

BIG mouth

SkyNet Holdings Newsletter

Edition 6 | November 2023



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#TeamSkyNet

SKYNET
WORLDWIDE EXPRESS
The Partnership that delivers

TeamSkyNet



Message from our CEO

As we approach the end of the year, I am delighted to share some incredible milestones, expansions, and achievements that our SkyNet family has accomplished over the past year. It's been an extraordinary journey, and your hard work and dedication have been instrumental in our success.

Can you believe that November marks the second anniversary of our strategic acquisition of the operations in Belgium, Germany, Mozambique, Namibia, South Africa, and the United Kingdom? This achievement has been the foundation of our global expansion and has paved the way for more exciting developments.

One such milestone is our recent acquisition of the SkyNet Hong Kong operations. Hong Kong, renowned as the gateway to China for eCommerce and express parcel services, offers us a significant opportunity. With its unique location and economic attributes, it's the perfect gateway to connect with the vast eCommerce and express market of China. This expansion allows us to extend our operations to major Chinese cities and establish robust connections across Asia, and further afield including the United Kingdom, Europe, the United States of America, Africa, Australia, and India.

Over the coming months, Chaminda Gunasekera, Managing Director for Asia and Australia, will strengthen the operations with several new appointments to support the volumes that we expect from this region, and we have some exciting new appointments in the pipeline to support the growth we anticipate.

Speaking of new appointments, our commitment to excellence is reflected in the recent additions to our teams in the United Kingdom and Germany. Keiron Myall, the Managing Director for our United Kingdom operations, has been working tirelessly to build a formidable team. With key appointments like Paul Scratchley as Sales and Marketing Director, Ed Clarke as Operations Director, and Sarah Hulme as Chief Finance Officer, we are poised for continued success. In Germany, our newly appointed Management Director, Jan Bierewirtz, is also making great strides with the additions of Stefanie Scheidler as Customer Service Manager and Jacek Morton as Operations Manager.

Another exciting development is our recently launched website, designed with a consistent look and feel across the business. With the wireframe in place, we are fast-tracking the establishment of webpages for our newly acquired operations, including Hong Kong. You can explore our new website at www.skynetworldwide.com.

Our second annual SkyHigh Awards recently honoured team members who consistently outperform their peers. The pinnacle of the evening was the prestigious CEO Award, presented to Melanie Slabbert. The coveted Samantha Brand Award, recognising team members who exemplify a deep passion for the SkyNet brand, was presented to Ralph Solomons and Maryane Karelse. We look forward to expanding these awards even further to include team members from across our entire network in the future.



Tommy Erasmus
Group CEO

In South Africa, our commitment to Broad-Based Black Economic Empowerment is unwavering. I'm proud to announce that SkyNet South Africa has recently been awarded a Level 1 accreditation. This achievement opens new doors for our Commercial team to pursue opportunities that were previously beyond our reach.

As we enter the most exciting time of the year in our industry – PEAK or SILLY season – I want to leave you with a quote by Jan Carlzon: *"If you're not serving the Customer, your job is to be serving someone who is."* Our collective efforts in serving our Customers and each other, continue to be the driving force behind our success.

I want to express my heartfelt gratitude for your dedication and hard work. Together, we will continue to reach new heights and make SkyNet a name synonymous with excellence in the industry.

VISION
2025

Messages from the MD's



Keiron Myall

Managing Director -
United Kingdom

It is my pleasure to have this opportunity to connect with the remarkable individuals who form the backbone of our dynamic and far-reaching SkyNet Worldwide Express network. In this newsletter, I would like to share a bit about my journey, my excitement about being part of this incredible team, and my vision for the future.

Before embarking on my current role as Managing Director for our region, I had the privilege of spending a significant portion of my career at TNT Express. During this time, I traversed the globe, gaining invaluable experience in commercial roles in over 60 countries. My journey then took an unexpected turn as I joined the UK Government, overseeing the intricate logistics of the country's COVID-19 testing and vaccine supply chains. These diverse experiences have honed my skills and instilled in me a profound appreciation for the world of logistics.

What excites me most about working with SkyNet Worldwide Express is the immense potential for growth. Our canvas is vast, and together, we have the power to shape our future and create something truly unique. The opportunity to be part of a team that continually pushes boundaries and explores new horizons is incredibly motivating.

In our region, our primary focus is growth and new business development. With strong support from our finance, operations, and customer service teams, we are working diligently to enhance our value proposition and appeal to medium and large Customers. Already, we are witnessing significant successes thanks to the efforts of our Sales & Marketing Director, Paul Scratchley.

I believe that our team in the UK has much to contribute to our collective journey from #GoodtoGreat. By fostering closer connections and collaboration across different parts of our global network, we can propel ourselves to new heights. When we unite as a global team, there are no limits to what we can achieve.

In closing, I would like to leave you with a simple yet powerful message. Believe in your abilities, work tirelessly, and dedicate yourself to delivering the best possible experience for our Customers. Together, we can accomplish astonishing feats.

Thank you for being a part of this incredible journey with SkyNet Worldwide Express. I look forward to our continued collaboration and shared success.



Lara Haigh

Managing Director -
South Africa & Namibia

I cannot believe that it has already been a year since I joined #TeamSkyNet, and what an incredible journey it has been! Over the past year, I have witnessed remarkable transformations within our business in South Africa, and I am thrilled to share some of the highlights with you.

Reviewing and implementing updated disciplines, controls, and procedures has seen a significant improvement in our business. Our growth has been exponential, and these remarkable achievements are a testament to the dedication and hard work of each member of our team.

Throughout the past year, we've invested substantial effort into gaining a deeper understanding of our business, from service levels to financials. This journey of discovery has been both rewarding and challenging at the same time. We've consistently pushed the boundaries, working to shift our culture towards one of accountability and recognition, with the ultimate goal of delighting our Customers...EVERY SINGLE DAY.

Speaking of recognition, I'm excited to announce the successful launch of our wOw! (What Outstanding Work) program in South Africa. In a short time, we've already celebrated and recognised the outstanding contributions of 13 team members.

We are looking ahead to the future with a sense of anticipation and excitement. Behind the scenes, a great deal of work is underway in preparation for the new era our business is about to enter – **REVIVE, REDESIGN, RELAUNCH**. While I won't reveal too much at this stage, I encourage you all to keep a watchful eye for the exciting changes that will propel our business forward into this new phase.

Finally, I am incredibly proud of our B-BBEE Level 1 accreditation. This achievement reflects our unwavering commitment to fostering inclusivity, empowerment, transformation, and positive change within our organisation and the broader community.

As I reflect on the past year and look forward to the exciting times ahead, I want to extend my gratitude to each one of you for your dedication, hard work, and unwavering support. Together, we have achieved remarkable milestones, and I am confident that our future holds even greater opportunities and success.

Messages from the MD's



Jan Bierewirtz
Managing Director -
Germany

Greetings from the heart of Europe, where exciting opportunities and challenges await us in the logistics landscape. I want to take a moment to reflect on our journey in the past quarter and set our sights on the path ahead.

In Edition 5 of Big Mouth, we discussed my introduction to the business and the strategic vision for Germany. Since then, we have made significant progress. Our commitment to delivering exceptional service and innovative solutions has resonated with our Customers and partners.

Germany, with its strategic location as a gateway to Europe, holds immense potential for growth. We've been actively building networks, forging partnerships, and expanding our capabilities to capitalise on this potential. I'm proud of the strides we've made in strengthening our presence in this dynamic market.

As we enter a new quarter, we must remain agile and adaptable. The logistics industry is evolving rapidly, driven by technological advancements, and changing Customer expectations. We must continue to embrace innovation and stay ahead of the curve to provide the best possible service to our Customers.

I'm excited about the future and the opportunities it holds for our team in Germany. Our collective efforts and dedication will undoubtedly propel us to greater heights.

I would like to express my gratitude to each member of the SkyNet family for your hard work and commitment. Together, we will navigate the challenges and seize the opportunities that lie ahead.

Let us approach the next quarter with determination, enthusiasm, and a shared vision of success. SkyNet Germany is ready to face the future, and I have no doubt that together, we will continue to achieve remarkable results.



Chaminda Gunasekera
Managing Director -
Asia Pacific

Greetings to all readers. I am delighted to be part of this exciting group of professionals driving forward a dream to make SkyNet a global brand. When the opportunity came to join SkyNet the most attractive feature of SkyNet was the fact that we have a global network spanning over 190 countries with one system. I always believe offering a global footprint to the future eCommerce and express Customers will be a unique feature and a great selling proposition where many other competitors struggle to offer a global network.

Asia is one of the largest volume-generating markets in the world in terms of eCommerce and express parcels and I see an enormous opportunity for SkyNet to be a great service provider by generating volumes from Asia to the rest of the network.

Let me share a little bit about myself. I am Sri Lankan. I am married and I have two young teenagers finishing their university studies in Australia. I left Sri Lanka about 20 years ago to live and work in China. I lived and worked in Hong Kong, Dubai and now I'm based in Australia. I consider Hong Kong as my second hometown as I have travelled to and from there virtually every month.

Living and working in China gave me the greatest exposure of my career where I had the opportunity to work with great brands and very professional people. My last seven years of work experience in the eCommerce trade backed up by my airline and freight forwarding experience gave me opportunities to design solutions for Customers that are long-lasting. I always believe helping Customers to solve their problems makes them work with a service provider for a longer period.

My dream is to make SkyNet a very well-known brand in Asia and Australia by working with the SkyNet network partners to build a very strong network and products that have unique selling propositions to our Customers.

SkyNet Asia will be the largest PNL in time to come and SkyNet Asia will produce a lot of volumes to the network making the SkyNet global network a very strong brand in the market. I firmly believe in this dream that we are going to achieve together as one team.

"Teamwork is the secret that makes common people achieve uncommon results."

SkySmart Training Academy
Essy Esterhuyzen - South Africa

“Education is the most powerful weapon which you can use to change the world.” - Nelson Mandela.

Reflecting on the SkySmart Training Academy's journey since its launch in August 2022, we see it as a beacon of transformation. At SkyNet, we view education and development not merely as an internal investment but as a catalyst for positive change, both within our team and in the service, we provide to our customers. Our commitment to continuous learning stands as a testament to the belief that knowledge has the power to shape a future filled with possibilities.



#ComingSoon



SkySmart
Training Academy
London

Enhancing Diversity and Equity: SkyNet's Commitment to Employment Equity Rhona Wolmarans - South Africa

The SkyNet Employment Equity Forum members attended Employment Equity Training on 17 August, which was presented by John Botha from Global Business Solutions. John Botha is a specialist in workforce strategy, transformation, and has more than 20 years of experience in employment equity consulting.

Our Forum members need to stay abreast of the latest legislative requirements governing Employment Equity, especially considering the recent proposed legislative changes which resulted in extensive commentary, opinions, and resistance. Merle Harris and Enrico Horn joined the training virtually from Cape Town.

Our Forum members have been appropriately equipped in this session, which focused on:

- The business context in which the Employment Equity Act is being implemented
- Amendments to the Employment Equity Act
- The amended definition of "disability"
- The s15A Ministerial Targets and the regulations
- The s20 plan and the 5 year planning process
- The s42/3 compliance requirements and the justifications for failing to achieve targets
- The revised Employment Equity Act forms and how to approach and complete them when doing the analysis vs Ministerial Sectoral Targets
- The issuing of a compliance certificate and associated risks
- Harassment and its revised definition
- The enhanced obligations of the EE Committee in light of the Amendments and compliance in general

The Forum members consist of:

Victor Manakana, Margaret Sithole, Marcus Kuppan, Pamla Rambaran, Themba Maseko, Essy Esterhuyzen, Lisa Crouse, Peter Mushayavanhu, Dackmore Xinindlu, Petros Myeni, Mthokozisi Mdluli, Merle Harris, and Enrico Horn.

UK – Management Training Courses Kirsty de Pontes - United Kingdom

The Level 3 Impellus Certificate of Learning in Leadership and Management.

Leadership Skills Development investigates the natural leadership styles of each delegate and allows them to realise the impact they are having – or could choose to have – on their teams and the results that they're generating. The course brings together the skills of motivation, leadership styles, strong communication and team empowerment. Delegates formulate a plan on how they intend to lead on their return to the working environment.

What will delegates be able to do differently?

- Recognise their natural leadership style and when and how to amend it
- Influence the behaviours of others in your team through leading by example
- Understand how to motivate their team members effectively by understanding motivator and hygiene factors
- Appreciate the difference between leadership and management
- Increase productivity from their team
- Understand how to communicate as a leader more effectively
- Obtain more buy-in from the team as a whole

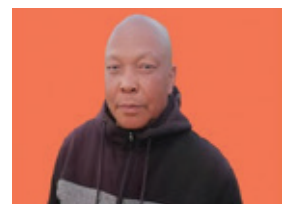
Leadership development training overview:

- The crucial differences between leadership and management
- Identify your leadership style & when to adapt it
- Analysing leading by example and what this means within your organisation
- Discovering the various motivational drivers of your team
- Exploring the power of outcome driven communication
- Enhancing behaviours to increase leadership and follower buy-in
- The circle of effective leadership

Managers attended are:

Niki Capacci, Lee Smith, Zeeshan Ahmed

Sky High awards



Sky High awards



Awards Category	And the winner is
Financial Team Member	Pam Mbatha
HR / Payroll	Themba Maseko
Risk Dept. - Control Room Operator	Ziyaad Reed
Risk Dept. - VC Cage Operator	Reece Pringle
Risk Dept. - Best Performer	Johan Nortjé
I.C.T Dept. - Employee	Allen van Deventer
Customer Services Agent	Louisa de Villiers
CSA - Public Sector	Nelson Malahlela
KAM in Growth of Account - Public Sector	Dackmore Xinindlu
KAM - Public Sector - Special Projects	Ricardo Philander
Data Capturer	Maria Mthembu
POD Clerk	Lindiwe Makaba
Driver #1	Moria Mulaudzi
Driver #2	May Mahlangu
Driver #3	George Nkosi
Operations Manager	Marcus Kuppen
Checker #1	Selwyn Maclean
Checker #2	Thabang Matlala
Zone Controller #1	Innocent Ntuli
Zone Controller #2	Peter Majane
Debriefing Clerk #1	Bongani Mathebula
Debriefing Clerk #2	Mthokozisi Mdluli
Big Branch	SkyNet Pretoria
SkyNet Representative Agent	KLM, Richards Bay
Small Branch	SkyNet Klerksdorp
Import / Export / International Employee	Maxeen Bharath
General Assistant	Helen Ubisse
In-house Employee	Hardson Molatudi
In-house Team Member	Chanel Booysen
KAM - Private Sector	Sabelo Khambule
New Sales	Fabian Booysen
SkyNet Worldwide Express Business Unit	SkyNet Mozambique
Samantha Brand Award	Maryane Karelse & Ralph Solomons
CEO Award	Melanie Slabbert

Amid great anticipation, the second edition of our annual SkyHigh Awards took place on the 2nd of June and was an evening of excitement and pride as we recognised the exceptional contributions within our organisation.

The pinnacle of the evening was the prestigious CEO Award, which was presented to Melanie Slabbert, our exceptional Branch Manager from East London. Melanie truly embodies the essence of a champion, not only for her role in managing her own branch but also for her unwavering support of the Cape Town branch during the absence of a branch manager. Her dedication and commitment have left a lasting impression with her peers and in our organisation, making her a very deserving recipient of this award.

We also celebrated the recipients of the Samantha Brand Award, recognising team members who exemplify a deep passion for the SkyNet brand. This year, the award was presented to Ralph Solomons and Maryane Karelse, who have consistently demonstrated their commitment to our brand values.

The SkyHigh Awards 2023 served as a reminder of the incredible talent and dedication that define our organisation. We extend our heartfelt congratulations to all the winners and express our gratitude for their contributions. Together, we continue to raise the bar for excellence, ensuring that our organisation soars to new heights in the years ahead.

Celebrating our long serving team

30 Years



Robert Ngubane (DUR)

30 Years



Niki Capacci (Hounslow)

25 Years



Ann Haxton (Hounslow)

20 Years



Abraham Mithi (CPT)

Rinka Matsabe (PRY)

Lucas Mabena (PRY)

Siphiwe Macala (JNB)

Granny Modiba (PLK)

15 Years



Tshifhiwa Mbulaheni (JNB)

Sakkie Ntobeng (JNB)

Stephen Koekemoer (PRY)

Ernest Maruma (PRY)

Puleng Kholoane (PRY)

Willie Baloi (JNB)

Tshepo Nzama (PRY)

Moses Magoro (PRY)

Milton Vukela (PRY)

Tshepo Mothapo (PRY)

Tasswal Grace (CPT)

Mpho Mallela (PRY)

Andries Van Rooyen (JNB)

Innocent Mkize (DUR)

Blessing Jaca (DUR)

David Tibane (PRY)

Mazwenkosi Mdluli (JNB)

Livhuwani Nemakhavhani (PLK)

Winnie Shibambo (JNB)

Hardson Molatudi (PRY)

Tarryn Baijang (PRY)

5 Years



Portia Malapane (JNB)

Isiah Mathete (JNB)

Stephens Mohase (JNB)

Victor Maluleka (PRY)

Craig Nash (JNB)

5 Years



John Clarke (Hounslow)

Jake John Knight (Hounslow)

Alan Harper (Hounslow)

Buddhi Thapa (Hounslow)

Ryan Ward (Hounslow)

Tracy Knight (Hounslow)

Charley Willis (Hounslow)

Amandeep Randhawa (Hounslow)

Usman Ahmed (Hounslow)



SkyNet South Africa recently launched the wOw! (what OUTSTANDING work!) awards, recognising team members that go above-and-beyond to delight our Customers or to the benefit of our business. Congratulations to each winner and **THANK YOU!** for your exceptional dedication and commitment.

Ronel Kriek - South Africa



Our very first wOw Award Winner!

Michelle Bennett

Dedication, Expertise, & Determination



Ivy Thamaga

Positive Attitude & Passion



Sharon Ryan

Exceptional Effort & Dedication



Joseph Mofikeng

Helpful & Outstanding Assistance



Sandra Geere

Dedication & Commitment



Ricardo Philander

Commitment & Communication



Ntuthuko Ngubane

Going The Extra Mile



Mzwandile Sibiya

Outstanding Assistance



Leitia Vorster

Determination & Perseverance



Sicelo Hlela

Commitment & Willingness to Learn



Pogiso Moruane

Going The Extra Mile



Thomas Phatwa

Dedication & Commitment



Nelson Malahlela

Exceptional Project Work



Sonny Aphane

Leadership & Team Player

Elevating Customer Service: Introducing Samantha, SkyNet's Chat Bot

Petro Crous - South Africa

As part of our ongoing efforts to enhance our Customers' experience, we are proud to announce the launch of our very own chatbot - Samantha - which is now available on our newly launched website in South Africa.

SkyNet

Chat with Samantha

Hello! My name is Samantha. How can I assist you today?

09:41

Hi Samantha, what are your key benefits?

09:42

Key Benefits of the Chat Bot:

Immediate Assistance: No more waiting in queues or playing phone tag. The chatbot is available 24/7 to provide you with prompt support.

Real-time Updates: Get instant updates on the status of your shipments, ensuring you have the most up-to-date information at all times.

Efficiency: The chatbot is designed to streamline communication, making it quicker and more convenient for you to interact with our department.

Convenience: Access the chatbot from our new website with ease, whether you're in the office or on the go.

09:42

Now available in South Africa
Other regions coming soon!

Say "Goodbye" to unnecessary International return charges

Kirsty de Pontes - United Kingdom



Duty and tax calculation and payment portal prior to UK export



SkyNet's Delivery At Place solution can streamline the import process and create a happy path for the consignee



Payment via Stripe, various payment methods i.e. Credit card, Debit card, Bank transfer

ADVANTAGES USING OUR DAP SOLUTION

- Cross-border compliance
- Cost of undeliverable international orders
- Automated product classification, duty and tax calculation for overseas import
- Collecting of tax and duties from consignee prior to shipment departing the UK
- Reduces volume of undeliverable international orders

SkyNet Innovation Lab: Pioneering new horizons in business expansion

Eugene Swanepoel - South Africa

Our objective in the SkyNet Innovation Lab is to augment the current portfolio of business units within SkyNet International Holdings by identifying diverse, innovative opportunities and then establishing them as profitable business units within the Group portfolio. Opportunities being pursued are at different stages of maturity, and we foresee a continual pipeline of such opportunities being grown to adulthood through the Innovation lab. To this end, Droppa has been established and is being run as a separate business unit already with its own leadership structure. Other primary projects currently being incubated are the Spar2U initiative under the leadership of Jaco De Freitas Branco and the Franchise business that remains under the direct leadership of Eugene Swanepoel ably supported by Able Masondo.

A large part of innovation is experimentation! Not all ideas will be pursued in the long run as viable opportunities. But keeping a keen eye on the horizon is important in identifying potential long-term winners. The environment we operate in is ever changing. Concepts such as drones, driverless vehicles, electric vehicles, and 3D printing are changing our world and will certainly impact the courier industry. Here are some of the main projects in the current opportunity pipeline:

Boosting Out-of-Home Delivery in South Africa:

- Establishing a national Locker system in partnership with Vault.
- Soon-to-be-announced national tenant collaboration.

Shop & Ship International Capability:

- Enabling RSA consumers to shop from overseas online stores.
- Providing overseas addresses for "local" delivery.
- Managing consolidated import and customs clearance.
- Extending services to Namibia and Mozambique for South African eCommerce access.

Expanding Counter Network:

- Exciting partnership with A2Pay for a Counter network.
- Focusing on traditionally underserved areas with feasible pricing.
- Contributing to community upliftment.

Spar2U Growth:

- Consistent monthly volume growth with over 500% increase since November.
- Deployment of 54 Electric Motorbikes for sustainable and efficient deliveries.

Franchise Model Development:

- Launching a world-class online tool before year-end.
- Expanding regional market share and venturing into Africa.
- Offering franchise opportunities at various levels, including drivers.

Stay tuned for these exciting developments in the SkyNet opportunity pipeline!



Work hard, play hard and heroes in between

Opening our hearts to Dream Home Multipurpose Centre on Nelson Mandela Day

Ronel Kriek - South Africa

#TeamSkyNet joined forces to support our Dream Home Multipurpose Centre on Nelson Mandela Day. Team members from across South Africa donated non-perishable items to stock their pantry. The boys even received goodie bags with snacks and could not wait to tuck into the treats.



Work hard, play hard and heroes in between

Dream Home Multipurpose Centre boys visit - SkyNet Johannesburg

Ronel Kriek - South Africa

Thank you SkyNet colleagues for welcoming the Dream Home children with open arms and tremendous warmth. Everyone has been so friendly and shown a real interest in our visitors who thoroughly enjoyed their tour of SkyNet Johannesburg. We have some future SkyNet IT and Operations team members in the making.



Work hard, play hard and heroes in between

Thank you for driving our business!

André Booysen - South Africa

At #TeamSkyNet, we understand that our business thrives 365 days a year thanks to the unwavering dedication and commitment of our hardworking drivers. While one day is not enough to truly express our gratitude, our SkyNet Pretoria team used Nelson Mandela Day to celebrate our incredible drivers, acknowledging their relentless efforts and the pivotal role they play in our success.

Our drivers are essential members of our team, and as we enter the busiest time of the year, let's be reminded of the long hours they navigate traffic and chase commitment times, delivering our Customers' promises.

Thank you to our #TeamSkyNet drivers for being the driving force behind our business' success.



Wear it Pink Friday in support of Breast Cancer Awareness - SkyNet UK

Kirsty de Pont - United Kingdom

This year we wore a splash of pink on Friday 20th October in support of one of the biggest charity events in the UK, alongside thousands of other people in our communities who also support Breast Cancer Now.

All we ask is that you contribute a minimum of £1 towards this fundraiser, which SkyNet will donate to the charity.



Etienne Du Toit



Simon Regan

SkyNet's life-saving mission



With less than 1% of South Africans as active donors, the need for regular blood contributions is crucial, as each unit lasts only 42 days. Donors can contribute every eight weeks, potentially saving a minimum of three lives per unit. SANBS aims for 3000 daily units to ensure a robust healthcare blood supply, highlighting the vital role of donors in supporting those in need. To find the nearest SANBS blood donation centre open to the public, please visit www.sanbs.org.za

SkyNet BBQ - UK



Work hard, play hard and heroes in between

Conquering the Comrades Marathon: Our runners' journeys through the ups and downs

Aiming for a "Back-to-Back" medal in 2024

Sabelo Khambule - South Africa

How was the experience?

The experience was exceptionally amazing. The number of people that support the race is just out of this world. The crazy part is that you get support from total strangers, and everyone there just wants you to finish and cross the line - Great Spirit and Support!

Would you do it again?

Yes, I am doing it again next year. I would like to get the "Back-to-Back medal" As they always say, you haven't conquered the race if you have not done the up and down hill.

What was the toughest part?

The toughest part would be the preparation. This requires a lot and you put your body through so much strain for you to be able to get to the finish line. The last 20 kilometres after running almost 9 hours, your body starts getting body shocks and the trick is to keep moving and DO NOT STOP.

What was the best part?

There were a lot of best parts. From the beginning of the race, you have everyone from every corner of the country singing the national anthem and everyone encouraging each other. The finish was amazing, having to cross the line after 10 hours of running is the BEST FEELING EVER.

Any advice for anyone else that is looking to embark on the journey?

I would advise everyone to at least try doing this once in their lifetime. This is more of a mental strength race than anything. The feeling is amazing, and this pushes you to want to do more and having to know that the reward is greater than the actual pain you go through.

If you can cross the finish line, you will conquer any challenge placed before you.



Extreme dedication and commitment

Garikai Madawo - South Africa

It was good, but different in the sense that we had two years in a row a down run.

Not good for the knees, I prefer the up run and normally achieve better times on the up run.

Would you do it again?

Yes, I'm looking forward to doing my ninth Comrades Marathon next year

What was the toughest part?

The toughest part was running through Botha's Hill as it is a long downhill section and is tough on the legs. Another tough part is the Kloof section which is also a long downhill section.

What was the best part?

The best part of the race was the camaraderie between us runners, always exciting to see this.

Any advice for anyone else that is looking to embark on the journey?

You must be extremely dedicated and committed. Also, one must understand that you need to start gradually on shorter distances and slowly build yourself up. Training for the Comrades Marathon is a long process and does not happen overnight. You are looking at 6-7 months of training for the Comrades Marathon and that is if you are already a committed runner. As an example, I must cover 120 kilometres per week when training. This gives you an idea how much work and dedication it takes. Another challenge is that I work long hours as a courier and must make time to fit the training in.

Sadly, this was Garikai's last Comrades Marathon. Our sincere condolences to Garikai's family, friends, and colleagues.



And then we play even harder

Celebrating our heritage: A vibrant SkyNet South Africa

Ronel Kriek - South Africa

Heritage Day, celebrated annually on the 24th of September in South Africa, is a day of unity and reflection, celebrating the rich tapestry of cultures, traditions, and history that makes South Africa so unique. This year, SkyNet South Africa embraced the spirit of Heritage Day with boundless enthusiasm and pride by dressing up in traditional outfits.



Spring Day Blooms with Joy at SkyNet South Africa



And then we play even harder

Funky socks take centre stage at SkyNet South Africa's Groovy Celebration

Funky Socks Day, a day to celebrate those rarest of socks that managed to stick together and to mourn those socks that lost their significant others in the wash over the years. Each pair told a tale, from playful polka dots to quirky stripes. So, here's to the odd socks, the mismatched pairs, and the ones with witty quotes – they brought a dose of laughter to every step at SkyNet Worldwide Express South Africa.



Celebrating Women's Day at SkyNet South Africa



And then we play even harder

Bokke Friday: A South African celebration of rugby

In the heart of South Africa, where rugby isn't just a sport but a way of life, SkyNet Worldwide Express joined the nation in a resounding chorus of support for the beloved Springboks. Embracing the spirit of "Bokke Vrydag" (Bok Friday), #TeamSkyNet turned the offices into a sea of green and gold as team members donned their Springboks jerseys to rally behind our national heroes during the Rugby World Cup. SkyNet South Africa participated in Bokke Friday, every Friday leading up to the Rugby World Cup Final.



And then we play even harder

Bokke Friday: A South African celebration of rugby



Getting to know...



**Paul Scratchley –
Sales and Marketing
Director United Kingdom**

Paul has over 30 years of experience in logistics, working extensively with eCommerce sellers and was one of the UK's pioneers in bringing the alternative delivery space to market. He has developed

sales teams in Europe and America and has developed global brands and services related to consumers and retailers on that all important delivery experience.

Q: What gets you out of bed in the morning?

A: My husband poking me in the back, as I normally sleep through the alarm, and he knows I need to get up. – I'm a morning person, so getting up and getting on is in my DNA. It stems from being a very young lad and my father being a newsagent. He used to have to get up at 3am to let the papers in, prepare the rounds and wait for the boys (Sorry, no girls in the 70's) to come for their sacks and start delivering. When a boy didn't turn up, he'd lump the sack onto me and set me off, as young as 7 (Different Times) but I didn't mind, by 16, I was earning £20.00 a week, that's the equivalent to about £80.00 per week now. That should give you a hint of what makes me get out of bed!

Q: What three words would you use to describe your role?

A: Entrepreneurial, determined, friendly

Q: Who inspires you and why?

A: My Father, mainly because he taught me my work ethic for which I will always be grateful. But 14 years ago, just as he and my mother decided to retire and enjoy their caravan, my mother had a catastrophic stroke. She survived for 13 more years, in which time, my father never left her side. With the help of caregivers, my father devoted his life to making my mum's as comfortable as possible. He took her on holidays, bought a modified car, which my brother and I called the Pope mobile, took her out every day and made sure that her quality of life was as good as it could be. Even as his health deteriorated, his eyes lost their sight and he surrendered his licence, he'd guide her now motorised wheelchair around Swindon's old town, terrorising the locals with his appalling driving. We lost mum in February 2022, but if I ever want an example of love, humility,

compassion and the inspiration of making life exceptional, I will always be guided by the example of my Dad. (He's now 82 and a right grumpy old sod!)

Q: Are you a coffee or tea person?

A: Tea, but I'm getting back my taste for Coffee!

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

A: Back when M&S was the largest eCommerce website in the UK, I signed a domestic deal with them worth £23m. It was the biggest deal anyone had ever signed at Target Express/City Link and it took me about 18 months to finally get them trading. Unfortunately, I was on a bonus remuneration deal and not commission, but that account will always be my biggest achievement. On a personal note, I am painfully dyslexic and have been all my life. My brain just can't see words the same way that other people see words and when I was at school, Dyslexia wasn't the concern that it is today. My English teacher told me that I'd never amount to anything if I couldn't spell, so I went to college, took my 'A' levels, and then graduated from "Exeter University" with a BA Hon degree in English. Spot the mistake? I can't, not without the help of spell check and the other apps I use to conduct my professional life. (Exeter University)

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

A: Persuading prospective Customers to change a supplier is never an easy task and even though the salesperson gets the credit, it's the entire organisation that truly wins the client. We salespeople take your hard work to our Customers and tell them about the amazing things we will do for them as an organisation. It's only because the product, marketing, Customer services, finance, IT and the operation make it possible to retain and develop accounts. So, I want to thank each one of you for the support you give to our clients every day. During my time at SkyNet, which I hope will be long, enjoyable, and full of great clients, I want to build something truly exceptional with you all. I want this business to be the go-to expert that any client would choose for any service that we offer now or may offer in the future. And I want to work with you all to ensure that you get to go home at night or take a couple of weeks break and know that you've earned a glass of wine, look at the SkyNet brand and know that because of you, we are all awesome and our Customers love us. I'd like you all to feel engaged, interested, responsible and passionate for our Customers and the delight we can bring to them and to their Customers in the experience we offer.

Getting to know...



**Sarah Hulme –
Chief Finance Officer
United Kingdom**

With Over 25 years' of finance experience and over a decade in leadership roles, building successful businesses across a wide spectrum of commercial sectors, Sarah believes that the true

strength of any organisation lies in its people. She is deeply passionate about ongoing growth and development, always seeking avenues to elevate both individuals and the organisation.

Please answer the below questions:

Q: What gets you out of bed in the morning?

A: My very cute but demanding kitten wanting her breakfast at 5am

Q: What three words would you use to describe your role?

A: Catalyst for change.

Q: Who inspires you and why?

A: Queen Elizabeth the first – she spent her life before becoming monarch with the uncertainty of whether she would be whisked off to the Tower for treason by Mary but went on to be arguably the most successful empire builder in history.

Q: Are you a coffee or tea person?

A: Strong black coffee please!

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

A: Probably rebuilding the P2P Business with my fellow Directors following a catastrophe fire that destroyed the entire building and all our accounting records and electronic documents – we ran the business administration out of the Holiday Inn in Basildon for two months!

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

A: Just reaching the end of week one and it's been great, SkyNet has fantastic opportunities for growth and change and I'm excited to be on the journey with the Team. I look forward to meeting as many of you as possible soon.



Enoch Wong - Hong Kong

We are glad to announce that Enoch Wong has joined SkyNet as Head of Operations – International Cross-border eCommerce, based in Hong Kong. Enoch brings in 10 years of

experience in airfreight and eCommerce operations, continuously optimising the cargo movement routing and space procurement, which have been pivotal in both Customers' and the organisation's growth, success, and satisfaction over the years. Enoch will be focusing on building the Hong Kong and China gateways as the main regional hub that will level up SkyNet's global connectivity. With his airfreight expertise and diverse hands-on experiences in cargo handling, airfreight regulation and compliances, Enoch will also bring operational excellence in the region to the next level, helping our Customers to untangle the supply chain complexity and bring forth the best optimised solution.



Rosa Man - Hong Kong

We are pleased to announce that Rosa Man has joined SkyNet as Head of Commercial – North Asia, based in Hong Kong. Rosa will be managing the verticals of business development, strategic

partnership, key account management and Customer experiences which are the four significant pillars contributing to the growth of the organisation. Rosa has brought in new perspectives and initiatives to her role with her unique background of working in tech-based logistics start-up, renowned US-based freight forwarder and diverse immersion in the eCommerce space of crowdfunding, retail, food & beverage, and lifestyle marketplaces. We trust that her flair for customised logistics solution design and relationship building over the years with internal and external parties will further shape her team to excel in Customer-centric with a consultative approach, injecting new energy and initiatives to bring the growth momentum to not only Customers but also the organisation.

Movers and shakers

Women in operations

Maryanne Karelse - South Africa



Journey to SkyNet: Maryanne joined SkyNet as a contact agent on a UNISA project and we quickly recognised her talents and contribution to our team. Her journey with us started, and she quickly began contributing her talents to our team.

Achievements: Maryanne's dedication has earned her a prestigious award: the Samantha Brand Award at the 2nd annual SkyHigh Awards, recognizing her exceptional contributions to our company.

Passions Beyond Work: Maryanne finds solace in dance, connecting with music to build self-confidence and emotional awareness. Singing is another passion, especially using her voice as an instrument for beautiful melodies.

A History of Excellence: Her journey began at UNISA, where she assisted students. Her exceptional service was quickly recognised when a student gifted her a bottle of champagne during her first week, highlighting her dedication to excellent Customer experience.

Inspirational Figures: Inspired by her mother's sacrifice and strength, Maryanne leads with kindness and assistance. She also acknowledges Thelma Harsfield, who taught her to stand up for her beliefs.

Making a Difference Beyond Work: In addition to excelling at her job, Maryanne runs an NGO focused on societal development, community improvement, and citizen participation. She's also initiated the "Fix Her Crown" program, making a significant impact on those she reaches.

Maryanne Karelse's story embodies the extraordinary individuals who make SkyNet an inspiring place to work. We're proud to have her on our team and eagerly anticipate the positive impact she'll continue to make within and beyond our organisation.

The Sky is NOT the limit!

Bongiwe (Sindi) Ndlovu - South Africa



I am the kind of person who always does everything to the best of my ability, and such was the case even when I worked as a waitress at one of Johannesburg's upmarket hotels. It was here that I was privileged to serve some Executives from SkyNet during a conference. They were impressed by my exceptional Customer service, leading them to handing me one of their business cards with instructions to submit my CV for consideration... and so began my career at SkyNet Worldwide Express.

Due to financial difficulties, I was unable to complete high school but having been afforded this awesome opportunity at SkyNet, I resolved to not let it go to waste. It was the big break I had been looking for. I enrolled at night school for a year and completed my Matric with flying colours. I am proud to say that I was recently accepted at MANCOSA to study BCom in Project Management.

In the almost 4 years that I have been with SkyNet, I have risen through the ranks from a Customer Service Agent, to Customer Service Analyst, to the Sales and Marketing Back Office Support. The cherry on top was my promotion to a Junior New Business Sales Consultant in August 2023. I must say I have taken to this new role like a duck to water, having managed to already exceed my monthly target by 200% this September.

In the next 5 years I see myself completing my BCom degree and honing my expertise in Sales and Marketing as well as Project Management. With SkyNet being an international company, I realised from the get-go that there are opportunities for career growth and I am here for it. I am young, driven, ambitious and self-motivated and as they say, the sky is not the limit!

Obsessed with Customers

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

★★★★★

We stumbled upon **Spencer Groves** whilst navigating our international shipping offering.

He listened to us about our brand

He has absolutely belief in where we are going.

He's strived to get the best prices for us to support both domestic and international growth.

So, from today, we proudly ship with SkyNet Worldwide Express, tapping in to their awesome network of carriers.

★★★★★

But in all of this I would also like to give praise to **Lebogang**, she's been a great help throughout this process, and she really knows what customer service is. She took my heat in a calm manner, and she was very professional. I think the company is very lucky to have her.

★★★★★

I would just like to extend my gratitude regarding the service I received from your employee **Zinzile** this afternoon. My reference number is ZNX 2095505130, she really went out of her way and blew me away with her great customer service. Please tell her to keep up the good work, she's one of the very few people in the service industry that does her job well.

★★★★★

I personally give credit where it's due, in this case "Don't give that man a Bells, give that man a Raise" his name is **Nkcubeko**. Great Customer Service.

From a 1-star review to a 4-star review - ZA and UK teamwork

★

Absolutely appalling! Horrible, horrible service or should I say lack of service. If I could give them zero I would. Why on earth is ASOS using this incompetent company?! Incompetent is an understatement. I logged a return and paid 33 USD to SkyNet LONDON LTD for my parcel to be collected on 18 August and returned back to ASOS. My parcel still has not been collected. I received an email with a return shipment number which was supposed to have been sent to SkyNet Bloemfontein, South Africa. SkyNet Bloemfontein also do not answer their phones... when they finally decided to answer I was told they did not receive a request from the UK for collection of a parcel in the area I stated. No request was communicated to SkyNet Bloemfontein for my parcel to be collected and worse SkyNet Bloemfontein said their return number was supposed to have begun with 25.... instead of 05.... as per the number allocated to my parcel. I try to track my parcel after failing to receive responses from SkyNet London because they have given out email addresses that don't work. (Messages delivery failing) and no responses after contacting them on SkyNet websites submitting my communication with my email. The shipment tracking says short landed in Johannesburg since the day after I paid for the service to date. I just want SkyNet LONDON LTD to refund the 33 USD I paid them for a service they dismally failed to render. SkyNet I want my money back since you failed to collect and return the parcel back to ASOS. Kindly give me back my money.

★★★★★

I had previously written a review about a bad experience I'd had trying to return the goods I'd bought. SkyNet LONDON LTD rectified my bad experience the best way they could. They refunded me in full even though I still utilised their service to have the goods returned back to London. I am indeed pleased with the refund, and I appreciate the sincere apology from the company, thank you.

Getting our brand out there

SkyNet expands its reach in East Africa

Louis Coetzee - South Africa

SkyNet Worldwide Express and Freight In Time (FiT) have joined forces in Kenya, bolstering the courier industry. This integration incorporates FiT's East African operations into SkyNet's network, facilitating improved services and market expansion.

Strategic location of Kenya

Kenya's strategic location as a transit hub for neighbouring regions is pivotal. Recent eCommerce data highlights its growing role in regional trade.

Enhanced access to new markets

The SkyNet-FiT partnership offers Customers quicker transit times, efficient customs clearance, and competitive rates to grow their business East Africa market.

Streamlined operations

SkyNet's singular Transport Management System (TMS) ensures transparent shipment tracking, managed from Johannesburg, South Africa.

Network expansion

FiT's presence in multiple East African countries will progressively integrate into SkyNet's network, giving our Customers greater access into these countries.

Leveraging existing presence

FiT's presence in countries where SkyNet operates allows for collaboration and improved Customer experiences in the region.



Navigating the International Delivery Landscape with SkyNet

Paul Scratchley - United Kingdom

Have you explored the immense potential of venturing into international markets? Opening new avenues globally could significantly boost our sales and enhance SkyNet's reach. Cross-border sales not only grant us access to a diverse international Customer base but also present the opportunity to connect with consumers across multiple countries.

This is particularly crucial for SkyNet, especially considering the growth potential and new business opportunities available in smaller or saturated domestic markets. Relying solely on one market can pose risks, making engagement in cross-border sales a strategic move. Diversifying our revenue streams through international sales helps mitigate the impact of economic fluctuations or changing consumer preferences in a single market.

Moreover, it acts as a safeguard against economic instability, introducing healthy competition into various markets, ultimately benefiting our consumers. The competitive advantage we gain over local competitors is substantial, whether it's through unique products, better pricing, or cutting-edge technologies. Offering a seamless Customer journey, including a robust return solution, fosters loyalty and encourages repeat business.

Consider the potential advantages of fluctuating exchange rates, especially in countries with stronger currencies. This can lead to higher profits when converting foreign sales back into our home currency. Naturally, we must also be mindful of the reverse scenario and strategize to stabilise prices accordingly.

The advancements in eCommerce platforms, payment gateways, and logistics have made managing cross-border transactions more efficient and cost-effective than ever before. Handling duties and taxes at the point of despatch, inflight, or delivery is now simplified, aligning with our commitment to making the Customer experience seamless.

Expanding into diverse markets not only opens new revenue streams but also stimulates innovation. Adapting our products and services to meet the specific needs of international Customers contributes to our overall business strategy across multiple markets and territories.

SkyNet, with over 35 years of expertise, can be the strategic partner to navigate the complexities of the international delivery space. Choosing SkyNet means tapping into a wealth of knowledge and experience that can help us explore and generate business opportunities we might not have considered.

Let's leverage the power of international markets and position SkyNet for unparalleled success.

Getting our brand out there

SkyNet Germany Expands Its Digital Reach with the Launch of LinkedIn Page

Jobst Leder - Germany

We are thrilled to announce the latest milestone in our ongoing mission to connect, engage, and inform our valued SkyNet team and partners. SkyNet Germany has officially launched its very own LinkedIn page, and we couldn't be more excited about the possibilities this new platform opens up for us.

In today's digital age, a strong online presence is essential for businesses to thrive and grow. As a leading player in the logistics and supply chain industry, we recognize the importance of reaching out to a broader audience and sharing our insights and expertise. The launch of our LinkedIn page is a testament to our commitment to staying at the forefront of technological advancements and expanding our network.

Follow us!



Supporting a good cause at the Fidelity Golf Day

SkyNet South Africa recently supported the 5th Annual Fidelity Foundation - Swing for Charity Golf Day. It was a perfect spring day and the ideal opportunity to get our brand in front of the more than 240 golfers that participated in the event. Page 25: Flying the SkyNet flag as main sponsor at The Barron Golf Day



Flying the SkyNet flag as main sponsor at The Barron Golf Day

SkyNet South Africa was recently the main sponsor of the Barron Corporate Golf Day. With more than 100 players participating in the golf day, it presented the ideal platform to introduce SkyNet to the Barron Customers, suppliers, and re-sellers.



Putting on a new jacket

Navigating SkyNet's new website: A user-friendly journey

We're excited to bring you the latest update on SkyNet's digital evolution, and it's #GameChanging! As of the 21st of August 2023, we launched a revamped website, and it's packed with new features and improvements that are set to redefine the way we interact with our online platform.

Let's dive right in and explore the highlights of our new website:

The Innovations Tab:

In our commitment to staying at the forefront of industry trends and innovations, we've introduced the "Innovations" tab. Here, you can explore the latest developments in logistics, sustainability, and technology. Stay informed about the cutting-edge solutions we're implementing to enhance our services.

NetZero Initiative:

We are proud to announce our "NetZero" initiative prominently on the website. SkyNet is taking bold steps toward a more sustainable future, and our website now showcases our sustainability goals and achievements. Learn about our sustainability efforts and how we're contributing to a greener planet.

SkyNet Way:

The heart and soul of our organisation, "The SkyNet Way," now has a dedicated section. Explore our values, culture, and commitment to excellence. Discover how our values guide us in every aspect of our business and ensure that we consistently deliver top-notch service.

Microsites for Each Region and Location:

To better serve our global Customer base, we've introduced microsites for each region and location. These microsites provide localised information, services, and contact details, making it easier than ever for our Customers to connect with their local SkyNet team.

One-Stop Shop:

Our new website is your one-stop shop for all things SkyNet. Whether you're a Customer, employee, or partner, you'll find comprehensive information, resources, and tools to meet your needs. From tracking shipments to accessing training materials, everything is just a click away.

User-Friendly Interface:

We've put user-friendliness at the forefront of our website redesign. Our new, intuitive interface ensures that you can navigate the website with ease, finding the information you need quickly and efficiently. Whether you're a logistics expert or a newcomer to the industry, our website caters to all.

The launch of our revamped website marks a significant step forward in our commitment to providing top-tier service and accessibility. We invite you to explore the website and experience these new features firsthand.

To visit our new website, simply visit www.skynetworldwideexpress.com

We hope you find the new website as exciting and user-friendly as we do. We're confident that it will become an invaluable resource in your daily interactions with SkyNet Worldwide Express. Thank you for your continued dedication and hard work, which have made these improvements possible. Together, we're shaping the future of logistics and setting new standards in the industry.



Putting on a new jacket

SkyNet expands our reach with acquisition of SkyNet Worldwide Express Hong Kong Chaminda Gunasekera - Asia Pacific

SkyNet International Holdings, the primary shareholder within the SkyNet global network, is thrilled to announce a significant milestone as they acquire ownership of SkyNet Worldwide Express Hong Kong, effective from October 1, 2023. This strategic investment marks a pivotal step in the expansion of the SkyNet global network as it makes its entry into the pivotal Hong Kong market, well-known as the gateway to China for eCommerce and express parcel services. With China's reputation as the largest eCommerce and express market in Asia, Hong Kong's unique location and economic attributes establish it as an indispensable supply chain gateway for China.

SkyNet Hong Kong will now focus on developing Hong Kong into a central gateway for both inbound and outbound product flows, positioning it as a pivotal gateway for the entire Asian region. SkyNet Worldwide Express Hong Kong has already established itself as a prominent brand within the local market, specialising in premium last-mile deliveries for UK and European brands. The company also offers comprehensive end-to-end express and eCommerce parcel services, connecting the UK, Europe, and Asia with consumers in Hong Kong. With its own delivery fleet, SkyNet manages both first-mile and last-mile operations for various Western brands.

Incorporating Hong Kong into its network will allow SkyNet Hong Kong to extend its operations to other major Chinese cities and foster substantial partnerships within China to cater to this vast market. Furthermore, SkyNet Hong Kong will position itself as a transshipment hub for express and eCommerce parcels across Asia, capitalising on Hong Kong's extensive network of direct flights and substantial volume capacity to create robust connections to the UK, EU, USA, Australia, India, and the broader Asian region.

Tommy Erasmus, our Group CEO, expressed the company's dedication to enhancing Customer satisfaction through investments in industry experts, particularly in the China/Hong Kong region. He envisions Hong Kong becoming one of the largest gateways in the SkyNet International network, facilitating access for Chinese consumers to Western brands. SkyNet Hong Kong is already offering a range of services, including first-mile, last-mile, returns, e-fulfilment, and end-to-end solutions for various destination markets, with a particular focus on niche markets that are popular with both Western and Asian brands.

Notably, SkyNet's investment in industry experts has resulted in key appointments. Chaminda Gunasekera, a 29-year veteran in eCommerce and freight forwarding, joins as Managing Director for Asia and Australia and will lead the expansion in Asia while spearheading SkyNet's sustainability initiatives. Rosa Man, with a strong background in eCommerce, is appointed as the Head of Commercial for North Asia, bringing valuable experience from her previous work with prominent eCommerce brands in Hong Kong. Enoch Wong, an experienced air freight specialist with extensive eCommerce linehaul expertise, takes on the role of Head of Operations for Cross-border products. This accomplished team complements Edith Cheuk, who leads the SkyNet Hong Kong team as General Manager.

SkyNet is enthusiastic about the prospects and challenges presented by the China/Hong Kong market, the largest eCommerce and express market in Asia. SkyNet aims to expand its product offerings to cater to this significant market, positioning Hong Kong as a natural transshipment hub with its free port status in Asia. This will create trade lanes from China and Hong Kong to the rest of the world and vice versa. SkyNet's unique advantage lies in its single operating system across 190+ countries, simplifying Customer integrations through a single API with access to over 190 existing carriers/SkyNet Countries. This, coupled with user-friendly IT capabilities, enables clients to quickly connect with SkyNet and access services across more than 190 countries.

As part of the SkyNet network, SkyNet Hong Kong is poised to unlock trade potentials and solidify its role as a key logistics hub in the China and Asia region, making trade between the two regions smoother and more efficient.



Zero is not always a bad number



Zero isn't just a number

At SkyNet, we are committed to delivering logistics solutions that are both efficient and environmentally responsible. As we navigate the opportunities of a changing world, our mission to protect the planet and reduce our carbon footprint has never been more crucial. In this edition, we are excited to share our ambitious NetZero plan and the progress we have made on our path to sustainability.

Renewable energy revolution

SkyNet is proud to announce that we have taken a significant step towards a sustainable future by embracing renewable energy. At our UK head office, we've installed 210 solar panels to harness the power of the sun. The clean and green electricity generated from these panels not only powers our headquarters but also sets a remarkable example of renewable energy utilisation in the logistics industry.

Our commitment to renewable energy does not stop there. We have initiated plans to expand our solar panel installations across all our branches. By increasing our dependence on solar electricity, we aim to significantly reduce our carbon footprint and minimise the environmental impact of our operations.

Streamlined carbon emissions reporting

We understand that accurate and transparent carbon emissions reporting is a vital step towards achieving NetZero. To make this process seamless for our Customers, we are automating carbon emissions reporting through an online portal. This innovation will enable our Customers to access in-depth, precise calculations of their emissions, tracking the carbon footprint from their distribution centres right through to the final mile delivery.

This tool will not only help our Customers in their sustainability efforts but also provide us with valuable insights to further reduce emissions and enhance our environmental performance.

Revolutionising our fleet

Another significant stride toward our NetZero commitment is the overhaul of our vehicle fleet. We are investing in a future that is green and clean. Our plan includes the renewal of our UK fleet to incorporate more hybrid and electric vehicles. This transition to eco-friendly vehicles is essential in our mission to reduce emissions significantly. In South Africa, we have also been expanding our fleet with electric vehicles and to date we have more than 80 electric vehicles ranging from motorcycles, three- and four wheelers crisscrossing throughout South Africa.

Furthermore, we are actively seeking partnerships with sustainable airlines that share our vision of becoming NetZero. These airlines are part of groups that are investing in sustainable aviation fuel, ensuring that even our air freight operations align with our sustainability goals.

A greener tomorrow

Our NetZero journey is defined by clear milestones, each representing a step closer to a sustainable future.

Our roadmap to becoming sustainable

2023

Providing carbon emissions reporting from airport-to-airport and road hub-to-hub for all Customers.

2024

Achieving carbon-neutral parcels, making us pioneers in the industry.

2025

A significant leap, with 37% of our fleet being a combination of electric and/or hybrid vehicles.

2030

As we approach the end of this decade, 81% of our fleet will be eco-friendly, reflecting our commitment to a cleaner world.

2035

A monumental achievement - 100% of our fleet will be a combination of electric and/or hybrid vehicles, setting an example for other logistics companies to follow.



At SkyNet, we are passionate about reducing our carbon footprint and creating a more sustainable future for generations to come. Our NetZero plan is not just a commitment; it's a promise to our planet. We are excited about the journey ahead and look forward to the day when we can proudly say, "We have achieved Net Zero." Together, we can make a world of difference.

At the top of our game

SkyNet Achieves Level 1 B-BBEE Certification – A New Milestone for Inclusive Excellence Ronel Kriek - South Africa

The South African team has been hard at work to achieve our goal of a Level 1 B-BBEE accreditation and in August we achieved this significant milestone. This remarkable accomplishment makes us the only locally owned courier company in South Africa, measured against the Generic scorecard, to attain this prestigious accreditation.

Our journey to Level 1 B-BBEE status reflects our unwavering commitment to fostering inclusivity, empowerment, transformation, and positive change within our organisation and the broader community. It is a testament to the dedication and hard work of our entire team.

This achievement is not just about recognition; it's about creating a more equitable and transformed business environment. We firmly believe that a diverse and empowered business landscape benefits everyone and contributes to the growth and prosperity of South Africa as a whole.

Let's continue to work together in building a brighter, more inclusive future.

You can find a copy of our [B-BBEE certificate](#) on our website.



SkyNet Worldwide Express European Conference 2023 - "How to grow up together" Jobst Leder - Germany



The SkyNet European Conference was recently held in Amsterdam from 21 to 23 September and had as its central theme "How to grow up together".

- The following awards were handed out:
- Best Performing Station - SkyNet Cyprus
- Everyday Heroes - SkyNet Frankfurt Hub Team
- Growth of Sales - SkyNet Germany Munich

News from around the world

A new chapter in growth & efficiency at SkyNet India

SkyNet India takes pride in its sales team reaching a 200-ton load last February, which it considers a great achievement. As a result, it has decided to move to a new location for better safety and smoother operations. The company has also initiated a new system and plans to implement various strategies in the future. It is worth noting that SkyNet India values its Customers as its most valuable assets. The company is also planning to implement the X-ray baggage scanner machine to expedite the delivery process. While they have already made some changes, they are also preparing for additional implementations in the future.



Road to full automation and launching to new sectors

SkyNet India has recently launched in Europe, Saudi Arabia, and Bangladesh as part of their long-term plan. Their initial focus is on 21 countries in Europe, with plans to expand in the future. Additionally, they plan to introduce new products such as Africa Direct, Bahrain Direct, and Qatar Direct. Furthermore, SkyNet India has implemented significant technical modifications and become entirely automated. This began with the use of specialised software for Customer IDs, which is integrated into their Customer app. The app features a distinct dashboard and is intuitive, allowing Customers to conveniently create, manage, and monitor their shipments all in one place.

SkyNet UAE's fire safety training at Jaheziya in Abu Dhabi

The fire safety training conducted at Jaheziya, Abu Dhabi, was a comprehensive and highly informative session focused on equipping participants with essential skills and knowledge to handle fire-related emergencies effectively. The training took place in a state-of-the-art facility with modern firefighting equipment, offering a realistic and practical learning experience. The program covered a wide range of topics, including fire prevention, detection, evacuation procedures, fire suppression techniques, and the proper use of firefighting equipment. Expert instructors led the training, drawing from their extensive experience in firefighting and emergency response. Throughout the training, participants actively engaged in hands-on exercises and simulations to simulate real-life scenarios. These practical drills allowed us to apply the theoretical concepts learned during the classroom sessions and enhanced our problem-solving abilities in high-pressure situations.

The instructors also stressed the significance of fire safety planning and regular drills in commercial and residential settings. Understanding fire safety protocols and practising them routinely can save lives and minimise property damage in case of a fire incident. By the end of the training, all participants felt significantly more confident in their ability to respond to fire emergencies, and we walked away with valuable skills that we can apply not only in our professional capacities but also in our personal lives.

Overall, the training was a resounding success, leaving us better equipped to handle fire related emergencies and contributing to a safer and more secure environment in both our workplaces and communities.



News from around the world

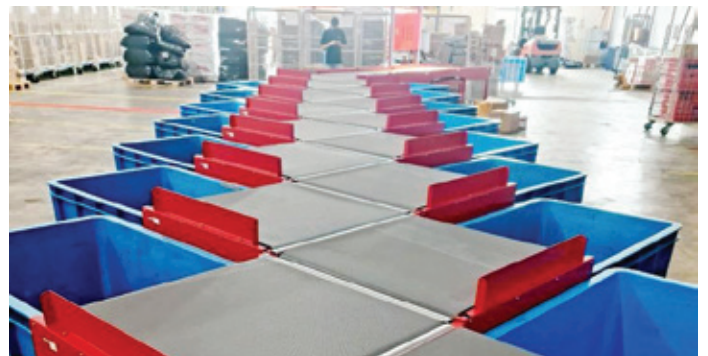
SkyNet Malaysia: International Women's Day Celebration

SkyNet Malaysia celebrated International Women's Day on March 8, 2023, at their head office, in line with their FIRST corporate values. The event, sponsored by Sharon Wong, Executive Director, and co-founder of the group with her husband Peter Chan, focused on the gift of hands. Wong emphasised the importance of keeping our hands busy with good works, citing the saying "the hands that rock the cradle, rule the world." Peter Chan echoed this message and praised Mother Theresa as a model woman. The event included a 3-hour hands on skin care and make up session for about 40 employees, sponsored by Mary Kay, followed by a lunch of Nasi Lemak, a favourite Malaysian dish. The Executive Director presented the attendees with a gift pack of hand mask and hand cream.



SkyNet Singapore Hub New Warehouse

SkyNet Singapore hub recently moved to larger facilities close to Changi International airport. This large, advanced facility will enable increased capacity to process higher volumes during the night hub sort and provide room for expanding volumes. The Singapore hub team has also deployed the latest Zigzag automated sort of technology which can process up to 3000 parcels per hour. This also includes weight/volume capture as well as tracks and image capture of each shipment processed. The new set up has not only increased capacity but has helped to streamline operations and handling of higher volumes of shipments. The Singapore team is very enthusiastic about these new developments.



Competition Time



Scan the QR code to enter.
Competition closing date is
31 December 2023.



Competition Time



Enjoyed the content?

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

1. What sustainable energy source has SkyNet embraced by installing 210 solar panels at its head office?
2. What key feature on SkyNet's revamped website allows users to stay updated on industry trends and the company's latest innovations?
3. What key advantage does the SkyNet-FiT partnership offer clients in East Africa?
4. How many years of experience does Paul Scratchley, the Sales and Marketing Director of SkyNet UK, have in logistics?
5. What automated sort of technology has the SkyNet Singapore hub recently deployed to process up to 3000 parcels per hour?
6. What key topics were covered in the fire safety training conducted at Jaheziya, Abu Dhabi, by SkyNet UAE?
7. What key aspect did Sabelo Khambule emphasize as being a crucial factor in successfully completing the race mentioned in the article?
8. What significant accreditation did the South Africa team at SkyNet achieve in August, making them the only locally owned courier company in South Africa to attain this prestigious status?
9. Who received the prestigious CEO Award at the 2023 SkyHigh Awards, recognizing her exceptional contributions as the Branch Manager of the East London branch and her unwavering support for the Cape Town branch in the absence of a branch manager?
10. What key benefit does SkyNet's new chatbot feature offer to Customers, ensuring they have the most up-to-date information on their shipments?

CONGRATULATIONS

**Big Mouth Content Competition
Winners Edition 5**

Ivy Thamaga	Elandsfontein
Christine Brits	George
Pamla Rambaran	Elandsfontein
Moses Magoro	Johannesburg
Louisa de Villiers	Elandsfontein
Trevor Joseph	Johannesburg

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Ronel Kriek - South Africa
Kirsty de Pontes - United Kingdom
Paul Scratchley - United Kingdom
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