johann Joubert, Managing Director – ICT SOUTH AFRICA



The courier industry is certainly not short of challenges at the moment. Rising operating costs, changing customer expectations and increased competition are forcing businesses to rethink how they operate.

Having spent 28 years in the international courier sector, specifically on the wholesale side of the fence, I believe we are at a point where adapting to change is no longer optional. It is essential.

With global fuel increases filtering through to both export and import pricing, the pressure on customers is becoming increasingly evident. There is only so much additional cost the market can absorb before customers start looking for alternatives.

We are already seeing this in cross-border movements, where customers are increasingly considering consolidated road freight options as a more affordable alternative to traditional express services. While daily departures and faster transit times remain important, price is becoming a much bigger deciding factor. Customers are *Continued on page 2*

APPOINTMENT SAEPA is looking to appoint a permanent CEO in the New Year. The recruitment advertisement will appear on the SAEPA website on 27 November. Applications close 15 December 2026.

Continued from page 1

The South African Courier Industry: Challenges, Change and What Lies Ahead

prepared to sacrifice a day or two in transit if the saving justifies it.

This presents a challenge for express operators. We need to find ways of remaining competitive without compromising the service levels that customers have come to expect.

For the third consecutive year, peak-demand surcharges by key international players have caused controversy. Although being motivated as a necessity, I am of the opinion that these surcharges are doing more harm than good. The additional charges have a significant impact on the cost of international shipping, particularly for businesses that rely on imports and exports throughout the year. These charges are exceptionally hard to absorb, taking into account that international fuel surcharges have already increased by around 20% over the second quarter of 2026.

This has reinforced the importance of having alternative networks and routing options available. We cannot simply pass every increase on to customers and expect them to absorb it without offering alternatives. We have to innovate, look at alternative solutions and find ways of protecting our customers from unnecessary cost pressures.

I believe this is where the independent courier sector has a real opportunity.

South Africa has many excellent independent courier companies with strong domestic networks and established customer relationships. However, not every operator has the volumes or infrastructure to build and maintain its own international network. This is where neutral domestic and international wholesale partnerships become so important. Rather than competing in every aspect of the supply chain, we should be looking at how we can complement one another and use our respective strengths to compete more effectively.



Investing in the next generation

One area I feel particularly strongly about is the importance of learnerships, skills development and preparing the next generation of industry leaders.

Our industry offers far more career opportunities than many young people realise. From international logistics and customs clearing to operations, warehousing, sales technology, finance, management and customer service, there is a wide range of career paths available.

Learnerships provide an opportunity to introduce young people to our industry while addressing the skills shortages many businesses face. They also allow companies to identify and develop future talent.

However, I believe we need to change the way we look at learnerships. They should not simply be seen as a compliance exercise or a way of achieving skills development targets. If we are going to invest in young people, we need to give them proper exposure, mentorship, a real opportunity to develop real skills within our businesses and pay them well.

The future of our industry depends on the people who will be running it tomorrow. We need to start investing in them today.

Our industry needs future leaders, not just managers.

Looking ahead

I remain very positive about the future of the South African courier industry. However, I believe the businesses that will succeed are those prepared to challenge the way things have always been done.

We need more collaboration, better technology, alternative service models and a stronger focus on developing our people. Most importantly, we need to understand that customer loyalty cannot be taken for granted. Customers have choices, and we have to continually earn their business.

I have always believed that some of the best opportunities in business come from the challenges we face. Rising costs and increased competition are certainly putting pressure on our industry, but they are also forcing us to think differently and find better ways of doing business.

We cannot control every change in the market, but we can control how we respond to it. And I believe that is where the real opportunity lies for our industry.

Empowering young people

The Transport Education Training Authority (TETA) and Inside Education hosted a Transport Month dialogue on skills development, innovation and building a future-ready transport workforce in South Africa.

SAEPA Caretaker CEO, Tony d'Almeida, was joined by Gautrain Management Agency executive manager for knowledge management, Viwe Mgedezi and executive director of the Chartered Institute of Logistics and Transport, Catherine Larkin on a panel discussion.

The subject was "From Capability to Participation: Enabling an Inclusive Transport Sector".

"We identified barriers hindering small businesses in the transport sector," said Tony. "Panellists explored how capable individuals and enterprises could be supported to participate meaningfully in this fast-growing sector. Stronger business networks and increased investment in training and education were identified as a major part of the solution."

As members will be aware, SAEPA consistently sets great store by skills development, playing an active role in education, training, and human capital development within the express logistics sector. We have a dedicated committee focused on creating and registering industry-specific learnerships, career paths, and workforce competencies from entry level to university degree level.

Our association coordinates closely with Transport Education and Training Authority (TETA) and regulatory bodies to align our development programs with identified supply-chain and logistics demands and expertise shortages.

"Member companies also promote mentoring and skills transfer to improve confidence and competence among industry recruits," Tony concludes.



Gautrain Management Agency executive manager for knowledge management, Viwe Mgedezi was a member of the lively panel. She identified policy and legislative constraints as some of the barriers hindering business growth, calling for certain policies to be relaxed to create a more enabling environment for businesses to operate.
Participants recommended that future curriculum development take technological advancements into account to ensure that training remains relevant, innovative and responsive to current and emerging challenges in the transport sector.

INSIDE EDUCATION

South Africa has the skills to compete with some of the world's most developed nations in technology, transport and other critical industries affirms the CEO of Transport Education Training Authority (TETA) Maphefo Anno-Frempong.

Speaking at the Inside Education and TETA Transport Month Dialogue she emphasised the need to align skills development with industry demand by providing relevant qualifications that prepare workers to address the transport sector's future challenges.

"South Africa does not have skills problems, said Maphefo. "It is just a matter of matching demand with where the opportunity is, with where the relevant work is and giving our young people an opportunity to go and show off in the world that SA can and still does have the best skills set."

She highlighted, however, that the entity continues to look for a balance between funding qualifications and skills development. Many companies now prioritise skills over qualifications.

Working together

Joining our CEO on the panel was Catherine Larkin, Executive Director of the Chartered Institute of Logistics and Transport: SA (CILTSA).

Catherine focused on how to transition young professionals and entrepreneurs from "capability to meaningful participation". This employed the power of professional networks.

Her point was that critical career opportunities travel through professional networks rather than traditional job boards. Thus, she urged mentors to teach young people the practical value of networking.

Larkin committed CILTSA to act as a connector. "The sector is stronger together: when government, industry, institutions and young people build it side by side."

Have your say

Impact of Automation on Employment in the Transport Sector

Training for the Jobs of the Future

Here's your chance to make your voice heard with Transport Education Training Authority (TETA) a strategic partner with whom SAEPA has a close and positive relationship.

TETA has commissioned a study as to how automation is reshaping job roles and skills needs in the transport sector to help set the course for future training and upskilling priorities. This is a priority for all of us in this fast-developing express logistics industry.

Underscoring how seriously this is being taken, TETA has appointed Enterprises University of Pretoria to conduct the research.

We should be grateful if our members - from a front line perspective - submit your views in the online survey. It will take only 15 minutes to complete and your contribution will make a difference over the years to come.

Privacy is guaranteed. All responses are confidential and will be reported only in aggregated, form, anonymously.

Here is the address you need to log in.

https://survey.sogolytics.com/r/JFEGKr

As an Association, SAEPA is giving this initiative our support and contributions from our members will underscore the validity of the exercise.

Attention: Fleet and automotive service providers

Looking for more sales in the fastest-growing transport segment?

If you're currently dealing with SAEPA members and would like to expand your reach, here's the way to travel.

Join SAEPA as an Associate Member and we'll make sure all our members know about it. That will give you an additional advantage in your sales approach.

To plan the road ahead, contact the Chief Executive, Tony d'Almeida on 082 808 9791 or ceo@saepa.org.za



• Vehicle Sales/Leasing • Spares • Maintenance • Fuel • Tracking • Insurance

Road Transport Management System

RTMS

Driver Wellness • Safety • Loading • Productivity

RTMS Webinar

26 November 2026

09:00 - 11:00

Complimentary Webinar via MS Teams

Join us for a practical and insightful RTMS webinar that cuts through the complexity of the Road Transport Management System (RTMS). We will unpack the core certification requirements, highlight common pitfalls, and share real-world best practices that help fleet operators strengthen safety, compliance, and operational efficiency. Drawing on practical audit experience, the session will provide clear guidance on how to implement and maintain an effective RTMS that not only meets certification requirements but also delivers measurable business value. Whether you are new to RTMS or looking to enhance your existing system, this webinar will equip you with actionable insights to build a safer, more resilient, and compliant road transport operation.

Register here

https://events.teams.microsoft.com/event/37860e10-7e24-4b03-9322-4aebe905020e@867dab14-5e9e-473b-b9a4-b8ce9d71c474

SARS Head Office Contact Channels for Tariff, Valuation and Rules of Origin Enquiries

Over an extended period, SAEPA members and industry representatives have consistently raised concerns through various regional Customs forums regarding the challenges experienced in obtaining updates, visibility and resolution on matters administered by SARS Head Office business units. These concerns have often centred on prolonged processing times, limited feedback, and the inability of regional Customs offices to provide substantive updates on applications and enquiries falling outside their mandate.

To address these concerns, SAEPA again raised the matter during the Q3 CENOSF Meeting held on 30 October 2026 and requested clarity on the appropriate channels available to traders seeking information on matters that are managed exclusively at SARS Head Office level.

Following engagement with the relevant SARS business units, SARS has confirmed the following dedicated contact channels for enquiries relating to Tariff, Valuation and Rules of Origin (TVO) matters:

Matter	Contact Email
Tariff Determinations (TDN)	TDNquery@sars.gov.za
Customs Valuation	valuation@sars.gov.za
Rules of Origin (ROO)	rulesoforigin@sars.gov.za

SARS has confirmed that these functions are administered by specialised Head Office business units and fall outside the authority and mandate of local and regional Customs offices and stakeholder forums. As such, escalation or follow-up through regional structures is unlikely to result in substantive feedback unless the matter has first been directed to the appropriate Head Office business area.

SAEPA welcomes the provision of these dedicated contact points and trusts that they will assist members in obtaining greater visibility on outstanding matters and facilitating more direct engagement with the responsible SARS business units.

by Maxeen Bharath



"Protecting Consumers in the Digital Marketplace: Customs' Commitment and Vigilance in Combating Online Counterfeits"

The World Customs Organization (WCO) recently held its fourth symposium on removing counterfeits from e-Commerce.

The event addressed one of the growing challenges facing today's digital economy: the proliferation of counterfeit goods through cross-border e-commerce. It was attended by over 150 delegates from customs administrations, international organisations, industry representatives and other stakeholders.

The symposium highlighted the essential role of Customs in protecting consumers, safeguarding society and ensuring legitimate trade in an increasingly complex digital marketplace.

WCO Secretary General Ian Saunders underscored that

"the WCO will continue to support its Members in applying proven tools for managing e-commerce and putting lessons from our coordinated operations into more regular practice. In doing so, our goal is to help them protect consumers and support legitimate trade."

Discussions explored the need to move beyond traditional enforcement, to adopt more strategic, coordinated, intelligence-driven responses to online counterfeiting.

The key takeaway was that protecting consumers in the digital marketplace requires continued Customs commitment, vigilance and collective action.

Maxeen Bharath (CMILT) (FFSP) (CCJP) is International Imports Specialist at SkyNet Worldwide Express – South Africa

Rewarding reliable suppliers

SAEPA is busy recruiting new members to increase our numbers and strengthen our presence and network.

You can help us by reviewing your list of supportive suppliers and encouraging them to consider SAEPA associate membership or sponsorship. This will bring them closer to the express logistics market while increasing awareness and favourability.

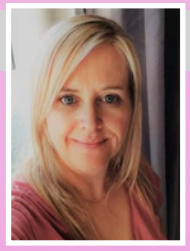
This month we're focusing on motor vehicle suppliers and fleet service providers.

As the fastest-growing transport segment, SAEPA members represent immense buying power. (Just consider the number of motorbikes sold to implement the sudden growth in on-line deliveries – or the novel drive to convert parts of fleets to electric vehicles).

Please review which suppliers enjoy a special relationship and are geared to serving express logistics.

If these suppliers are keen on finding new business, please send them the way of Tony d'Almeida on 082 808 9791 or ceo@saepa.org.za

by Nicole Alexander,
Independent Consultant



Pandemonium and how to survive it

As I sit writing this, the world is recovering from a range of what can only be described as a tsunami of turbulent events. We see sweeping political changes on all continents, a global outage of essential business software, major tanking in share prices, not to mention fuel prices going through the roof. It demonstrates yet again our dependence on the interconnectedness evolved over the last few decades. When it works, the benefits make our businesses so much easier to run. But when it fails, then we actually come to the realization of just how vulnerable we are because of our reliance on various entities.

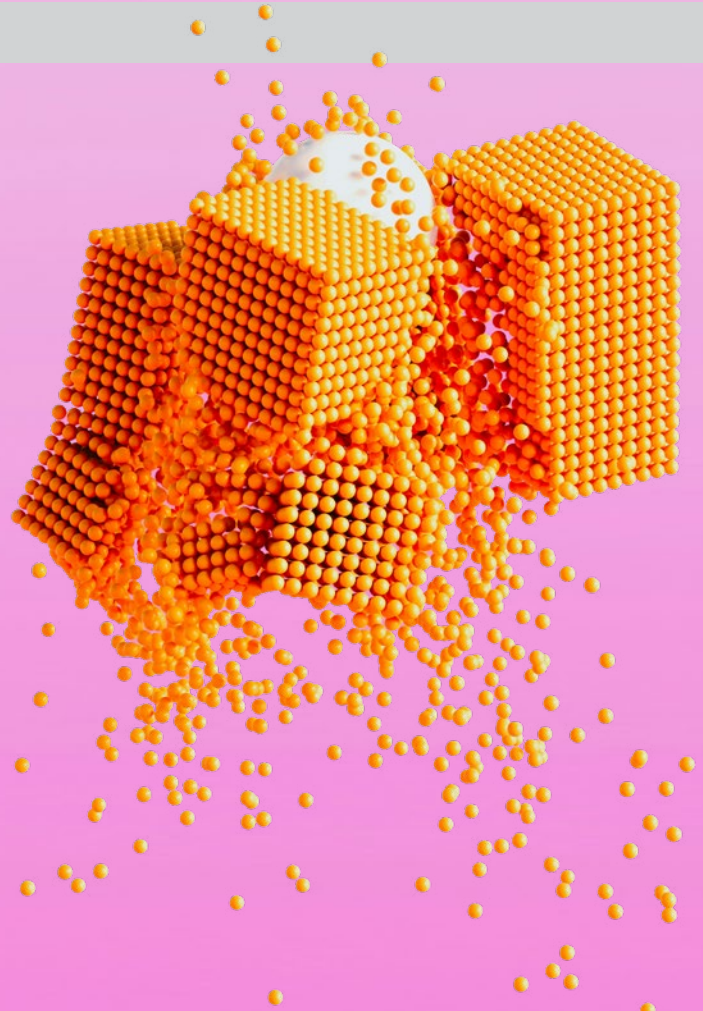
And of course all this happens when the outrageous demands of Black Friday and the year-end are looming.

So how does this relate to our security and safety?

At times like this we are relieved we had a plan B - or many. We are custodians of services on which business, commerce, government and the public rely. Management has to decide how to tackle the urgent and unexpected challenges. What contingency plan can we fall back on while we wait for systems to come back online? How will we carry on with our key functions if we cannot access our systems? The security of back-up systems, downloaded copies of key documents that do not rely on the cloud. Alternative methods of communication besides email. All of these are examples of where contingency planning comes into effect to save the day.

Mission accomplished. Now, what about 2027?

Not knowing what effects local, regional and global and political change will have, it will do us good well to consider and plan for different scenarios. To balance hope and practicality, whatever is going on around us the world still needs us to move urgent, important and



valuable goods, providing end to end delivery services. That calls for experience, adaptability and critical thinking skills. (Don't let AI seduce you away from these responsibilities by neglecting your talents.)

So what must you do.

Be Proactive.

Plan your required legislative training on Security and Dangerous Goods well in advance. Stagger attendance so you will not have too many key personnel learning at the same time and starving operations. Pick the dates carefully and bring training ahead, so you can avoid doing it during peak periods.

Upskill

Identify those who show potential and willingness to learn, and send them on advanced training. In particular equip them to jump in and show initiative when there is a crisis or times are busy and you need extra hands. Pair less experienced employees with seasoned operators who can mentor them so they can grow and learn key skills.

Stay informed

There are a number of key topics currently on the forefront in both the security and dangerous goods sector. The first is the secure supply chain, involving the movement of dangerous goods, and the importance of identifying suspicious packages. With bad threat actors increasingly using dangerous goods as weapons, it is imperative to remain vigilant. A new term being floated is the "weaponisation of Dangerous Goods" where Dangerous Goods items are turned into Improvised Incendiary Devices. Unlike Improvised Explosive Devices, these are more difficult to detect, owing to the fact that they don't contain explosives and may bypass conventional screening methods.

More on this topic and various mitigation protocols can be found in the recent white paper issued by International Air Transport Association (IATA) – White Paper Safety and Security in the Cargo Supply Chain: Prevention, Detection, Management and Resolution of Risks with Dangerous Goods. Guidance Material.

Share this knowledge throughout the organisation; the importance of staying informed cannot be overestimated.

In conclusion, as we head towards the end of "Black November" into the year-end sales peak, let us also make sure that we are ready for a safe and secure 2027 and all it may offer us.

NB: Thankfully, Nicole survived presenting her virtual class on Dangerous Goods without access to email or cloud services. She also assures us that no AI was involved or harmed in preparing this article.

RESILIENCE

Despite the interruption to online communications over the weekend 14/15 October, the Border Management Authority still made things happen.

"We managed to push about 4000 shipments this weekend, assisted by selected trained officials from other stations, allowing us to fall comfortably into our turnaround time,"

a spokesman for the Border Management Authority (BMA) told Marius Volschenk, SAEPA's Customs Sub-Committee Chair.

"All low values submitted through the customs portal to us were processed and released."

The BMA implements all border law enforcement functions across the land, air and maritime ports of entry and border law enforcement areas.



WELLNESS FOR ALL

The access to primary health care and occupational health care provided by Wellness Express has been enthusiastically welcomed by SAEPA members. Now many are asking if it's possible to extend these health and wellness benefits to owner drivers, SMMEs and independent contractors as part of the extended team providing services to our members.

Accordingly, we are pleased to announce that any independent contractor within the value chain of our members may be accepted by SAEPA to join as an associate member and the Wellness Express benefits will then be extended to those interested parties.

Acceptance into the scheme is planned for January 2027 onwards.

For employees of member companies, there is a concern that as the rising costs of Medical Aid are making it unaffordable, there are many who lack any wellness protection.

For such categories of staff the company may wish to nominate them for Wellness Express to be funded via a payroll deduction, with notification to SAEPA. We would then register these employees on the proposed Wellness Express programme in 2027.

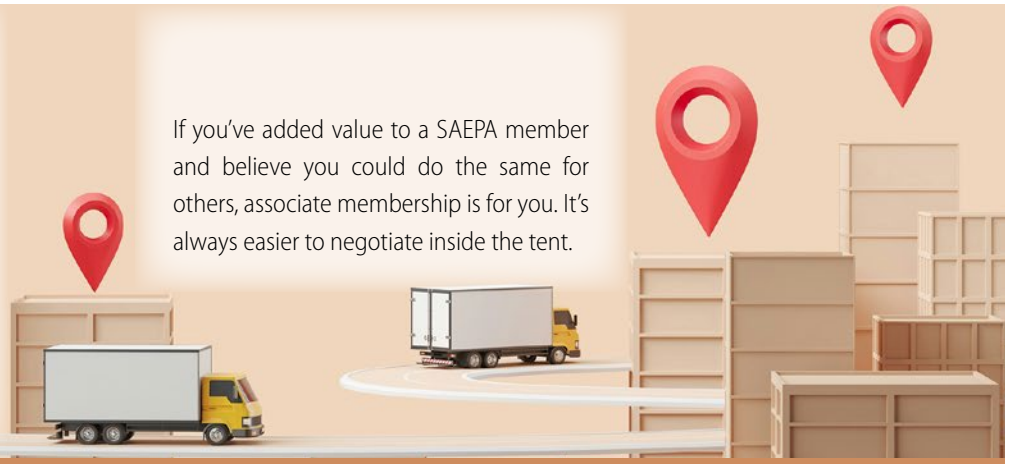
Should you be interested in learning more about the Wellness Express benefits for independent contractors or employees, please contact Sharon Somerset, SAEPA'S Wellness Express co-ordinator on 083 325 4247 or sharon@saepa.org.za

The Inside Track

The South Africa Express Parcel Association (SAEPA) is offering suppliers a fast inside track to becoming part of our community as an associate member.

Anyone whose products and services prove helpful to a SAEPA member should take the opportunity of extending their reach to the other members. SAEPA is your means of reaching and influencing players in the express logistics sector.

If you've added value to a SAEPA member and believe you could do the same for others, associate membership is for you. It's always easier to negotiate inside the tent.



To explore associate membership, please contact Tony d'Almeida on 082 808 9791 or ceo@saepa.org.za



RECOGNISING THE CONTRIBUTION OF WOMEN IN LOGISTICS

Let's celebrate The Imbokodo Lifetime Award with Martine Maraschin, who heads up Skills Development for SAEPA.

Imbokodo conferred this special recognition on Martine at the 2026 Gauteng Awards ceremony at the Indaba Hotel in Fourways, on October 31, 2026 bringing Transport Month to a rousing conclusion.

Imbokodo in Motion celebrates the women driving the South African transport and logistics sector faster and further.

It is highly motivating to see them taking their place to succeed in an industry hitherto male dominated.

A Journey of Dedication: Celebrating Martine Maraschin's Legacy in Transport

In an industry defined by movement, connection and progress, Martine Maraschin has built a career worthy of celebration. Her longstanding dedication to the transport sector was honoured when she received the Imbokodo in Motion Lifetime Achievement Award under the Special Recognition pillar at the Imbokodo in Motion 2026 Gauteng Awards, held on 31 October 2026. Hosted by TETA and the Nelisa Izizwe Foundation, the event celebrated women, recognised excellence and inspired the future of training in transport. Making this achievement especially meaningful, Martine was nominated by her peers an acknowledgement from those within the industry who recognise and value her years of commitment and contribution.

Martine's journey in transport began at DHL in December 1988, marking the start of a career spanning nearly four decades. Since 2001, she has represented the South African Express Parcel Association (SAEPA), a role she continues to fulfil today with enduring commitment to the express parcel sector and the wider transport community. Her journey reflects perseverance, experience and a lasting dedication to an industry that connects businesses, supports livelihoods and keeps communities moving. In a sector often recognised for its vehicles, infrastructure and complex networks, her story reminds us that its strength also lies in the people who devote their careers to its progress.

This lifetime achievement award is not a closing chapter, but a celebration of a contribution that continues. Her nomination by her peers gives the honour a special significance, reflecting the appreciation of the transport community of which she remains a part. Martine's journey offers inspiration to women building their careers in the sector, demonstrating the lasting value of dedication, consistency and service. As she continues to represent SAEPA, we celebrate both the legacy she has built and the contribution she is still making to South Africa's transport industry.

A Statement from Martine Maraschin

"I am deeply honoured and humbled to have received the Imbokodo in Motion Lifetime Achievement Award. To be nominated is a privilege in itself, and to be nominated by my peers, the people who understand this industry and who I have worked alongside for so many years, means more to me than I can express. Their recognition is something I will always treasure.

I extend my sincere gratitude to TETA and the Nelisa Izizwe Foundation for hosting an event that celebrates women, recognises excellence and inspires the future of training in transport. I am equally grateful to everyone in the industry who has supported me throughout my journey, from my beginnings at DHL in 1988 to my continued work with the South African Express Parcel Association.

This award is a testimony to collaboration. Nothing in this industry is achieved alone, and without the support, guidance and partnership of stakeholders across the transport sector, this would not have been possible. I accept this award on behalf of everyone who has walked this road with me, and I remain committed to serving this industry and the women who are building their careers within it.

Thank you."

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Investing in People, Building Capability: DPD South Africa Celebrates Nine Generic Management NQF Level 4 Graduates

Developing people. Building capabilities. Creating opportunities for growth.

DPD South Africa recently celebrated nine employees graduating from its 12-month Generic Management NQF Level 4 programme, facilitated by Alto Training. Their achievement reflects the commitment and hard work they invested in their development.

What makes this achievement particularly meaningful is that the nine graduates represent different stages of management development within the organisation. Some are already in management positions, others have recently been promoted, while some have been identified as part of our future talent pipeline. This reflects DPD's commitment to supporting development at different career stages.



L-R: Fikile Nkabinde (HR Coordinator DPD), Martine Maraschin (Alto Training Managing Director), Themba Maseko (Alto Training SD Manager), Tshego Mosadi (DPD HR Business Partner), Blessmore Muteweyo (Alto Training Facilitator), Sandra Sekatubane (Alto Training Project Coordinator) and Dinah Brummel (DPD Chief People, Governance and Compliance Officer)

Developing Capability Beyond the Qualification

For us, this achievement is about more than obtaining a qualification. It is about equipping our people with the skills, knowledge and confidence to perform effectively, take on new responsibilities and contribute meaningfully to the business.

During the programme, learners developed their understanding of business planning, operational management, performance management and leading people. They also gained tools to interpret business requirements, make informed decisions, address workplace challenges and translate objectives into action. These capabilities are essential for managers who are expected to drive performance, manage resources responsibly and contribute to business success.

At DPD South Africa, we believe that learning should extend beyond the classroom. We want employees to apply what they learn in their roles, benefiting their teams and the wider organisation.

Programmes like this strengthen our internal management capacity, support career progression and help prepare employees for future leadership responsibilities.

Investing in Our People and the Future of the Industry

As an organisation operating within the road freight and logistics sector, DPD South Africa recognises the importance of having *Continued on page 10*

Continued from page 9

Investing in People, Building Capability

a skilled, capable and adaptable workforce. The industry continues to evolve, requiring people who can manage operational demands, make sound decisions and lead teams towards achieving business objectives. Our investment in management development forms part of our commitment to strengthening internal talent and ensuring that our workforce is equipped to respond to both current and future business demands.

Commenting on the achievement, Tshego Mosadi, Human Resource Business Partner at DPD South Africa, said:

"At DPD South Africa, we recognise that building a capable workforce starts with investing in the development of our people. Our approach to learning and development is not only about achieving qualifications, but about developing the competencies required to lead effectively, manage business operations and contribute to organisational performance. We are intentional about creating opportunities for our employees to grow, strengthen their capabilities and prepare for greater responsibilities."



L-R: Alfred Seolwana (DPD Johannesburg), Jeremy Jacobs (DPD Cape Town), Siphamandla Miya (DPD Durban), Nthabiseng Manaka (DPD Johannesburg), Chante Steyn (DPD Johannesburg), Phangi Maswanganyi (DPD Johannesburg), Peter Lebepe (Polokwane), Noleinne Tarnowski (DPD Middelburg) and Alfred Bolofo (DPD Johannesburg)

Top Achiever for 2026: *Chante Steyn*

We remain committed to learning opportunities that address skills gaps and support our employees' continued growth.

We believe that when we invest in our people, we build stronger teams, stronger leaders and a stronger organisation.

Congratulations to all nine Generic Management NQF Level 4 graduates on this achievement. We look forward to seeing how you continue to grow and apply your capabilities within DPD South Africa.

The group was recognised at a graduation ceremony in Johannesburg on Thursday, 5 November 2026.

Comment from Martine Maraschin, Alto Training Managing Director

This cohort is the fifth group of Generic Management NQF 4 learners that Alto Training has had the privilege of partnering with DPD on. We are very proud of our learners and of the impact the programme has had on their professional development.

Programme Approach

The Generic Management NQF 4 programme at Alto Training adds an additional assessment element to the standard qualification. Learners identify a workplace problem, individually or collectively, and work through it using the programme's core principles. Through the projects they implement, learners make a meaningful impact on the business. This year's project was a collective one that spanned several provinces.

Well done to all our learners! A special thank you to Tshego Mosadi and Fikile Nkabinde from the HR L&D Team, who gave learners great support throughout the programme.

ALCAS 2026 FUTURE 100 COHORT

Annual Leadership & Career Acceleration Summit

Maxeen Bharath has been accepted as a Mentor for the 90-Day Impact & Leadership Journey with the Mangosuthu University of Technology for the Future 100 Program, led by Dr Pat Mazibuko. The programme is running to 26 February 2027.

Participants work on real, practical projects addressing relevant societal challenges. Each team must demonstrate action, evidence of impact, and move beyond proposals to tangible interventions.

The process emphasises defining specific problems, designing practical solutions, testing with stakeholders, and implementing. The focus is on developing leadership behaviours, communication, and professional capability through reflection and action.

There are 5 stages and at each stage the mentor will play a key role in assisting the cohort with their final showcase . Groups produce Impact Portfolios and present their journey in February 2027. Afterward, participants continue leadership growth through mentorship, peer work, and projects into 2027 and beyond.

The four groups prepare a concise presentation demonstrating the journey from:

PROBLEM → PEOPLE → ROOT CAUSE → SOLUTION → ACTION → EVIDENCE → LEARNING → FUTURE

Maxeen says:

"The need to support the next generation is important. Those being mentored learn from the challenges that their mentors have experienced. This will help them improve their own journey. Another reason for the drive is to support the development of skills within the industry especially express logistics which has key differentiators from other industries. We have to lift as we climb and give back just like our own SAEPA Stalwart, Martine Maraschin"



ALCAS2026 refers to the inaugural Annual Leadership & Career Acceleration Summit, a youth leadership and career development event. Organized by Inspired Growth NPC, the summit brought together students, graduates, and emerging leaders to bridge the gap between education and real-world career impact

Inspired Growth NPC was founded with a clear and urgent purpose: to address South Africa's critical need for leadership development, career mobility, and inclusive growth. In a landscape marked by leadership capacity gaps, persistent youth unemployment, and ongoing talent shortages, we recognised that meaningful change requires intentional intervention — not chance.

MARTINE ON SKILLS DEVELOPMENT

by Martine Maraschin



TETA Quality Assurance & Discretionary Grants Workshop and DG 2027/28 workshop

SAEPA representatives attended the TETA Quality Assurance & Discretionary Grants (A& DG) Workshop 2027/28 this month.

The workshop focused on The Quality Council for Trades and Occupations (QCTO) registration for Skills Development Providers (SDPs), confirmation of the sector's Hard-To-Fill Vacancies per sub-sector as well as guidelines regarding the Discretionary Grant 2027/28 applications window opportunity.

Concerns raised by SAEPA:

1. QCTO qualifications with a 'last enrolment date of 30 December 2026' and the effect that these would have on DG application opportunity. The ETQA Manager, Ms. Sandy Ndlovu, advised that her unit were currently working with QCTO to find ways in which to allow for the application of DGs on these qualifications.

SAEPA submitted a letter to the Acting Chief Operations Officer of TETA raising these concerns on behalf of industry on 12 November. A reply is still awaited from TETA.

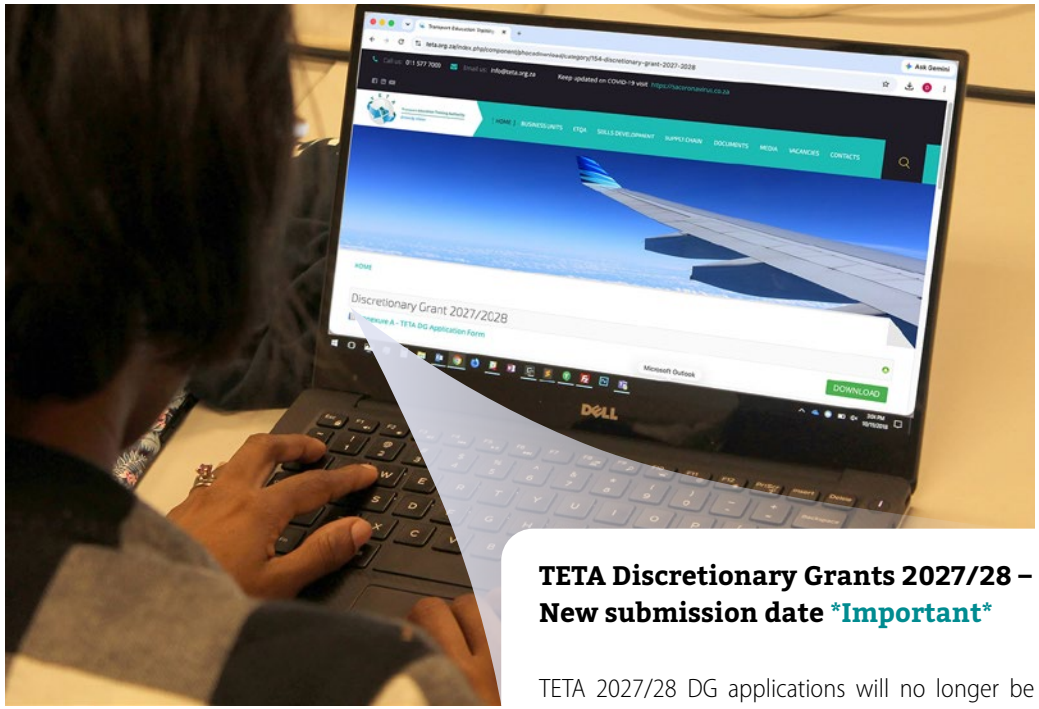
2. Delays of External Integrated Summit Assessments (EISA) results.

SDPs and industry stakeholders have been waiting more than 12 months in some instances for EISA results. SAEPA and its members have been waiting for results since the June EISA exams. Ms. Sandy Ndlovu (TETA ETQA Manager) advised the audience that the delay was due to the TETA Procurement Process for Assessors and Moderators. She confirmed that the process is currently being finalised and that outstanding results will be shared with SDPs by 30 November 2026.

Employment Equity Reminder: The Department of Employment & Labour online reporting system is open for the submission of EE Reports for 2026. Deadline is 23:59 on 15 January 2027

QCTO Industry Concerns (Update)

SAEPA is awaiting feedback from SAQA regarding the concerns tabled on 23 September. Feedback will be provided once received.



QCTO Qualification Updates

Occupational Certificate Clearing & Forwarding Agent NQF 5 – Revision

The next working group session for the revision of the Occupational Certificate Clearing & Forwarding Agent NQF 5 will be held on 11 December 2026. This session will take place online on MS Teams.

Industry SMEs still wanting to participate in this revision are encouraged to contact martine@saepa.org.za

TETA Discretionary Grants 2027/28 – New submission date *Important*

TETA 2027/28 DG applications will no longer be applied for on the Indicium system. With effect from 13 November, all stakeholders have been advised that 'manual' submissions should be made to TETA at 2027DGW1@teta.org.za

Document templates are available on the TETA website at https://www.teta.org.za/

The submission date has also been extended to 13 December 2026.

SAEPA will submit the consolidated industry requests for submission to TETA as per SAEPA policy.

SAEPA Year-end Junket

Now that our industry is booming, it's been a long time since anyone called us cowboys. So we took a chance with a fun theme for our last junket of the year. The delegates represented respected organisations who crossed the rugged frontier and contributed during the year to the training, education and advancement of young people.





















Trade Facilitation Index (TFI): Advancing Customs Appeals Through Collaboration

SAEPA continues to play an active role in South Africa's trade facilitation agenda through its participation in the South African Revenue Service (SARS) Trade Facilitation Index (TFI) Working Group on Customs Appeals.

The SARS Trade Facilitation Index forms part of the Customs Modernisation Programme and serves as both a customs information portal and feedback framework aimed at streamlining cross-border trade. The initiative seeks to educate and engage traders while measuring the effectiveness and efficiency of customs processes in practice.

The TFI focuses on improving several key pillars of trade facilitation, including:

- Information Availability
- Involvement of the Trade Community and Consultations
- Appeal Procedures
- Fees and Charges
- Formalities relating to Documentation, Automation and Procedures
- Border Agency Cooperation (Domestic and International)
- Governance and Impartiality



Marius Volschenk (DHL ZA)

Progress on Customs Appeals

Since the beginning of 2026, SAEPA has actively participated in the TFI Working Group on Customs Appeals in partnership with SARS. The collaboration has yielded significant progress in strengthening the Customs Internal Administrative Appeals process.

Key achievements to date include:

- **Development of enhanced SARS internal performance metrics to measure:**
  - o Appeal volumes and turnaround times
  - o Success rates of defended cases
  - o Value of appeals
  - o Categories and reasons for appeals
  - o Improved management oversight through daily, weekly and monthly Power BI reporting dashboards
- **Comprehensive training initiatives for:**
  - o Appeals Committees
  - o Senior Management responsible for Appeals Committees
- **Implementation of escalation and consequence-management mechanisms for committees not meeting prescribed targets**
- **Improvements to SARS digital accessibility, including:**
  - o A dedicated quick-link to Customs Appeals on the SARS website
  - o Clear national contact details indicating where appeals should be submitted
  - o Development of QR codes to simplify trader access to appeals information and processes
- **Development of a Customs Appeals Playbook**
- **Delivery of regional and national stakeholder awareness and engagement sessions**

Customs Appeals Playbook Released for Stakeholder Review

A significant milestone of the Working Group is the development of a draft Customs Appeals Playbook.

The Playbook has been designed to assist external clients who have been adversely affected by a Customs and Excise decision and who wish to challenge that decision through the Internal Administrative Appeal (IAA) process. It provides practical guidance on navigating the appeals process, explains the relevant legal framework, and directs users to the applicable SARS documents and legislative provisions governing appeals.

As part of the consultation process, stakeholders are invited to review the draft document and provide comments on:

- **Additions or enhancements**
- **Clarifications**
- **Content removals**
- **General refinements to improve usability and effectiveness**

SAEPA encourages all members to participate in this important review process. Feedback will contribute to the finalisation of a practical and user-friendly appeals framework that supports greater transparency, consistency and accessibility within the customs appeals environment.

Deadline for comments: 20 December 2026

Members wishing to submit feedback are encouraged to review the draft Playbook and provide their comments before the closing date.

Members can access additional information via the SARS Trade Facilitation platform: Trade Facilitation | South African Revenue Service.

BMA Charts New Course for Sustainable Border Operations and Faster Cargo Clearance

JOHANNESBURG – On 13 October 2026 the Border Management Authority (BMA) has unveiled plans to overhaul the way health and agricultural inspections are managed at South Africa's busiest cargo gateways, proposing a shift towards user-funded services, digital processing, and risk-based inspections to improve efficiency and ensure long-term sustainability.

The proposals were presented during a stakeholder engagement session led by Deputy Assistant Commissioner KE. Phoku, where industry representatives were briefed on the operational challenges affecting meat imports through Durban Harbour and express parcel imports through OR Tambo International Airport.

Industry Funding Model Reaches a Crossroads

For the past year, industry associations have stepped in to support critical inspection services through a Memorandum of Understanding with theBMA. This intervention was implemented following growing concerns over delays in inspections, permit issuance and cargo releases, which resulted in increased storage charges and supply chain disruptions.

Under the arrangement, the South African Express Parcel Association (SAEPA), the South African Association of Freight Forwarders (SAAFF) and the Association of Meat Importers and Exporters (AMIE) contributed towards operational costs for BMA. While the initiative provided much-needed relief, the Association made it clear that the current model is not sustainable indefinitely.



Three Major Challenges Identified

According to the BMA, the current system faces three critical obstacles:

- A lack of sustainable funding, with no formal tariff structure in place for services rendered.
- Labour-intensive manual processes that contribute to shipment delays and higher logistics costs.
- The absence of a structured risk-based inspection framework, resulting in inefficiencies and unnecessary inspections

Tariffs, Technology and Targeted Inspections

To address these challenges, the industry in collaboration with the BMA have proposed a comprehensive modernisation programme centred on financial sustainability, digital transformation and smarter border management.

The Authority intends conducting a cost-recovery study that could pave the way for the introduction of official tariffs for inspection and clearanceservices. Any future tariff structure would be subject to consultation and gazetting processes before implementation. At the same time, the BMA plans to replace manual procedures with a digital platform that will allow electronic submission and approval of import documentation while providing real-time status updates to traders and logistics operators.

A new risk-based inspection model is also under consideration. Under this approach, data such as compliance history, commodity type and countryof origin would be used to identify higher-risk consignments, enabling compliant shipments to move through border processes more quickly.

What This Means for the Express Industry

For SAEPA members and the broader express logistics sector, the proposed changes signal a potentially significant transformation in border operations at OR Tambo International Airport. While the introduction of tariffs may increase direct compliance costs, the BMA believes these measures will support more predictable service delivery, reduced delays and improved cargo visibility.

Industry stakeholders can also expect increased engagement through planned governance structures, including regular operational forums and strategic review meetings aimed at monitoring progress and addressing emerging challenges.

Roadmap to Full Implementation

The BMA's proposed timeline envisages immediate establishment of joint industry working groups, followed by tariff studies, stakeholder consultations, and procurement of digital solutions. Testing of the new electronic platform is expected ahead of a full rollout of digitised and risk-based processes targeted for June 2027.

Looking Ahead

The stakeholder engagement highlighted a shared recognition that the current industry-funded arrangement has helped stabilise operations, but that a longer-term solution is required. The success of the proposed reforms will depend on continued collaboration between government and industry to balance trade facilitation, operational efficiency, and border security objectives.

For the express parcel industry, the coming months are likely to be shaped by discussions around tariff design, digital transformation and the future funding model that will support border health services in South Africa.

Driving the next infrastructure economy



by Dr Juanita Maree, CEO
South African Association of
Freight Forwarders (SAAFF)

"Logistics is the operating system of the productive economy. It connects mines, farms and factories to markets, determines whether investment can be converted into output and directly influences the competitiveness of every business dependent on the movement of goods, securing South Africa's position in African and global trade."

Members can access this insightful article at the address below:
https://saaff.org.za/driving-the-next-infrastructure-economy/



Time	Session	Lead
12h00 – 12h15	Welcome and framing: why regulation and cargo flow must align	Moderator – SAAFF **Dr Juanita Maree**
12h15 – 12h35	International perspective: lessons from Brazil's trade facilitation journey	PROCOMEX Brazil Chief Executive Officer **Mr John Mein**
12h35 – 12h55	Coordinated border management: progress, priorities and partnership with industry	Border Management Authority (BMA) Chief Executive Officer **Dr N Michael Masiapato**
12h55 – 13h15	Regulatory Compliance: Imports and Exports	Border Management Authority (BMA) Commandant for Agriculture Specialises Functions **Dr M.E. Machedi**
13h15 – 14h05	Representing Business and Industry at large for Regulatory Reform Facilitating Trade	Economic Policy: BUSA Senior Specialist **Mr Tyson Thamsanqa Sibanda**
14h05 – 14h25	Panel discussion: the five guiding questions	Industry role players and regulators
14h25 – 14h40	Questions from participants	All speakers
14h40 – 14h45	Summary of key actions and close	Moderator



Towards frictionless overborder logistics

In the 1960s/70s we were promised that the paperless office was imminent. Digital workflows were poised to eliminate routine paper use.

Well, it's over 60 years on and we're still drowning in paper.

This was one of the issues explored in "Red Tape or Green Lane? Making Regulation Work for the Seamless Flow of Cargo". This South African transport and logistics webinar was hosted by the Southern African Association of Freight Forwarders (SAAFF) in collaboration with the Transport Forum. It can be accessed here:

https://www.youtube.com/playlist?list=PLe04sDiMmIdTpAq-Thf7mJHU4yYhHOzCL

The focus was on cutting regulatory friction along South Africa's trade corridors. John Edwin Mein led the charge, showing how our fellow BRICS member, Brazil faces similar challenges to those of Southern Africa. The founder and executive coordinator of PROCOMEX a major Brazilian coalition dedicated to modernising customs and foreign trade logistics introduced a number of concepts that resonated with the audience. His key point was that we should be dealing with data not paper.

The meeting heard first hand SAAFF and Brazil's PROCOMEX have signed a Memorandum of Understanding establishing a strategic platform for freight and logistics collaborative consultation, advance trade between South Africa and Brazil – focused on supporting growth in cross-continental business alliances across BRICS and the Mercosur & AfCFTA regional markets.

Leader of the Border Management Authority (BMA) Dr Michael Masiapato outlined his vision for South Africa's Integrated Border Management Model. He acknowledged that funding constraints, the need to align border procedures with back-office processes, legislative requirements and reliance on paper-based systems continue to hamper implementation. With several government agencies involved at ports of entry, traders often must copy, sign and resubmit the same documents. Dr Masiapato envisaged a system in which documentation, testing and risk assessments are completed before consignments reach the border, allowing compliant cargo to pass through more efficiently, easing congestion and facilitating legitimate trade. And for industry this development is fundamental to efficient borders, essential to trade competitiveness and long overdue.

Tyson Thamsanqa Sibanda of Business Unity South Africa outlined where and how the organisation is supporting the drive for the easier transit of goods through borders.

In concluding, Dr. Juanita Maree, CEO of SAAFF said recommendations are to appear in a white paper during the next few weeks.

SAEPA will be watching closely.



THE BIG PICTURE

According to the International Air Transport Association (IATA) African airlines posted a 4.7% year-on-year increase in demand for air cargo transport during September 2026.