

# BIG mouth

## SkyNet Holdings Newsletter

Edition 4 | November 2022



**#obsessedwithstaff**

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**SKYNET**  
**WORLDWIDE EXPRESS**

The Partnership that delivers



# Message from our CEO



## Tommy Erasmus

Group CEO

As I write to you, I cannot believe that it has been a year since we announced the acquisition of the operations in South Africa, Namibia, Mozambique, United Kingdom, Germany and Belgium.

The appointment of Lara Haigh in South Africa and Eugene Swanepoel to head-up the Value Adding Team was an important step to execute on the shareholder value committed to in the acquisition and to deliver on our expansion strategy.

Increasing our stake in the South African company Droppa, gives Droppa customers access to SkyNet's courier services and gives SkyNet the opportunity to increase our on-demand capacity by utilising Droppa's large vehicle fleet to further augment our services. The success from the initial investment, set the stage for the increase in shareholding by SkyNet and I'm looking forward to the value that this partnership will generate.

Our IT team has been hard at work to address the ongoing needs of the business and to develop solutions for our customers. The most notably being the Shopify and WooCommerce plug-ins, the new cloud based In-house system and some very cool dashboards providing our customers and internal stakeholders with all the information they need, at their fingertips.

With change comes opportunity, and I was extremely proud to attend the launch of the SkySmart Training Academy in Johannesburg at the beginning of August. The training academy with its dedicated training team is instrumental to prepare our team members for the changes that occur in our business.

Whether it is induction training for our new team members, training on new processes, retraining on existing processes or launching new products, the SkySmart Training Academy provides an environment to grow and learn.

This year has seen us increase our footprint with additional branches being opened in South Africa in Pietermaritzburg and George. We have also relocated our Pretoria and Durban branches to accommodate the increased volumes as we continue to bring on new customers and grow with our existing customers. The new Durban branch is now seen as the flagship branch in South Africa. You can take a virtual tour of the new Durban branch on the South Africa LinkedIn page.

Speaking of our LinkedIn pages, as a SkyNet team member, you are our biggest brand ambassador. If you are keen on social media, keep an eye on our LinkedIn pages in the UK and South Africa and the news that we share there. Feel free to Like, Share and Repost the content.

SkyNet will not be as successful as we are without our team members, and I would like to especially tip my hat to Dawn Moran and Lee Smith from our UK operation who both celebrated their 35-year anniversary. A further shout out goes to Kgotlodi Molaba, Ansie Johnson, Daniel Thompson from South Africa and Georgia Slater from the UK for 30 years of dedicated service.

Sustainability is increasingly becoming a necessity for us, including addressing the gap between knowing and doing. One of our focus areas in 2023 will therefore be to establish our Sustainability team to set us on the right path to achieve our goals of being Carbon Neutral by 2040 and Net Zero by 2050.

As we came to the end of a successful year, I would like to thank each one of our game changing team members for your dedication and hard work during 2022. May you and your families be blessed over the festive season. 2023 is going to be a big year in the SkyNet history and I look forward to celebrating our success with all of you.

**Let's continue going from Good to GREAT in 2023!**

# Thoughts from our MD



## Lara Haigh

Managing Director SkyNet South Africa

### Good to GREAT with the right team's backing

Navigating operational and IT challenges on my first day of joining, jumping straight into the peak preparations and on-boarding a couple of large new customers, set the stage for my first 4 weeks at SkyNet.

I soon realized that my SkyNet team is a diverse group of people, all passionate about the SkyNet brand,

creating the ideal foundation to execute on my mandate – to grow and develop the SA region, inculcating the right values to become a global player delivering, great service.

Having the right team behind me is important and getting the right people into the right roles to support the business, has been top of my agenda. A number of changes to support the business has already been announced, and there are some more exciting changes planned for the not too distant future.

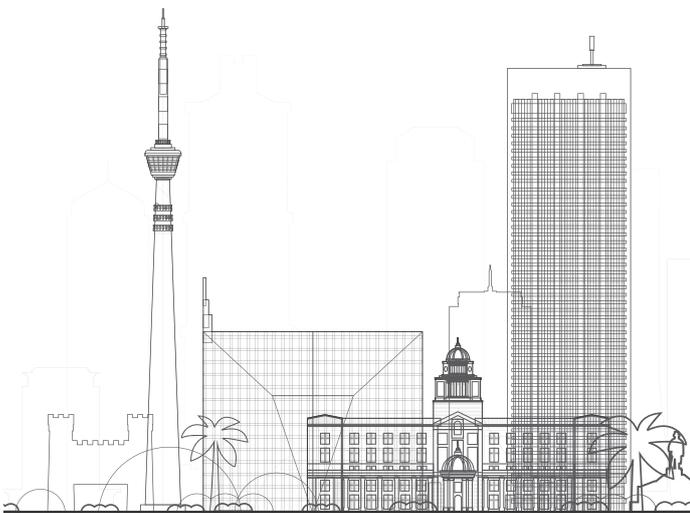
Building on the work already done by the Management team, to develop our culture, will be another focus point. When it comes to culture, I value trust and accountability which goes hand-in-hand with empowerment. A culture where we work together as a team, yet team members understand and are accountable for their roles, will ensure that we continue our trajectory to move the business from Good to GREAT!

I fundamentally believe that no one comes to work to fail. It is our responsibility to ensure that we put the right people in the right roles where they can achieve and exceed expectations. To build a world-class business, starts with the people inside the business and that is why our culture and values are so important.

Over the next two months, my focus will be to support the team through the silly season, focusing on service levels, to ensure we remain the partnership that delivers for our customers, big or small.

The new year will see us launch some innovate solutions to our customers and I wish I could share more details but unfortunately you will have to wait a little longer before we can share more information – but be assured that these innovations ensure that we remain game changers in our industry.

With the peak upon us and the end of the year looming, I wish you and your families all of the best over the festive season and can't wait to see our ambitions for 2023 becoming, a reality.



# We've got something SMART in store!

SkyNet recently celebrated the launch of our new SkySmart Training Academy in Johannesburg, South Africa.

During her opening address, Rhona Wolmarans, our HR Executive, captured the importance of ongoing learning, noting "As G.I. Joe said, knowing is half the battle won. Understanding the importance of learning and development within an organization, we are proud to continue to boost its role and value, especially in this new facility"

#ObsessedwithCustomers, our training program allows for the strengthening of skills and areas in our business that support our customers' unique needs.

Being #ObsessedwithStaff, we know that when an employee is provided with the training that contribute to their growth, it will lead to their overall development which ultimately reflects in their job performance"

Garry Marshall, CEO of SAEPA joined the opening of the SkySmart Training Academy, and was excited for the opportunities that the SkySmart Training Facility will create for our team members.



**Name our Training Academy Winners**  
**Gcebile Nxumalo -**  
**Payroll Co-Ordinator (Picture Above)**  
**Isaya Monareng - Inhouse Clerk**  
**Ashlynn Young - Creditors Clerk**



**Essy Esterhuyzen and Themba Maseko**



**SkySmart Induction Group #1**

# #obsessedwithstaff and developing skills

## Meet our Johannesburg Subject Matter Experts

"A man can only attain knowledge with the help of those who possess it. This must be understood from the very beginning. One must learn from him who knows." - George Ivanovich Gurdjieff (1866 – 1949, Psychologist and Scientist)

Embracing this philosophy, led to the creation of a group of Subject Matter Experts (SME's) that will assist with the introduction and development of new operational and commercial employees. The SME team supports with the operational induction into the various departments and will provide ongoing support even after the induction has been completed.

Our group of SME's have years of experience and is therefore able to set the foundation for all new inductees or even existing employees across the business. Their participation helps to shape the employees' understanding of our business and they play a critical role in our training programs throughout the business.

We will be rolling the program out to other branches in the near future. Think you have what it takes to become a Subject Matter Expert in your branch? Send an email to Essy Esterhuyzen (essye@skynet.co.za) and let him know.



**Sizwe Mdebele**  
Red Bay



**Bongani Mathebula**  
Red Bay



**Lettah Huma**  
Red Bay



**Patrick Dzambukeri**  
Red Bay



**Joshua Nkuna**  
Data Capture



**Cornelius Mabasso**  
Collections



**Bonga Mthembu**  
Collections



**Chris De Beer**  
Deliveries



**Grant Abdulla**  
Deliveries



**Tamuka Muzeza**  
LHL Floor



**Victor Manakana**  
Over Border



**Pam Rambaran**  
Admin



**Mariaan van der Merwe**  
Imaging



**Siyangaphi Zanekhaya**  
VC Cage

# Celebrating our Long Serving Team

## 35 YEARS

**Dawn Moran – UK**  
**Lee Smith – UK**

## 20 YEARS

Lydia De Wee – BFN  
Phehello Mofokeng – PRY  
Gregory Hendricks – CPT  
Michelle Madine – UK  
Julia Reeves – UK

## 30 YEARS

**Kgotlodi Molaba – JNX**  
**Ansie Johnson – JNX**  
**Daniel Thompson – JNX**  
**Georgia Slater – UK**

## 15 Years

Hester Fourie, ADM	Donrique Van Schalkwyk, CPT
Leeroy Mezichel, CPT	Isaac Nkgodi, PRY
Mzwekhaya Mtyaphi, CPT	Lebelwane Masola, PRY
Nzondelelo Tyusha, CPT	Muzi Msibi, PRY
Emmanuel Mahushe, DUR	Kgomotsweste Shalang, PRY
Mhlonipheni Khoza, DUR	Matlala Riba, JNX
Nitesh Balaram, DUR	Thulani Khumalo, DUR
Suren Angiah, DUR	Clive Lange, CPT
Thandumusa Mbotho, DUR	Nape Manakana, INTL
Handsome Mkhize, DUR	Maitse Moloji, JNX
Jessica Green, ELS	Faiza Chaudry, UK
Mbuti Molefi, INTL	
Aiyub Abdin, JNX	

## 25 YEARS

Mzwandile Sibiya – JNX  
Malesela Rapetsoa – JNX  
Zwelinye Zulu – JNX  
Nyangiliswe Xinindlu – JNX  
Madimetsa Dladla – PRY  
Ivy Malapane – NLP  
Marian Venter – ADM  
Angela Scott – UK

## 10 Years

Ramutuku Machaka, JNX	Peter Mnisi, PRY
Kedibone Malungane, JNX	Arishka Bhagothidin, DUR
Moroamabitse Malelek, JNX	Arnesh Badal, JNX
Thabo Makhalemele, JNX	Margaret Sithole, JNX
Jabulani Baloyi, JNX	Matthew Doubleday, UK
Lindiwe Madela, JNX	John Anderson, UK
Jeffery Maunye, JNX	Gershom Kazombo, UK
Lucky Moshe, JNX	Israel Bassalidde, UK
Thokozani Mahlangu, JNX	Specioza Dusabe, UK
Ulandi Tesmore, PLZ	Kourtney Hunte, UK
Musawenkosi Ngomane, PRY	
Nalini Pilla, DUR	

# Congratulations to our SkyHigh 2022 Winners!

## CEO Award:

Danie van Heerden



## Samantha Brand Award:

Antony van Aswegen, Odirile Motsage



- \* **Best Financial Administrator of the Year**  
Tawedzegwa Mazorodze
- \* **Best Centralised Finance Performer of the Year**  
Cathryn Meyers-Mc Evoy
- \* **Top HR / Payroll Performer of the Year**  
Alet Martin
- \* **Best Risk & SHEQ Supporter of the Year**  
Anna Gerber
- \* **Best Risk & SHEQ Department Performer of the Year**  
Theo Passano
- \* **Best I.C.T. Business Supporter of the Year**  
Ossie de Jongh
- \* **Best Customer Services Agent of the Year**  
Given Mphahlele
- \* **Best Operations Manager of the Year**  
Essy Esterhuyzen
- \* **Best Operations Supporter of the Year**  
Staci Arendse
- \* **Best Branch Administrator of the Year**  
Lesego Masimini
- \* **Top Performing Driver of the Year #1**  
Thomas Shezi
- \* **Top Performing Driver of the Year #2**  
May Mahlangu
- \* **Top Performing Driver of the Year #3**  
Moria Malaudzi
- \* **Top Performing Driver of the Year #4**  
Siphiwe Macala
- \* **Best Checker of the Year**  
Selwyn Maclean
- \* **Top Performing Zone Controller of the Year #1**  
Lucas Malatjie
- \* **Top Performing Zone Controller of the Year #2**  
Crystal Cyster
- \* **Best General Worker of the Year #1**  
Lucky Mahloko
- \* **Best General Worker of the Year #2**  
Benny Mogowe
- \* **Best General Worker of the Year: In-house**  
Judas Mohuba
- \* **Best P.O.D. Clerk of the Year #1**  
Musa Ngomane
- \* **Best P.O.D. Clerk of the Year #2**  
Tebogo Mabowa
- \* **Best P.O.D. Clerk of the Year #3**  
Patrick Dzambukeri
- \* **Best Performing In-house Employee of the Year**  
Heinrich Swarts
- \* **Top Performing Big Branch of the Year**  
Pretoria
- \* **SkyNet Representative Agent of the Year**  
Welkom
- \* **Top Performing Small Branch of the Year**  
Klerksdorp
- \* **Top Import / Export Support Employee of the Year**  
Karabo Mohlala
- \* **Top New Business Sales Performer of the Year**  
Odirile Motsage
- \* **Best Performing Key Accounts Manager of the Year - Private Sector**  
Morné Mills
- \* **Best Performing Key Accounts Manager of the Year - Public Sector**  
Dackmor Xinindlu
- \* **Best Performing CSA of the Year – Public Sector**  
Zanele Mahlangu

# #Gamechanging innovation



## Let your thumb do the drop!

Have you seen this tagline before?  
Ever wondered what the relationship between SkyNet and Droppa is?

During July 2020, SkyNet identified a great opportunity in Droppa and the services that they offer. With its large fleet and App that allows users to order services on-demand, it made sense for SkyNet to invest in the company.

Since 2020, SkyNet and Droppa have worked closely on a number of projects and based on the success, SkyNet increased our stake in Droppa in August 2022.

Not only does Droppa provide SkyNet with the opportunity to increase our fleet size at very short notice, Droppa is also able to provide services to cash customer that would otherwise not have been able to use SkyNet's services.

With the e-commerce market in South Africa expected to grow by 20.25% on an annual basis, having the right plans in place to scale when necessary is key, and with Droppa's flexibility SkyNet is set to scale as and when necessary.

Droppa offers courier services, fleet services and vehicle rental services. Want to find out more, head over to their website at [droppa.co.za](http://droppa.co.za) and "Let your thumb do the drop" or contact Rudy Sambo ([rudys@droppa.co.za](mailto:rudys@droppa.co.za)) for more information.



## HELLO Spar2U – The Spar you love, now online!

Did you know that 30% of South African consumers indicated they shifted their shopping habits to online shopping instead of grocery store visits between March 2021 and March 2022? Interestingly in the UK, the percentage of over 65's buying their groceries online has doubled in the past 3 years.

No wonder this led to the birth of what is now known as Quick commerce, or as we like to call it at SkyNet - Q-commerce. Think of MrD or Sixty60 in South Africa, Ocado or Amazon Fresh in the UK, [falschenpost.de](http://falschenpost.de) or REWE in Germany and UberEats across the world.

To keep up with the Q-commerce demand in South Africa, the Spar Group appointed SkyNet as the service provider of choice to fulfil the last mile delivery for their Spar2U online store.

The project kicked off with the first concept store in March 2022. This was followed by a rapid uptake and more stores being activated, ensuring that the ambition to have 123 active sites by the end of 2022, becomes a reality. The project team, led by Jaco De Freitas Branco, has ensured the sourcing and training of raw talented young, bike drivers and customer centric SkyNet / Spar ambassadors.

Because Spar and SkyNet cares about you and our environment, all Spar2U deliveries will be done using electric bikes, making Spar and SkyNet game chang-

# #Gamechanging innovation

ers and leaders in last mile deliveries.

Want to test the Spar2U solution for yourself, go to [spar.co.za/spar2u/where-we-deliver](http://spar.co.za/spar2u/where-we-deliver) to find your nearest store and get all your favourite products delivered to your door. While you are at it, take a photo with your friendly driver and send it to [skynet-bigmouth@skynet.co.za](mailto:skynet-bigmouth@skynet.co.za) and stand a chance to win a free Spar shopping voucher to the value of R500. Competition closes 31 December 2022. T&C's apply.

For more information about Spar2U, contact [jacodfb@skynet.co.za](mailto:jacodfb@skynet.co.za).



## Gearing up for booming e-commerce

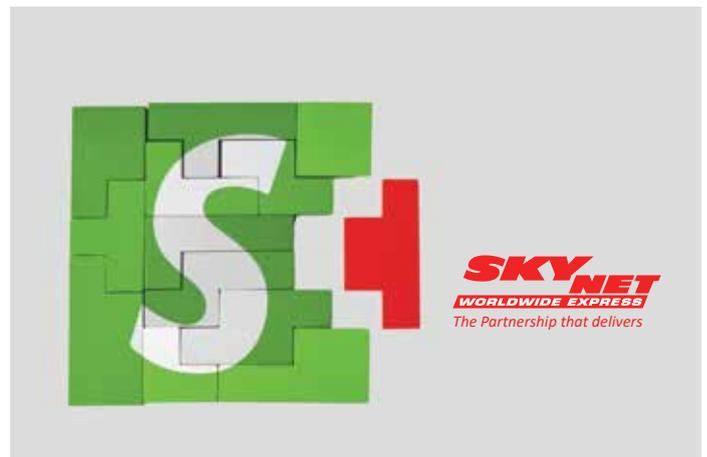
Over the last few years, e-commerce has become an indispensable part of the global economy and with that, creating opportunities for SkyNet as well.

In a recent poll on LinkedIn, SkyNet asked the audience to indicate which of the shipping plug-ins they are using and the results showed that Shopify (43%) was the leading plug-in, followed by Magento (29%) and WooCommerce (14%).

Over the past few months SkyNet has been gearing up for the booming e-commerce sector with the intro-

duction of our Shopify and WooCommerce plug-ins and the changes to our In-house system, to simplify logistics for our e-commerce customers.

For more information on these solutions to our customers, contact George McDonald ([georgem@skynet.co.za](mailto:georgem@skynet.co.za)) or Allen van Deventer ([allenvd@skynet.co.za](mailto:allenvd@skynet.co.za)).



The SkyNet Shopify plug-in allows e-tailers to create simultaneous collections and waybills to fast track the processing and despatch of their customers' orders

Some of the benefits of the plug-in include:

- Address information validation against the South African postal code data ensuring, accurate information to fast-track the delivery of packages.
- Bulk waybill creation.
- Consolidated manifest to simplify the hand-over process to our couriers.
- SMS notification, confirming delivery details to the e-tailers'.
- Linking the online store to the SkyNet shipping online environment to receive the tracking information directly back for customers to track their packages.
- Waybills are created directly from Shopify with a collection instruction created at the same time.
- Ability to track the delivery of orders via the Track & Trace functionality on the SkyNet website.

# #Gamechanging innovation

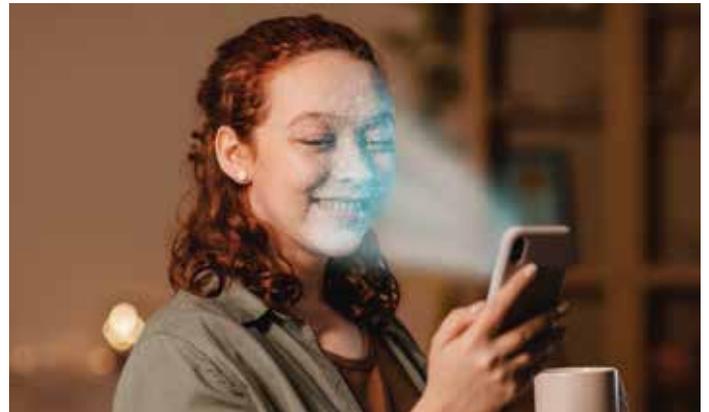
## The business of selling online

ECOM Africa brings together movers and shakers and connects the teams shaping the e-commerce landscape across South Africa, Africa and the rest of the world, and this year was no different. The first face-to-face event in two years took place from 4 to 5 May 2022 and the SkyNet South Africa team was there in full force.

Our Commercial Executive, Diederick Stopforth, provided the audience with insights into how SkyNet is able to achieve a secure courier delivery cycle, to the correct address and intended recipient, using address validation, facial recognition and biometric validation. The message was very well received and opened several opportunities with e-tailers and companies operating in high-value commodities.



## Don't be a victim of identity fraud



Did you know identity theft in South Africa rose by a staggering 636% in 2021?

### What is identity theft?

#### Common examples are when fraudsters:

- Apply for credit applications in your name (through your bank or a store account)
- Use your identity to obtain medical savings, care or medication
- Take out cell phone contracts in your name
- Impersonates you in order to receive a valuable delivery item

### Protecting our customers

Together with Secure Citizen, we've created South Africa's first logistics solution using biometrics! More than just an innovative solution, we offer customers the peace of mind that comes with knowing that their goods end up with the right recipient, every time. Nifty hey?

### Want to protect your identity?

#### Become a Secure Citizen and enjoy:

- Free identity protection: Protective Registration
- View your Department of Home Affairs information
- Verify the identity of other Secure Citizens: Verify'em

To claim your digital identity, go to <https://securecitizen.app/>

P.S. We've just launched, so we'd love your feedback (compliments, complaints or even any requests for help). Send an email to [support@securecitizen.co.za](mailto:support@securecitizen.co.za).

# #Gamechanging innovation

## Moving our in-house system

Creating a new In-house system to better serve our customers has been on the cards for a while and earlier this year, we were able to launch the new system with a number of our customers. The most significant change is that we moved the system from the old DOS based Trentrac to the cloud based Skytrac system.

The advantages to our team members include:

- No manual uploads
- No upload failures
- Real-time address validations / PAXI point validations to improve OTIF
- Accurate and reliable data
- Holistic view of the parcel cycle
- Better troubleshooting capabilities
- Reprint management of documents

Apart from the basic requirements such as Search, POD downloads and viewing consignment details, the biggest advantage to our customers is the real-time control tower where the following information is available

- Delivery scheduling giving customers the ability to change a bad address in real time and reschedule the delivery or to return the parcel
- Problem Parcel Report with bidirectional real-time exception communication from SkyNet to the Customer, preventative action to reduce exceptions and full reporting on all exceptions
- Address Corrections allowing customers to log onto the control tower to correct any address failures, and resubmit to the in-house system with a record of all address changes.
- Realtime dashboards including
  - KPI Summary
  - KPI Direct / Network delivery
  - SLA Achievement
  - SLA Received vs Delivered
  - Exceptions



**7,612**

Hours to develop and still adding some futures and functionality



**2 months**

on site at Barron to start the development



**> 6,650**

In-House waybills per day created on the new system



**2,300**

E-Waybills per day created on the new system

# At the top of our game

We are so excited to, again, be recognised by PMR.africa in South Africa and Mozambique, for the great work that our team members are doing.



PMR Golden Arrow Award  
National Survey on Courier Companies 2021



PMR Diamond Arrow Award  
SkyNet Worldwide Express Western Cape



PMR Diamond Arrow Award  
SkyNet Worldwide Express Bloemfontein



PMR Diamond Arrow Award  
SkyNet Worldwide Express Durban



PMR Golden Arrow Award  
SkyNet Worldwide Express Northern Cape

# At the top of our game



PMR Diamond Arrow Award  
SkyNet Worldwide Express Nelspruit



PMR Golden Arrow Award  
SkyNet Worldwide Mozambique

## Congratulations to SkyNet South Africa's 2022 Graduates

### Management of Technology and Innovation (MOTI)



**Zanele Beauty Figlan**  
Contact Center Agent,  
JNX

Higher Certificate:  
Business Improvement.



**Julia Puleng Kholoane**  
Contract Manager,  
JNX

Higher Certificate:  
Business Improvement.



**Lionel Govender**  
In-house Manager,  
DUR

Higher Certificate:  
Business Improvement.



**Takalani Phaswana**  
Clerk Customs Entry,  
JNX

Higher Certificate:  
Customs, Brokerage,  
Improvement.



**Coceka Thusani –**  
International Export  
Supervisor, JNX  
Diploma Logistics and  
Supply Chain



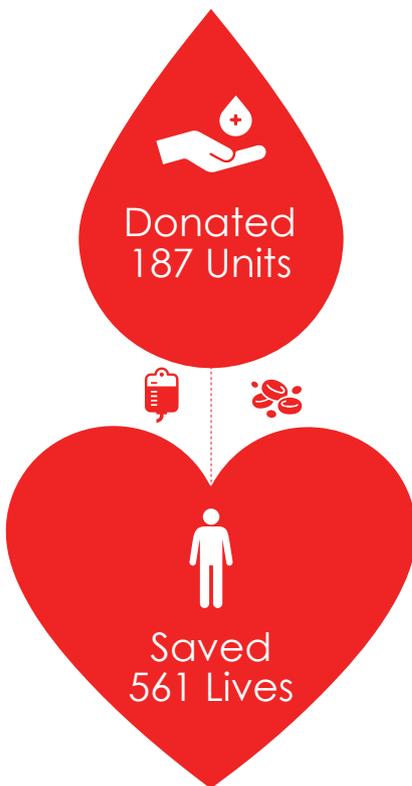
**Could this be you next?**  
Look out for the next intake  
or email Themba Maseko:  
[tembam@skynet.co.za](mailto:tembam@skynet.co.za)  
to find out more

Work hard, play hard and Heroes in between

# BE A HERO! IT'S IN YOUR BLOOD

## SkyNet Worldwide Express Blood Donation Drive

This year our team



"I think a hero is any person really intent on making this a better place for all people" - Maya Angelou  
And that is what we do at SkyNet – whether for our customers or our community.

SkyNet Johannesburg first heard the request to support the South African National Blood Service in Jan 2022 and, in typical SkyNet fashion, embraced the challenge to also step up and become HEROES.

Are you keen to donate blood? Let us know by sending an email to [skynetbigmouth@skynet.co.za](mailto:skynetbigmouth@skynet.co.za) or scan the QR code and fill in your details.



Thank you for your last donation at SkyNet Richard!

# Caring for our community

## Growing sunflowers for charity

SkyNet London recently donated sunflower seeds to a local school to support a charity fundraiser. The sunflower seeds were sold to the children for them to grow their own sunflowers. All the money raised benefitted St Raphael's Primary School.

The children had their summer holiday to nurture their sunflowers and when they returned to school in September, a winner was announced, being the pupil who grew the tallest sunflower!

The children were so excited to take on this challenge and, in the process, learnt about the importance of the environment.

We were excited to see how tall the sunflowers grew and are proud to have supported a local school in their charity fundraising.



## Wear it PINK!

October is Breast Cancer Awareness month and our team in the UK supported breast cancer research by donating money to dress down and take part in fun games.

We're proud to raise money for Wear It Pink Breast Cancer research because of the great work they do funding the research to prevent breast cancer, saving lives and to educating people on how to live well with breast cancer.



# And then we play even harder...



#skynetchampions

Our Johannesburg team is participating in the NSW Soccer league. The league includes of several courier and logistics companies. The team has seen some great results winning 3, drawing 3 and losing 3 matches. The team is managed by Grant Abdulla, coached by Norman Lehodi and assistant coach Aubrey Lesufi.



#### On the team:

Grant, Phakati, Thabo, Mpho, Sebonisening, Bobo, Kyalan, kgotso, Thabang, Abo, Skobo, Walter, Thomas, Solly, Mandla

To find out more about the Johannesburg team and their next match, contact Norman Lehodi (normanl@skynet.co.za) for more details.

In 2020, the SkyNet FC soccer team was formed in Cape Town. The team consists of owner-drivers, zone controllers, OPS staff and even some of the interns. The team is managed by Enrico Horn and the team doctor is Shemeer Blake.

The team recently played in the Cape Town Courier Cup and ended 4<sup>th</sup> in the tournament with 3 wins, 3 draws and 2 losses.



#### On the team:

Junaid Hayward, Damien Jantjies, Toufiek Bassier, Shadwin Papier, Emile Stevens, Nathan Skippers, Nathaniel Anthony, Shameer Blake, Kaylin Mathys, Cheslyn Langes, Aiden Madden, Jayden Madden, Luke Geldenhuys, Sadeeck Crotz, Saadiq Hendricks, Angelo Floris, Dylan January, Ikeraam, Shemeer Blake



Want to be come part of the Cape Town team or even just a supporter? Contact Enrico Horn (enricoh@skynet.co.za) for more details.

# Putting on a new jacket



Pretoria



## Spreading our wings (or is it our footprint)!

Growing our footprint across South Africa brings us closer to our customers.

We have recently opened new branches in Pietermaritzburg and George and have relocated our Pretoria and Durban branches to bigger premises to be able to handle the increase in volumes we have seen over the past year.

We have also revamped our Johannesburg branch and plans are underway to do the same for some of our other branches.



George



Durban



Pietermaritzburg

## Out with the old. In with the NEW!

On our journey to move from Good to GREAT, we are focusing on building and protecting the SkyNet brand.

Having our drivers, assistants and in-house team members looking tiptop goes a long way in showcasing the SkyNet brand. Our team members in South Africa recently received their new uniforms and are now wearing it with pride.

Watch this space as we roll out new uniforms to the rest of the countries over the coming months.



## Getting to Know...



### Lara Haigh

Managing Director SkyNet SA

#### What gets you out of bed in the morning?

My husband. He always starts my day with a cup of coffee, but the vision that pulls me out of bed, is to be part of the dynamic SkyNet team, and to make a difference in peoples' lives, no matter how small.

#### What three words would you use to describe your role?

Leadership, passion and service excellence

#### Who inspires you and why?

Angelo Dundee (boxing trainer and cornerman). He wasn't the front guy but produced some of the best champions in the boxing world. Not a lot of people know that he was behind the success of boxers like Muhammad Ali's and Sugar Ray Leonard. It wasn't about him, but rather about how he was able to develop people and get the best out of them. And this is what I want to achieve at SkyNet – getting the best out of people out without being the front guy.

#### Are you a coffee or tea person?

Definitely coffee, coffee is my thing!

#### What is your biggest achievement to date – personal or professional?

The fact that I have kept my son alive for 9 years....this is an achievement on its own. Another big achievements (and it is not completed as yet) is going back to studying, 20 years after I completed my first degree. Going back into that world of learning new things, being in a classroom. You are never too old to learn, and this is my biggest achievement still in the works.

#### What would you like all employees of SkyNet Worldwide Express to know about your role and your tenure with our company?

SkyNet has done very well around branding, about being the game changers, looking and developing people and building the company. During my time it will be important for me to build a succession plan and choose a successor from my current team and to develop people to create a long-term sustainable organisation.



### Bonny Scheepers

General Manager - After Sales SA

#### What gets you out of bed in the morning?

A new day, a new start – live each day as tomorrow is never guaranteed.

#### What three words would you use to describe your role?

Customer centric, relationships, collaboration

## Getting to Know...

### Who inspires you and why?

Enthusiastic, passionate people. They will always find the silver lining in a dark cloud; they accept failure as a lesson and not a punishment.

### Are you a coffee or tea person?

Definitely (good) coffee!

### What is your biggest achievement to date – personal or professional?

After a 5-year project with the United States Government, being awarded a certificate of excellence and a unique coin, presented by the United States Government, for the 100% completion of the RG31 passenger vehicles to Iraq.

### What would you like all employees of SkyNet Worldwide Express to know about your role and your tenure with our company?

My key focus is to build strong relationships with our customers and cultivate an effective team members through mutual understanding and co-operation, which is essential for the realisation of our organisation's vision and mission.



## Archie Sebakelwang

Operations Executive SkyNet SA

### What gets you out of bed in the morning?

A challenge to myself to make an improvement on yesterday. Because I believe that stepped and consistent change translate into a sustainable change.

### What three words would you use to describe your role?

Facilitator, change agent, leadership

### Who inspires you and why?

I am always inspired by street hawkers – those guys who stand at the traffic lights, selling their merchandise. They are real entrepreneurs – resilient and persistent in their trade. I always wonder how much money they are making for them to be standing in the sun or rain, so diligently every single day. I think if we all can have their attitude towards work, we will certainly have a winning team that can move any company from Good to GREAT!

### Are you a coffee or tea person?

Neither. I prefer water.

### What is your biggest achievement to date – personal or professional?

Personally, is having my loving family and a great circle of friends – I feel really blessed in this regard. Professionally, making a positive impact in the optimisation project I ran in Dar-es-Salaam, Tanzania. It is always fulfilling to see the fruits of one's toil.

### What would you like all employees of SkyNet Worldwide Express to know about your role and your tenure with our company?

As an OPS Executive, my role is to provide leadership and guide SkyNet's OPS strategy to ensure that we deliver service excellence to our customers. The success of operations lies not at head office, but rather at branches which are responsible for executing. My job is to ensure that the branches get the necessary support in terms of resources as well as ensuring that they deliver on their mandate within set processes and procedures. I joined the SkyNet Tribe in February this year with very little knowledge of the courier industry. It's been a steep learning curve, and in that time, I have learned a lot and still have a lot more to learn. Luckily, I am surrounded by many knowledgeable people who are always willing to explain things to me and for that, I will forever be grateful.

## Movers And Shakers



### Essy Esterhuyzen

**Technical Training Specialist – Johannesburg, South Africa**

I joined this exciting company on the 25<sup>th</sup> of April 2019 in the role of Operations Manager at our JNX facility. I was responsible to manage all operational departments, with the mandate to improve operational procedures, efficiencies, productivity, measures of accountability and build a culture of belonging and ownership with my team members.

In this time, I made myself available to coach as many of my peers at JNX and various other branches and by doing so, we slowly started to raise the bar [standards], with service delivery to our customers always being top of mind.

I absolutely love my new role as the SkyNet Technical Training Specialist and I'm proud to be part of the team heading up the recently opened "SkySmart Training Academy", where I can use my knowledge and years of experience in the industry to build the knowledge and skills with our team members.

The biggest lessons I have learned in my career is to always stay humble, honest, be patient, work smarter and be 150% passionate in all that you do.



### Peter Cooper

**National Compliance Manager – Johannesburg South Africa**

I joined SkyNet on the 26<sup>th</sup> of July 2022 as part of the Risk team and was extremely excited to be given the opportunity to be part of the SkyNet family.

I am married and have a lovely wife with three beautiful kids, which I absolutely adore. I don't really have any hobbies, but I do enjoy binge watching the news on all the different news channels.

I have over 20 years' experience in Risk Management, Compliance, Auditing, Finance, and HR.

My passion is to look at the business from a holistic point of view and to continuously find ways to add value to an already great brand with so much potential.

What drives me is my obsession to always use my knowledge and experience to positively impact the lives of both our customers and our valuable team members.

I was recently entrusted with the role of National Compliance Manager, responsible for compliance throughout the South Africa business. This is a role which I am honored to hold, and I am especially humbled by the confidence the business has placed in me.

# Movers and Shakers

In my ± 3 months at SkyNet, I was fortunate to have interacted with many of my fellow colleagues within the different divisions and I am extremely proud to be part of such a resolute team.

I look at SkyNet and I see a tremendous amount of potential in our brand.

What the future holds? I want to be able to look back at SkyNet in a few years from now, and say with absolute pride and confidence, that I was part of the team who took SkyNet on the journey from **Good to GREAT!**



## Mumba Kunda

Regional Operations Manager – North West, South Africa

I started my career at SkyNet in 2009 as a temp, working on the UNISA project, as an employee. In 2011, I was permanently appointed and the growth in my career really took off. I was deployed in various areas of the business including the red cage and scanner room. My journey in Distribution and Warehouse management started in 2015 when I was appointed as Distribution Manager responsible for various projects such as the UNISA text book project, and the

Kharigude mass literacy campaign initiated by the Department of Basic Education. In 2018, my scope changed and I was responsible for the decentralized Warehousing business units in Nelspruit, Bloemfontein, Elandsfontein, and Polokwane and execution of special projects such as Department of Education RT7 (Limpopo and Northern Cape), Central Energy Fund solar geysers distribution (National), Onthedot constitutional pocketbooks to schools (National), to name a few.

In 2022 I was promoted to Regional Operations Manager North West looking after the Klerksdorp, Mafikeng and Rustenburg branches, while still overseeing warehousing and special projects.

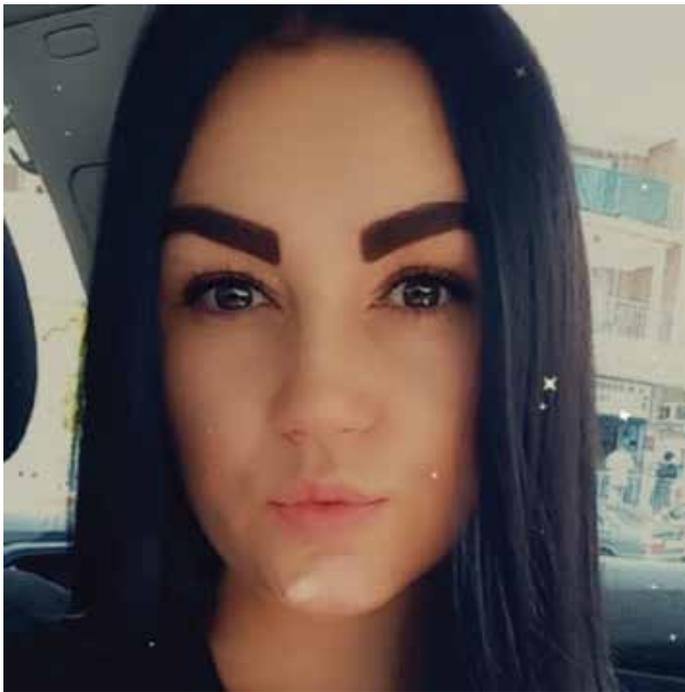
While I have spent a lot of years in operations, being Regional Manager is out of my comfort zone and posed its own challenges allowing me to grow, not only as an individual, but as a Manager in the business. I enjoy mentoring people and my new role allows me to identify the next generation of Managers in SkyNet that I can help shape into what the business requires.

Over the years in my career, I have learnt not to despise small beginnings and always believed that no role is beneath me. I have embraced all my previous roles, running with it, and giving it my absolute best.

**“Always stay humble, honest, be patient, work smarter and be 150% passionate in all that you do...”**

**Essy Esterhuyzen**

# Movers and Shakers



## Kirsty de Pontes

Sales and Marketing – London, United Kingdom

I always thought my dream was to be in childcare however I gravitated towards digital marketing and creative design on completion of my digital marketing degree.

Starting my career in a mail order company, wet behind the ears, I was eager to learn new things, meet new people, the world was my oyster! Starting as a call centre agent, I went through various departments including Finance, IT and Marketing and gained so much knowledge and experience but I kind of just felt meh. I yearned to learn more, yearned to learn something different. And then I landed on a gold mine and became part of the Sales and Marketing team at SkyNet Worldwide Express South Africa in 2019.

I was thrown into the deep end of the big scary, wonderful and intimidating world of logistics. I immediately recognised the opportunity it presented, to understand the most important asset of any organisation – The People. I soon became known for “if you want something done, ask Kirsty”. From cleaners to executives, everyone knew that I was their

“go-to-person”. There aren't many things that can grow a company the way trust and dependability can, and I pride myself in being dedicated to both.

In February 2022 an opportunity presented itself to immigrate to the United Kingdom after losing my role model and best friend, my Mom. It was a very emotional time for me leaving my SkyNet South Africa family, however I found comfort and familiarity within my new SkyNet UK family as I picked up where I left off in the Sales and Marketing department. If you truly knew me, you know I am a jack of all trades and trust me this is still the case over the pond.

When I'm not at work or in denial about having a social life, I'm at home mothering my favourite soon-to-be-5, going-on-15-year-old munckin. My daughter is my absolute rock and has helped me to really understand my purpose.

I will bend over backwards to help others, but I also understand the importance of standing your ground and holding your own. The most important lesson being a mom has taught me,.... Is how to make a horse drink water and I apply this concept to my daily work routine. You will find me observing how people meet their daily needs, obsessing over the ever-changing sales and marketing innovations and analysing ways to create business ventures with a positive impact on the people, organisation, and the society at large.

**Want to introduce yourself to the company in one of our upcoming editions? Send your bio and photo to [skynetbigmouth@skynet.co.za](mailto:skynetbigmouth@skynet.co.za) and you could be featured.**

# Getting our brand out there



## Karlise Scheepers

**South African Mountain Biking Cyclist**

Karlise's dream is to be included in the South African Mountain Bike Team and to participate in the 2024 Olympic Games. With several first-place podium finishes this year, Karlise is well on her way to reach her dream. Karlise is also a full time 2<sup>nd</sup> year student juggling her studies towards a BSC Quantitative Risk Management degree with achieving her Mountain Biking dreams.



## Kevin Lerena

**WBA Continental Heavyweight Champion**

Kevin started his boxing career in 2011. In March 2022, Kevin transitioned from the cruiserweight to the heavy weight division by knocking out Bogdan Dinu to become the WBA Inter-Continental Heavyweight title holder. In September he became the IBO Inter-Continental Heavyweight title holder by beating Mariusz Wach.



## Garikai Madawo

**Marathon Runner and Comrades Participant**

As a seasoned runner, Garikai has participated in his 7th Comrades Marathons and in 2022 he finished the race in 07h05 and received a Silver medal. Commitment and endurance are key in finishing this 90km (approx. 56 miles) race. Keep up the hard work and preparation for the 2023 edition, Garikai.

## Know Our Brand



# Getting our brand out there

## Social media – friend or foe?

In today's always on digital world, social media forms an important component of any company's marketing and brand strategy, and it is no different for SkyNet. We have been working hard to establish our presence on different social media platforms and will continue to do so. As a SkyNet team member, your social media voice can help us to create brand awareness and build our brand on the different platforms. Here are some Do's and Don'ts to remember when you are interacting with our social media platforms:



### YAY

- Always Follow, Like and Share as many of our posts as you can – we love the engagement!
- Respect confidentiality – be mindful to not post confidential or internal information.
- Think before you post – be thoughtful about what you post online. If in doubt, rather leave it out
- Be mindful of time – social media should be limited to out of office hours, that way you will not get distracted by other social media posts
- Represent SkyNet well – remember when you are associated to SkyNet on your profiles, you are seen as a representative of the company and what you are posting always has a reflection on the company.



### NAY

- Break the news – before you post, remember being first to know something doesn't always entitle you to be first to share. We may have a plan and posting before we do, may spoil the surprise for others.
- Create SkyNet posts – if you have an idea share it with our Social Media team. We always welcome new ideas and hey, you may even be the inspiration of many more posts.
- Engage with comments or message – we have a team that is keeping an eye on these and engage directly with the audience.

Remember that when you post comments on-line, it stays out there online, so beware of what you post. Be responsible and think about what you are posting before you make it public. Looking forward to seeing you join and follow our pages.



SkyNet Worldwide Express, SkyNet London



SkyNet Worldwide Express South Africa



skynetsouthafrica

**Have a post idea, send an email to [skynetmarketing@skynet.co.za](mailto:skynetmarketing@skynet.co.za)**



# #obsessedwithcustomers

At SkyNet we are #obsessedwithcustomers, and we go the extra mile to show our gratitude, bringing great customers and great service together.



Happy 9<sup>th</sup> Birthday Retailbox



NWK Golf Day



Fidelity ADT Charity Golf Day



Cupcakes for Footgear



Sevens Rugby in Cape Town

# #obsessedwithcustomers



UAfrica



SAEPA Golf Day



RS Components Gratitude Braai



Soweto Derby Lunch

# #obsessedwithcustomers

## Listening to the Voice of the Customer

Our call centre team in South Africa, under the leadership of Petro Crous, has been hard at work to enhance our customer experience and to create more touchpoints to interact with our customers.

The introduction of the TLC team and SKYi has grown the call centre into a customer care service team that supports and monitors the service levels within the business.

Our TLC team cradles our new customers and customers in need of some tender loving care. They focus on keeping our branches accountable and ensure that we keep the promises that we've made to our customers.

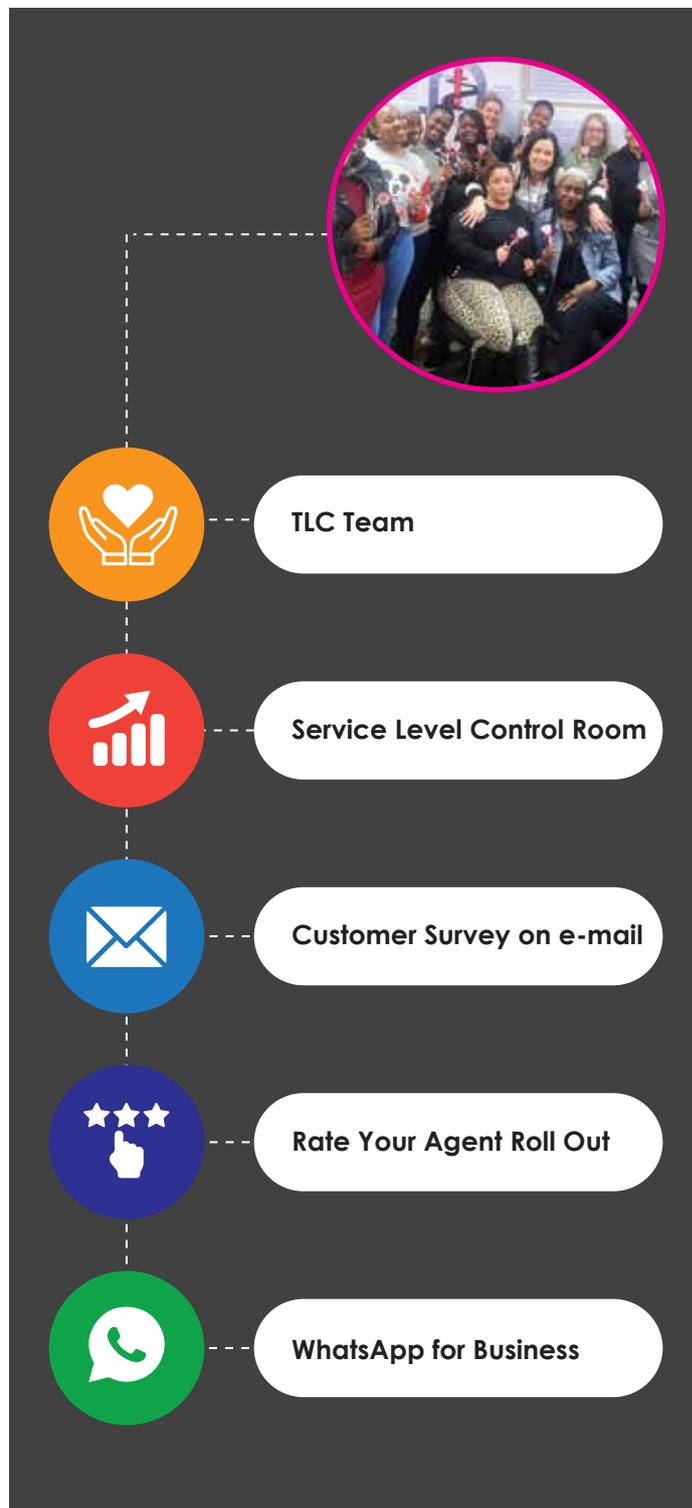
The SKYi team is the "service level control room" and keeps the branches honest when it comes to our service levels. Constant follow up with branches ensures that our customers' packages are delivered on time.

During May 2022 our customer survey on email was rolled out. Customers can rate our service by email by selecting the appropriate icon. Customers can leave comments and suggestions as part of the survey, giving us a better understanding of where we are doing good or where we have some areas of improvement.

As an enhancement to the customer survey on email, we will be rolling out the "rate your agent" survey on all telephone calls managed in the call centre in the near future. Customers will be asked to rate the service from the agent after the call and this feedback will be used to create training opportunities to ensure that we always delight our customers.

Did you know there are more than 2 billion WhatsApp users in the world? With this staggering number it just made sense for us to add WhatsApp for Business as one of the touchpoints with our customers. We are now able to interact more effectively with customers and get feedback to them a lot faster. With WhatsApp for Business, we are creating a natural and more positive relationship with our customers by nurturing them according to their individual needs. The next step in the WhatsApp for Business evolution is

the development of a chatbot to address general enquiries that the call centre receives. The chat bot enquiries will help to fast-track query resolution, especially on the most frequently asked questions posed by customers.



# #obsessedwithcustomers

Your dedication and professionalism are appreciated and your work ethic inspires us. Thank you for delighting our customers!



★★★★★

## Thanks to Michelle Bennet from SkyNet

I want to thank Michelle Bennet from SkyNet Port Elizabeth for outstanding assistance and service delivery. When I had a crisis with a delivery, she took control and put my mind at ease by making alternative arrangements for the delivery. Thanks, Michelle for the friendly and professional service which are scarce these days

- Gina T



★★★★★

## Great customer service Given Mphahlele

I would like to express how nice and helpful Given was. He is a true reflection of what customers service should be.

- Njabulo M



★★★★★

Ms. Mabore assisted me and took it upon herself to make sure I get my parcel. I hope you will keep this professional, humble, and respectful lady for the benefit of your organisation. I have nothing but the best wishes for her.



★★★★★

Thembi, you are truly one of the best call centre agents I ever had the privilege of dealing with. Your professionalism, your patients, your willingness to assist and stepping up beyond what you needed to do was nothing short of outstanding. You are truly a credit to your organization.

- Cal M



★★★★★

I would like to thank the gentleman on the customer service line with whom I spoke this morning July 18 as well as late last week. He was extremely kind, professional, empathetic and friendly as he assisted me with trying to track down my package. And I thought it should be conveyed that this individual is an asset to your organization. Thank you.

- Robin S



Michelle Bennet - SA



Given Mphahlele - SA



Mabore Seabi - SA



Thembi Ntsibande - SA



Hussein Salman - UK

# Zero is not always a bad number

## Getting to Zero. How we do it?



1



Investing into our sustainability department to grow and implement more change.

2



Renewable energy through Solar electricity. We have 210 solar panels at our head office in the UK.

3



Renewal of our fleet to include hybrid and electric vehicles.

SkyNet is committed to becoming Net Zero by 2050 and Carbon Neutral by 2040, and our SkyNet UK team has already started the journey.

Did you know there's a difference between Net Zero and Carbon Neutral?

Net Zero implies that your total business emissions must reduce by 90% from your base year, without the use of offsetting projects, the remaining 10% of emissions can be offset with projects like tree planting.

Carbon Neutral implies that your business' emissions are zero while using offsetting projects.

And, that is why we have 2 commitments. It's important for us at SkyNet to commit to realistic targets and most of our emissions sit in our scope 3, the airlines we use to send our customer's parcels internationally.

6



Target to plant a total of 15 hectares of trees in 2022

5



Major offsetting projects like our Tree planting project in Ghana.

4



Working with sustainable suppliers and airlines.



# As the year comes to an end



## Staying Safe on the roads during the holiday season



**Don't drink and drive.** If there will be drinking at your holiday get-together, choose a designated driver who will remain alcohol free.



**Make sure the car is ready.** Be sure your vehicle is properly maintained, in good shape for travel, and ready for rainy driving conditions.



**Map your route out ahead of time** when possible. Have a plan and be aware of projected weather conditions.



**Buckle up!** Ensure you and your passengers are properly restrained in seat belts and car safety seats.



**Avoid fatigue.** Get a good night sleep the night before, take regular breaks, and share the driving if possible. If you are tired, pull off the road to a rest area.



**Have an emergency plan.** Have a cell phone and charger with you so it can be used in case of an emergency. Keep the contact information for emergency roadside assistance handy.



**Do not text while driving** and minimize cell phone use in order to keep your full attention on the road. Utilize a hands-free device if you need to use your cell phone.



**Keep a safe following distance,** allowing for ample time to react to the traffic around you. If someone is tailgating you, allow them to pass. Don't try to compete with impatient and aggressive drivers.



**Watch your speed.** Drive to the conditions and don't drive over the speed limit. Give yourself plenty of time to get to where you are going so you are not in a rush.



**Remain calm.** If you feel stressed or irritable, take some deep breaths and stay calm. Don't drive with road rage – This compromises the safety of yourself and the people around you.

<https://dellinolaw.com/10-tips-for-safe-driving-during-holiday-travel/>



## Enjoyed the content?

Answer the following easy questions correctly and stand a chance to win 1 of the 10 prizes up for grabs.

- 1 How many units of blood did the SkyNet team donate this year?
- 2 Which SkyNet team member used to work in South Africa and is now working in the UK?
- 3 How many matches did the SkyNet Cape Town soccer team win?
- 4 How old did SkyNet Germany turn in 2022?
- 5 How many Comrades Marathons has Gari-kai Madawa participated in?
- 6 What is the name of the SkyNet Training Academy?
- 7 How many new branches did SkyNet open this year?
- 8 Who is Lara Haigh?
- 9 Who won the CEO Award at the SkyHigh Recognition Awards?
- 10 By when do SkyNet want to become Carbon Neutral?



Scan the QR code to enter.  
Competition closing date is  
31 December 2022

# News from across the world

## SkyNet India

### Shaping Business Growth Strategy

Nowadays, e-commerce trade seems to be boosting the global courier service industry. It mainly involves B2C businesses and online shopping. SkyNet India is experiencing a 45.36% average growth rate per month. In June 2021, the number of shipments processed by SkyNet India was 357 shipments, and in May 2022, the number of shipments went up to 7952 shipments. There has been a surge in the use of e-commerce across the globe in recent times. Currently, SkyNet India is mostly operating in the C2C market and B2C market internationally and is planning to expand its B2B market size as it is only operating 5% of the B2B market in exports and 10% of the B2B market in imports. Their focus is to increase the B2B and B2C market sizes.

At present, SkyNet India is operating in 13 sectors, which cover most of the areas of the country. These sectors are Australia, the USA, Canada, Malaysia, New Zealand, Dubai, Hong Kong, London, Nepal, Singapore, Kuwait, Thailand, and Europe. They're about to launch in New Zealand next month and are planning to open a new sector in Africa.

### Upcoming Launches:

- New hubs will be established in Bangalore and Kolkata.
- Pick-ups and deliveries within the Delhi/NCR area, as well as SkyNet vehicles
- Domestic Courier Service
- Marketing strategies – India Mart – A yellow page platform, a social media platform, and Google AdWords.
- Automation has been started for booking.
- New Zealand's direct sector will be launched.



## SkyNet Cambodia

### Mobile Data System

SkyNet Cambodia developed a mobile data system to upload and update data into web tracking across the cities. This process will help the operations team upload information to the web whenever the messenger picks up or delivers a single shipment to and from clients. Besides this, the mobile data system will assist the messenger in processing the labelling shipments for the sender immediately.

The sender can also process the label by themselves when the shipment is ready to be sent. The first step of this system upgrade has been completed and will allow team use by the 1st of September 2022. Currently, the IT team is training the customer service team, warehouse team, and operations on how to process orders using the system. SkyNet Cambodia believes that this system will support e-commerce shipments.

## SkyNet Philippines

### Celebrates 30th Anniversary

To commemorate its 30th year in business, SkyNet Philippines held a dinner party for its staff as well as other events like the blessing of the SkyNet Philippines E-Fulfillment Center and the unveiling of their 30th anniversary banner.





### PLANT MY TREE GERMANY



1,000 trees were donated by SkyNet Germany MUC in 2022.



We plan to donate a 1,000 trees once a year to be planted in Germany.



Growing environmental awareness



### THANK YOU TO THE FOLLOWING CONTRIBUTORS

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**Want to share news from your branch.  
Send details and photos to  
[skynetbigmouth@skynet.co.za](mailto:skynetbigmouth@skynet.co.za)**



**SkyNet Germany MUC  
turns 30 on the  
9<sup>th</sup> of December**

