

# BIG mouth

## SkyNet Holdings Newsletter

Edition 7 | August 2024



# MAVERICKS

## #GoodtoGREAT

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**SKYNET**  
**WORLDWIDE EXPRESS**

The Partnership that delivers





teamskynet





## Message from our CEO

As we celebrate our first year of operations in Asia, it's clear that our strategic acquisition of the Hong Kong station has paid off significantly. Being at the doorstep of China, the world's largest eCommerce parcel export origin, has provided us with unparalleled opportunities. Securing contracts with leading Chinese marketplaces is a game-changer, not only for Africa but for our entire global network. This milestone reflects our strategic focus on leveraging our robust ground capabilities to capture significant parcel volumes from Asia to Africa, and the rest of the world.

Our accomplishments are a testament to the power of our teamwork. The collaboration between our South Africa and Asia Pacific teams has been exemplary. Together, we have navigated challenges, restructured operations, and set new benchmarks in our industry. The dedication of our teams in Hong Kong, Australia, Germany, the United Kingdom, and South Africa has been pivotal in achieving our goals. I extend my heartfelt thanks to everyone involved for their relentless hard work and commitment.

Innovation remains at the heart of our operations. The introduction of new services and a more aggressive commercial strategy in Germany exemplifies our commitment to staying ahead of the curve. The launch of solutions such as Beauty Box in the United Kingdom, SkySecure, and SkyPoint in South Africa showcases our capability to develop solutions addressing the ever-changing needs of our customers.

Investing in our people is a core value at SkyNet. The Mavericks Management Training program in South Africa is close to my heart. It marked the beginning of our career progression plans, aimed at strengthening our talent pipeline for future growth. Our five Mavericks have been exposed to various business areas and provided feedback on their first four months of training. We are eager to see them grow and become leaders in our business upon completing the 52-week program under the close guidance of Essy Esterhuyzen and their individual mentors.

Our SkySmart Academy continues to develop the unique skills of our team members, ensuring we remain agile and responsive to industry changes. From Android training sessions to the "End User

Computing Learnership" for differently abled learners, our focus on continuous learning is unwavering. The success of our FET Certificate programs, and the Dangerous Goods training in Mozambique further underscores our commitment to education.

As we gear up for the peak season, our preparation will be key to overcoming upcoming challenges. Our focus will remain on forging stronger business ties, particularly with the Asia Pacific region, and driving growth across our network. Despite a challenging market environment, our collective strength as an international group will help us navigate through and emerge stronger.

Our journey, much like a rugby match, involves strategic passes, teamwork, and seizing the right moments to achieve our goals. The path may not always be straightforward, but with a clear objective and mutual support, we will reach our destination.

Thank you for your continued dedication and hard work. Together, we will make SkyNet a true international champion.

### Tommy Erasmus Group CEO



## Thoughts from our MD's



### **Celebrating One Year of Operations in Asia**

**Chaminda Gunasekera**

**Managing Director, Asia and Australia**

We are thrilled to mark one year since establishing our operations in Asia, starting with our Hong Kong export business in June 2023. The decision to acquire the Hong Kong station has been immensely beneficial for our entire network, not just our group of companies. Positioned next to China, the world's largest eCommerce parcel export origin, has given us a strategic edge.

China's focus on developing trade with developing countries and the demand from Chinese marketplaces to target Africa has prompted us to rethink our global strategy. We have decided to refocus on Africa, the Middle East, and the Indian subcontinent. These regions offer significant opportunities for SkyNet to acquire large parcel volumes, providing a unique selling proposition that our competitors find hard to match due to our strong ground capabilities in each selected country.

Our success is built on teamwork, not individuals. The APAC team has worked tirelessly to realign our focus and strategy towards Africa. Over the past three months, we have proudly secured contracts with the three largest Chinese marketplaces. This achievement motivates us to further dominate the Asia-to-Africa trade lane. Our goal is to become the largest eCommerce provider in South Africa for Asian Customers by the end of this year, leveraging solution design and innovation to strengthen customer relationships.

We inherited a challenging last-mile operation in Hong Kong. Through significant restructuring efforts, we are on track to make it the "best last mile" operation in the entire SkyNet network. Additionally, our

startup operations in Australia have shown encouraging growth. While there is still much work to be done to scale up our Australian business, the outlook is promising.

No success can be achieved without great teamwork. I am immensely proud of the collaboration between our South Africa and Asia Pacific teams. Together, we have tackled the challenges of implementing these global marketplaces. My heartfelt gratitude goes to our Hong Kong, Australia, and South Africa teams for their dedication, teamwork, and countless hours of hard work over the past few months.

We are confident in our capabilities in Asia to support the entire African continent and the rest of the SkyNet network, forging stronger business ties with the Asia Pacific region.



### **Greetings from sunny Germany**

**Jan Bierewitz**

**Managing Director, Germany**

It has been just over a year since I joined this incredible group, and time has flown by. This year has been filled with excitement, opportunities, and challenges. We've seen quick wins, rapid developments, and unforeseen difficulties. The key is that we have a common goal and a plan to achieve it.

With Germany currently hosting the European soccer championship, I've noticed many analogies between soccer and real life. Watching these matches, it's clear that scoring a goal is rarely a straight run towards the net. Teams often try different approaches, passing the ball around, until they find the right moment to make the final pass and score.

## Thoughts from our MD's

Similarly, in business, there are various paths to our goals. As long as we all know our ultimate objective and support each other, we're in a good place.

Despite the challenging market environment, our strength lies in being an international group that supports each other. When some countries face slower development, others can compensate with better-than-expected growth, and vice versa. This mutual support helps us grow as a team and achieve our goals.

In Germany, we've been busy introducing new services and formulating a more aggressive commercial strategy. This includes preparing partnerships to boost our brand and welcoming new Customers. A personal highlight was successfully operating our first ocean freight containers from a joint Customer of our APAC colleagues. This required intense support from all sides and departments, demonstrating great teamwork under time pressure.

We are eagerly anticipating the coming months, looking forward to welcoming more new Customers and contributing to our group's growth targets. Together, we can make SkyNet a true international champion.



### **SkyNet South Africa: Celebrating our growth through collaboration**

**Lara Haigh**

**Managing Director SkyNet South Africa**

Stabilization has been key to the start of this year! Our REVIVE, REDESIGN, RELAUNCH strategy is bearing fruit as we move towards our Vision 2025 goals. Initial reservations about our revenue growth for FY25 were quickly debunked when we kicked off April with a bang and have continued to perform positively against our budget targets.

Our Commercial team had their first face-to-face conference in a while at the end of April. The conference launched the "License to Sell" program, putting the team through various training sessions to enable and equip them to become the top Commercial team in the industry. They left the conference highly motivated and ready to execute the FY25 Commercial strategy.

We have strengthened our executive team in South Africa with the addition of Andries de Jager as Operations Executive and Mandla Malomane as HR Executive. Their positive impact on the business is already evident.

The SkySecure product we recently launched with one of South Africa's top cell phone providers has been well received in the market, and we plan to expand the offering to more Customers soon.

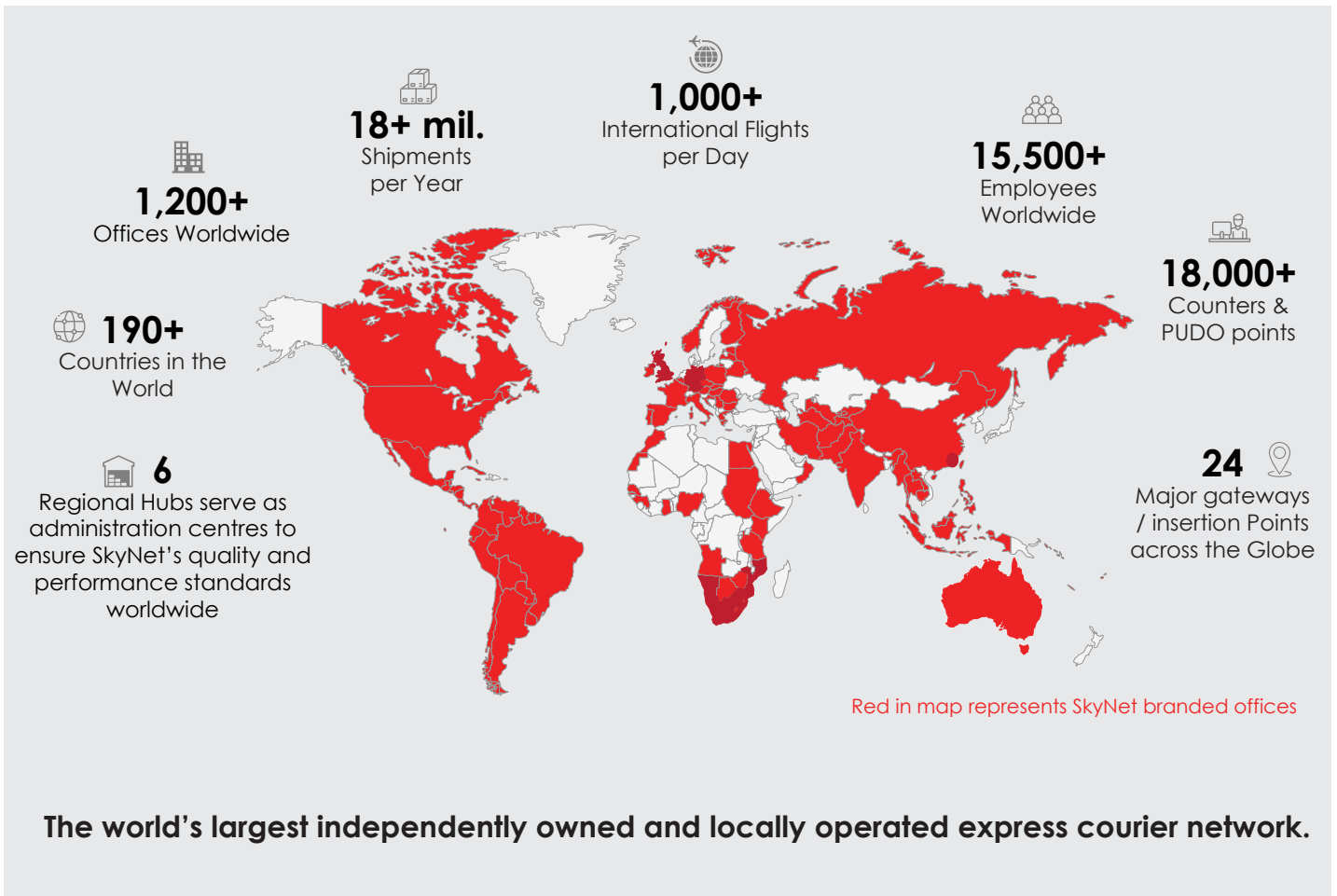
With the excellent work being done in APAC by Chaminda and his team, SkyNet South Africa and the rest of Africa are poised to capitalise on the expansion of our last mile delivery solutions for eCommerce in the region. Various solutions, including SkyCollect, SkyPoint, and other out-of-home options, are being developed and deployed to support the requirements of eCommerce Customers.

Our growth into Africa remains a key goal for FY25, and we are set to launch a comprehensive bouquet of services to the market in the coming months, turning Africa SkyNet red!

We've already seen the great success we can achieve through the teamwork and collaboration across various regions, and I am excited to see how we will continue to grow across all business units. In the words of Helen Keller, "Alone we can do so little; together we can do so much."

**VISION**  
**2025**

# Getting to Know Our Network



## SkyNet Australia: A New Dawn in the Land Down Under Ronel Kriek, South Africa

SkyNet Courier Pte Ltd, began its journey in March 2024, representing SkyNet UK.

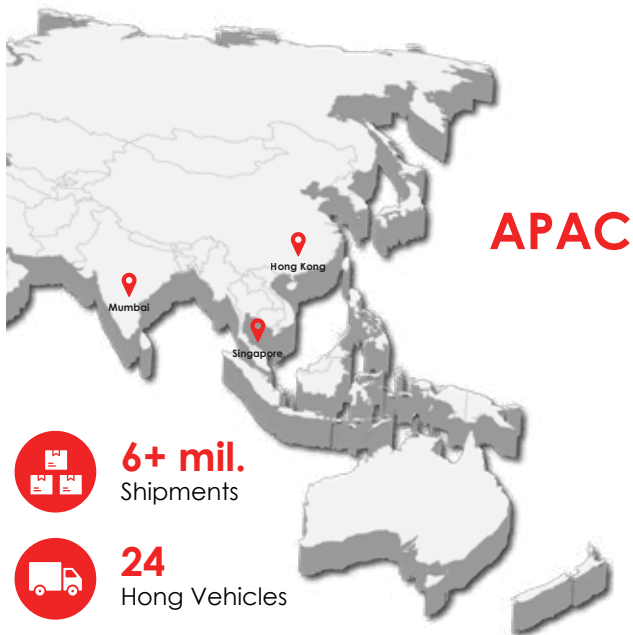
By establishing a drop-shipping hub in Brisbane, we will cater to the Pacific Islands, enhancing trade opportunities with New Zealand and beyond.

Our aggressive approach and intelligent solutions position SkyNet as a formidable force in Australia. We aim to protect and expand our business, establishing the SkyNet brand in Australia, New Zealand, and the Pacific Islands.

SkyNet Australia marks a fresh start, with best-in-class solutions fostering competitive products for the SkyNet network. Support from SkyNet offices worldwide will ensure our growth and success. Together, we will build a strong brand and to achieve market dominance.



# Getting to Know Our Network



-  **6+ mil.**  
Shipments
-  **24**  
Hong Vehicles
-  **44**  
Hong Kong Staff



-  **9+ mil.**  
Shipments
-  **40**  
Countries
-  **29**  
SkyNet Stations



-  **6+ mil.**  
Annual Shipments
-  **7**  
Branches
-  **194**  
Staff



-  **8+ mil.**  
Domestic parcels per year
-  **25**  
Local branches
-  **2,500+**  
Counter Points

## SkyNet receives an EcoVadis Sustainability Badge: A Testament to Our Commitment to Sustainability

Ronel Kriek, South Africa



SkyNet South Africa is proud to announce that we have received a badge from EcoVadis for our commitment to sustainability. EcoVadis is a globally recognised organization that evaluates companies on their sustainability performance, focusing on areas such as environmental impact, labour practices, ethics, and sustainable procurement.

Receiving this badge is a significant milestone for SkyNet. It underscores our dedication to implementing sustainable practices across all aspects of our business. This recognition not only highlights our efforts to reduce our environmental footprint, but also reflects our commitment to ethical business practices and social responsibility.

The benefits of this achievement are manifold. Firstly, it enhances our reputation as a responsible and forward-thinking organization, which can attract eco-conscious Customers and partners. Secondly, it demonstrates to our stakeholders that we are actively contributing to global sustainability goals, which can lead to increased trust and loyalty. Lastly, this badge serves as a motivation for our team to continue striving for excellence in sustainability, driving further innovations and improvements.

We extend our heartfelt thanks to all our team members for their hard work and dedication to receive this accolade.

This achievement is a testament to our collective efforts and commitment to making a positive impact on the world.

Let's continue to build on this success and lead the way in sustainable logistics.

## What's Coming Up Sustainability Update

Kirsty de Pontes, United Kingdom

### Finalising the Carbon Calculator:

Our Customers are increasingly requesting detailed carbon reports at the shipment level. To meet this demand, we will be using EcoTransIT, a tool that calculates emissions from the starting point to the final destination. This will enable us to provide comprehensive and accurate carbon reports, aligning with our commitment to transparency and sustainability.

### Internal Education:

To drive forward our global sustainability agenda and achieve future targets, it is imperative that we begin to shift our mindset. This will be accomplished through regular updates on sustainability initiatives and by fostering a culture that encourages innovative ideas and active participation.

### Net Zero Road Map:

Once we have identified our business's largest polluting activities, we can develop a comprehensive, long-term road map to achieve net zero emissions. This plan will be grounded in accurate, science-based data, outlining clear targets and timelines. The road map will include strategies for reducing emissions, such as increasing energy efficiency, adopting renewable energy sources. Additionally, we will establish measures for offsetting any remaining emissions through credible initiatives. This thorough approach ensures that our net zero goals are realistic, transparent, and achievable.

### Carbon Neutral Road Map:

Once we have calculated SkyNet UK's overall emissions, we can begin offsetting any emissions beyond our control. Offsetting initiatives may include reforestation programs, either domestically or internationally, to balance out these emissions. Additionally, we can offer carbon offsetting as a value-added service to our Customers, enhancing our commitment to sustainability and providing them with an opportunity to participate in environmental stewardship. This is a shorter-term solution.



# Putting on a new jacket

## SkyNet Germany Unveils Stylish New Uniforms

*Jobst Leder, Germany*



At SkyNet Worldwide Express Germany, we're super excited to introduce our awesome new uniforms for our amazing staff! This update isn't just about fresh outfits; it's a celebration of our lively corporate identity and our growing brand recognition. The new uniforms perfectly capture what we stand for trust, reliability, and professionalism while adding a cool, modern vibe.

Crafted from top-notch, breathable fabrics, these uniforms are designed to keep our team comfy and ready for any task with ergonomic designs that fit everyday work.

But these uniforms are more than just clothes; they're like mobile billboards for our brand. Every time our team rocks their new gear, they're spreading the message of SkyNet Worldwide Express, building trust and familiarity with our Customers and partners. Wearing the same uniform also fosters a strong sense of pride and unity among us, reminding us that we're all part of one big, happy team chasing the same goals. This unity translates into better service and happier Customers.

This fresh workwear is a big step forward for us in our journey of always getting better. It shows our solid commitment to excellence, making sure our team not only looks good but feels great too. We are delighted to take this step together and can't wait to see the positive impact on our team and service quality. Here's to looking good, feeling great, and delivering excellence every day at SkyNet Worldwide Express Germany!

## SkyPoint Team Gears Up for Expansion Across South Africa!

*Ronel Kriek, South Africa*

The SkyPoint and Franchise team recently received their branded vehicles to travel across South Africa to grow our SkyPoint network.

At the same time, the On-demand team were kitted out with their new uniforms and check out those snazzy sneakers!

Introducing these branded vehicles into the market, highlights our commitment to brand visibility as we continue to expand our SkyPoint network.



# Getting our brand out there

## Empowering Customer Voices with Feefo: SkyNet UK Enhances Service and Reputation

*Kirsty de Pontes, United Kingdom*

SkyNet UK has implemented Feefo, an independent review and insights platform. Feefo empowers Customers to share their experiences openly and honestly, helping SkyNet UK continuously improve our services, enhance our Customers experience, and strengthen our brand reputation.

Our Customers' feedback matters, and together, we can drive more meaningful interactions and ensure their satisfaction.

## Explore New Avenues to Enhance Our Sales Activities

*Jobst Leder, Germany*

This month, we're ramping up our sales efforts through a new partnership with a German sales marketing agency. Our goal is to expand our reach and connect with potential Customers in new and creative ways, especially through LinkedIn.

Over the next three months, the agency will run a trial period, reaching out to potential Customers via LinkedIn using personalised messages under Karina's profile. This targeted strategy is meant to effectively spread the word about SkyNet Worldwide Express Germany and spark interest in our services.

The agency will tap into LinkedIn's networking tools to find and engage with key decision-makers across different industries. By sending personalised messages, we aim to forge meaningful connections and unlock new business opportunities.

This trial will help us gauge how well this approach works and track the number of leads generated. We're optimistic that this collaboration will not only boost our visibility but also lead to valuable business partnerships.

## SkyNet at the K5 eCommerce Fair in Berlin: Expanding Horizons

*Jobst Leder, Germany*

We are excited to share highlights from our recent visit to the K5 eCommerce Fair in Berlin, where Karina represented SkyNet Worldwide Express Germany.

This event was a fantastic opportunity to engage with key players in eCommerce, including retailers and merchants from across Germany.

Karina met inspiring individuals and discussed how SkyNet can support retailers with international shipping. The fair was an ideal platform to showcase our capabilities, share our commitment to excellence, and understand the latest industry trends.

Networking with industry leaders and potential Customers provided invaluable feedback and interest in our services. The connections made and insights gained will help us tailor our offerings to better serve the retail sector.

The K5 eCommerce Fair was a significant step in strengthening our brand and expanding our horizons. Thanks to Karina for representing us so well





# Getting our brand out there

## Sea Freight Containers with Gym Equipment from China

*Etienne du Toit, United Kingdom*

Freak Athlete, a new Customer of SkyNet Australia, relies exclusively on sea containers for imports handled by SkyNet's UK division. SkyNet UK provides fulfilment services and manages container imports for the UK market. The LHR OPS team demonstrated outstanding performance in onboarding Freak Athlete by efficiently unloading and processing the first container, ensuring timely delivery of pre-sold products and excellent customer service.

Since then, SkyNet UK has received three additional containers, the latest containing 193 last-minute orders. The LHR OPS team excelled in swiftly processing and dispatching all orders on the same day they arrived, showcasing their commitment to Customer satisfaction.

To date, we have successfully managed 601 deliveries across the country.



## SkyNet Mozambique Shines at National Communication Conference

*Micaela Faustino, Mozambique*



SkyNet Mozambique, represented by Nilce Grispos, our Commercial Manager, recently participated as a speaker at the National Communication Conference on May 16-17. Organised by INCM, the regulator, this prestigious event focused on the theme "National Postal Sector: Perspectives for Revitalization and Development".

Nilce's insights and expertise were invaluable, to the discussions. Her participation underscores our commitment to being at the forefront of industry advancements and supporting the growth of the postal sector in Mozambique. We are proud of Nilce and the positive impact her contribution has made.





# Getting our brand out there

## Visiting the Grand Opening of the Crowdfunding Formula (TCF) in China

Rosa Man, Hong Kong



TCF is a world-renowned agency for crowdfunding campaigns in the realm of marketing, PR, lead generation, product realization and most importantly transforming all the campaigns into successful ones, some even generated above USD mil funds.

TCF has recently opened their China office and Rosa from SkyNet Hong Kong team attended the Grand Opening event, bridging the relationship of TCF with SkyNet as their strategic logistics partner, leveraging the China gateway and opening doors to the globe. Crowdfunding will be one of the most pivotal business verticals for the HK team in the coming quarters.

## Visiting Key eCommerce Companies

Rosa Man, Hong Kong



Our team in Hong Kong took time out to attend various meetings with key eCommerce marketplace players, leveraging the China gateway and promoting the opportunities from China to South Africa, Africa, United Arab Emirates, Kingdom of Saudi Arabia, Sri Lanka and various other destinations.

## New Barron Showroom Opens at SkyNet Windhoek

Louis Coetzee, South Africa



Barron, one of our Customers, has opened a showroom in our SkyNet Windhoek office! This showroom showcases all the products that Barron sells, providing a convenient and comprehensive display for their Customers. With two dedicated representatives on-site, we are ready to assist their walk-in Customers, offering personalised support and information on the full range of Barron products.

# Getting our brand out there

## SkyNet continues sponsorship of Converge Africa (previously eCom Africa)

Ronel Kriek, South Africa

For the third consecutive year, SkyNet was a proud sponsor of the Converge (previously known as Ecom Africa) event, held in Cape Town.

This prestigious event brings together key players in the eCommerce and tech industry, providing a platform for networking, innovation, and growth.

Our continued sponsorship underscores SkyNet's commitment to supporting industry advancements and fostering connections within the eCommerce community.

We are excited to contribute to the event's success and look forward to the opportunities and insights it brings.

Thank you to everyone involved in making this partnership a success.



## SkyNet Partners with USAID/AGL to Transport Samples in Matola Province

Micaela Faustino, Mozambique

SkyNet and USAID/AGL recently partnered, focusing on the efficient transport of samples in Matola Province. This collaboration aims to enhance the logistics and handling of important samples, ensuring timely and reliable delivery.

Our expertise in logistics, combined with USAID/AGL's commitment to development, allows us to support crucial initiatives in Matola Province. This partnership not only strengthens our network but also showcases our ability to manage sensitive and critical shipments.

We look forward to making a significant impact through this collaboration, demonstrating SkyNet's dedication to excellence and community support.





## Introducing Our New Last Mile Delivery (LMD) Offering in the UK

**Ed Clarke, United Kingdom**

We're thrilled to announce a significant upgrade to our Last Mile Delivery (LMD) services in the UK. After facing challenges with a previous supplier, which led to poor service and missing shipments, we took swift action. We discontinued the underperforming supplier and temporarily moved all deliveries to our premium service, known for its reliability. Recognizing the need for diverse delivery options, we partnered with three new LMD providers. This collaboration allows us to offer a range of choices that balance cost and speed while maintaining excellent service.

In January, we launched a new two-day LMD service, delivering packages within 48 hours with a 98% success rate. This new service also offers significant cost savings of about £2 per package. The positive feedback from our Customers has been overwhelming! While some Customers have embraced the new lower-cost option, others continue to prefer our high-quality 24-hour Express service. Our new LMD offering provides Customers with flexibility, allowing them to choose the best balance between speed and cost. Plus, our partnerships enable us to switch solutions quickly if needed, ensuring uninterrupted service.

This year promises great value, diverse options, and consistently excellent service for SkyNet Worldwide Express LMD in the UK!

## Expanding Our Fulfillment Operations in Germany with Freak Athlete

**Jobst Leder, Germany**



We're excited to announce the expansion of our fulfillment operations through a new partnership with Freak Athlete. This is a significant step for SkyNet Worldwide Express Germany as we enhance our services. Since teaming up with Freak Athlete, we've efficiently handled over 1,200 parcels and begun processing the first containers for shipping across Europe.

Our goal is to ensure Freak Athlete's products reach

Customers quickly and reliably. A key factor in our success is the Mintsoft fulfilment software, which has streamlined our processes, improved accuracy, and boosted overall efficiency. Integrating Mintsoft has been a valuable learning experience for our team.

Working with Freak Athlete has not only been fantastic but also provided deep insights into large-scale fulfilment. As we continue to excel, we're actively seeking new Customers to support with our fulfilment expertise. Thanks to everyone for their hard work and dedication. Let's build on this success and aim for even greater achievements ahead!

## SkyNet UK's Strategic Focus on the Beauty Sector with SkyNet Beauty Box

**Kirsty de Pontes, United Kingdom**



SkyNet UK is honing its FY25 strategy on niche markets, with the beauty sector being one of the focus areas. Leveraging global expertise, we launched our Beauty Box Solution in May 2024. This comprehensive approach offers extensive global reach and specialised handling for beauty brand exports, tailored to key routes with top-notch customer service.

Currently, 22% of our business involves shipping cosmetics and fragrances worldwide. Skincare alone accounts for 23% of global sales and is growing. Our adaptable solution enhances productivity, reduces expenses, and optimizes logistics, making SkyNet UK the preferred carrier for beauty brands looking to launch new products, expand operations, and enter new markets seamlessly.



## Streamlining Cross-Border Deliveries with SkyCollect

Louis Coetzee, South Africa

SkyCollect is our new solution that makes cross-border shipping easier and more efficient. This tool handles important calculations, such as Vat and Duty, providing our Customers with a fully visible landed cost when sending packages internationally. Developed in collaboration with the American company Zonos, SkyCollect gives us the ability to:



Systematically allocate HS Codes (customs tariffs) to a shipment based on the description of goods provided to us, by the shipper.



Integrates with eCommerce websites through an API. This allows buyers to see the total cost of their order, including handling fees, taxes and duties, before making a purchase, resulting in a quick customs clearance and smooth delivery, with no surprise charges to the consumer.



Automatically calculate the rate of taxes and duties payable in the destination country before the cargo arrives.



Produce commercial invoices within our TMS system based on information provided by the shipper for B2C shipments should these be required by customs.



Send the consignees an automated email with a payment gateway link, enabling quick and easy payment of taxes and duties, before products even arrive at the final destination.



Forwarding stations are able to hold goods at origin awaiting payment of taxes and duties prior to shipping. Once payment is made, the system is automatically updated and goods are released for shipping.



Inform shippers of prohibited or restricted goods immediately upon receiving their shipment data, enabling a hold to be placed on exports and not incurring unnecessary shipping costs.

## Smooth Transition for Veldskoen to new SkyNet Warehouse Facility

Ronel Kriek, South Africa

At the end of April 2024, our SkyNet UK team successfully moved 50 pallets containing 681 SKUs, ranging from boots and shoes to laces and cleaning accessories, for Veldskoen. Key players Simon Regan, Penny Burns, Amanda Bailey, and Lee Smith ensured a seamless transition. Impressively, all stock was moved on Friday, enabling Veldskoen to go live with their customers' eCommerce orders by Monday morning.

Veldskoen, known for its iconic South African footwear, is expanding its global reach. Warehousing their stock at SkyNet UK is significant as it boosts their efficiency, ensuring rapid order fulfilment and enhanced customer satisfaction. This efficient move highlights the capabilities of our SkyNet fulfilment centre and sets the stage for continued success.





## Expanding the SkyNet Brand Differentiation Needle

**Eugene Swanepoel, South Africa**

The SkyNet Innovation Lab, along with the SkyNet South African team, is on a mission to make SkyNet the most recognizable and widely spread brand in South Africa. While our goals reach far beyond South Africa, we've teamed up with Lara and her crew to kickstart our brand's growth in the region. We'll achieve this through various initiatives that cover all demographics, including urban neighbourhoods, metropolitan areas, regional and remote towns, and traditional township areas.

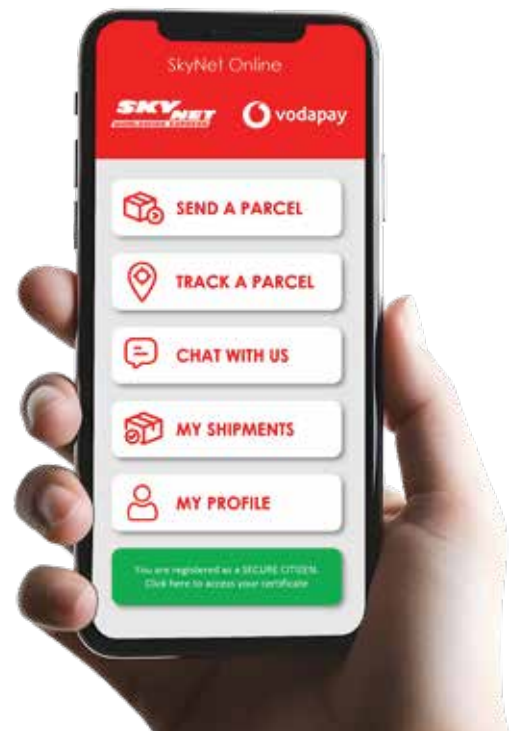
In the past, SkyNet operated mainly through a subcontractor model in certain regions, which provided operational capability without necessarily capturing market share or ensuring brand presence. But that's changing. We've launched a Franchise model that fosters a more comprehensive commercial collaboration with franchisees. While maintaining our usual operational standards, we now also focus on growing our market share as part of our new contractual agreements.

Our market expansion will be driven primarily by establishing SkyNet Service Points. We'll partner with existing retail stores across all areas to include courier services in their offerings. The SkyNet brand will be prominently displayed in these stores with our new SkyPoint logo, inviting Customers to send domestic and international shipments. We'll also offer packaging solutions and upfront Tax & Duty visibility to avoid hidden costs on international shipments. These service points will range from local stationery stores in places like Witbank to large multinationals with branches nationwide. One of our key partners is A2Pay, which has a presence in over 6,000 Spaza shops across the country. This allows us to provide affordable shipping options and access to important goods for hardworking but financially challenged citizens, often within walking distance from their homes.

Additionally, we're launching SkyNet South Africa's very own Out-of-Home network. This will start with SkyNet Counters and will soon expand to include a network of lockers. We'll have over 3,500 points in South Africa, offering our Customers a cost-effective and environmentally friendly alternative to traditional home or business delivery. This will also include an efficient returns process for eCommerce Customers. The service will be available through SkyNet Online, SkyTrack Inhouse, and eWaybill entry points. We're also working on integrations with major international eCommerce platforms in China, who prefer this multi-channel approach to last-mile delivery.

While we're developing these products in South Africa, we're also working on making SkyNet Service Points available to our international stations. They'll be fully integrated with our current routing logic in Frontier Force. This means our colleagues around the globe can set their own prices, messages, and transit details in real-time through the Franchisor backend system.

Likewise, our Out-of-Home platform, SkyPoint, will eventually be rolled out to international stations. They can use it to bring on board their own counter networks, whether they already have PUDO networks or want to create new ones from scratch.



## What does this mean for you?



Firstly, if you have not registered as an agent on SkyNet online and received your personalised sales code, you are missing out on annuity income. We encourage you to make contact with Able Masondo at [ablem@skynet.co.za](mailto:ablem@skynet.co.za) to set you up and provide you with the training required. Whether you are a salesperson, driver, or administrator, it makes no difference. Why not take advantage of these early advantages to earn some extra money with very little effort indeed.



Do you perhaps have a shop in your local strip mall that you think could be an ideal SkyNet Service Point? Speak to us and we will dispatch a team to check suitability and set it up with some benefit to you.



Looking to add a counter solution to your array of services shortly? Start thinking about who this could suit. Feel free to engage with the Innovation Lab team to ask questions or make suggestions.



Keep an eye on the SkyNet website for Franchises being advertised soon. Perhaps you have someone in your inner circle that is looking for a business opportunity. Feel free to pass it on.

Imagine a future where you drive on holiday through cities, suburbs, and little rural towns. And imagine on this trip passing a SkyPoint logo every twenty minutes. The pride of seeing your brand, your company in every corner of the country providing essential services to all demographics. It's a future coming soon to a place near you!



**Register to become a SkyPoint agent at [skynetworldwide.com/za/skyfranchise/](http://skynetworldwide.com/za/skyfranchise/)**





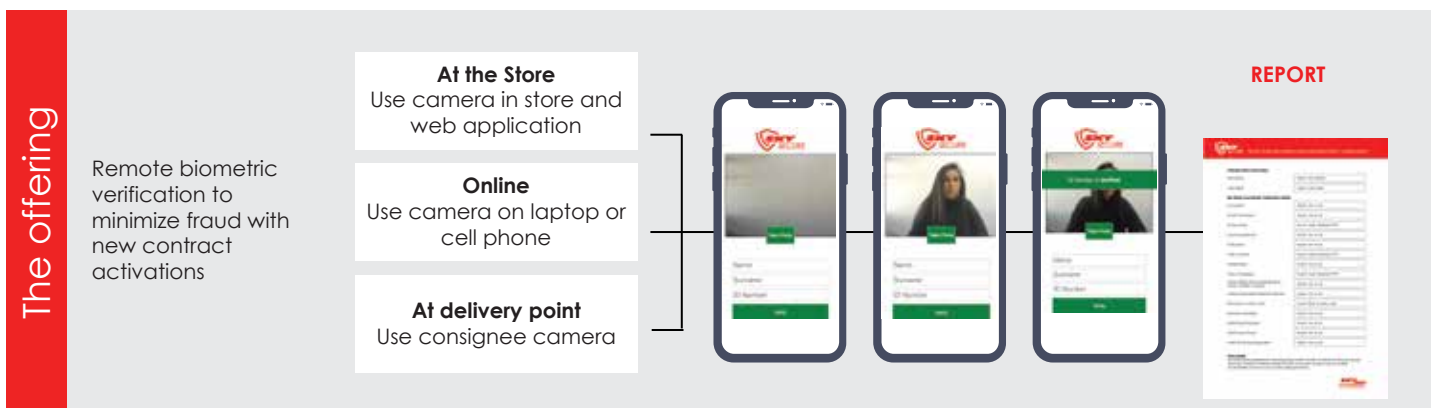
## Introducing SkySecure: The Ultimate Identity Management platform Ronel Kriek, South Africa

SkySecure is our new platform designed to handle our Customers' identity management and verification needs.

With its powerful APIs, Customers can easily look up identity data, use biometric services, validate documents, and verify credentials.

### Top Features of SkySecure:

- **Biometric Verification Services:** Use advanced facial, fingerprint, and voice recognition to match identities with authoritative sources. Our liveness detection ensures the person is real.
- **Identity & Data Verification Services:** Get real-time access to identity information from Home Affairs, fraud databases, company registries, and watch lists.
- **Remote Verification Services:** Allow Customers to complete identity checks remotely with our easy-to-use web interface.
- **Document Validation Services:** Authenticate IDs, passports, and other documents against proprietary templates to detect any forgeries.
- **Verifiable Credentials:** Enhance your verification process with trusted, secure, and efficient identity validation. SkySecure makes identity management seamless and secure for our Customers.



## Introducing LOGIN: Our New Tech Venture Aliza Opperman, South Africa

SkyNet is excited to announce the launch of our new technology company, LOGIN. This innovative venture will offer value-added products and services to Customers around the world, enhancing our global logistics capabilities.



Want to find out more about biometric verification, send an email to [craign@skynet.co.za](mailto:craign@skynet.co.za)

# #ObsessedwithCustomers

I don't usually give reviews but this one is a must!  
**Sharozade Smith** was absolutely exceptional in assisting with tracking my order.  
★★★★★

I want to Thank **Maryane Karelse** for the excellent service she provided me with.  
★★★★★

Thank you **Sharlene Maart**, I appreciate everything you've done, you are amazing.  
★★★★★

**Deodeus Turner**  
This is a thank you message to you. It is rare these days in SA to find an individual in the service sector who truly puts the Customer at the centre of the process.  
★★★★★

I would like to compliment **Mandragora Smith** for her incredible assistance  
★★★★★

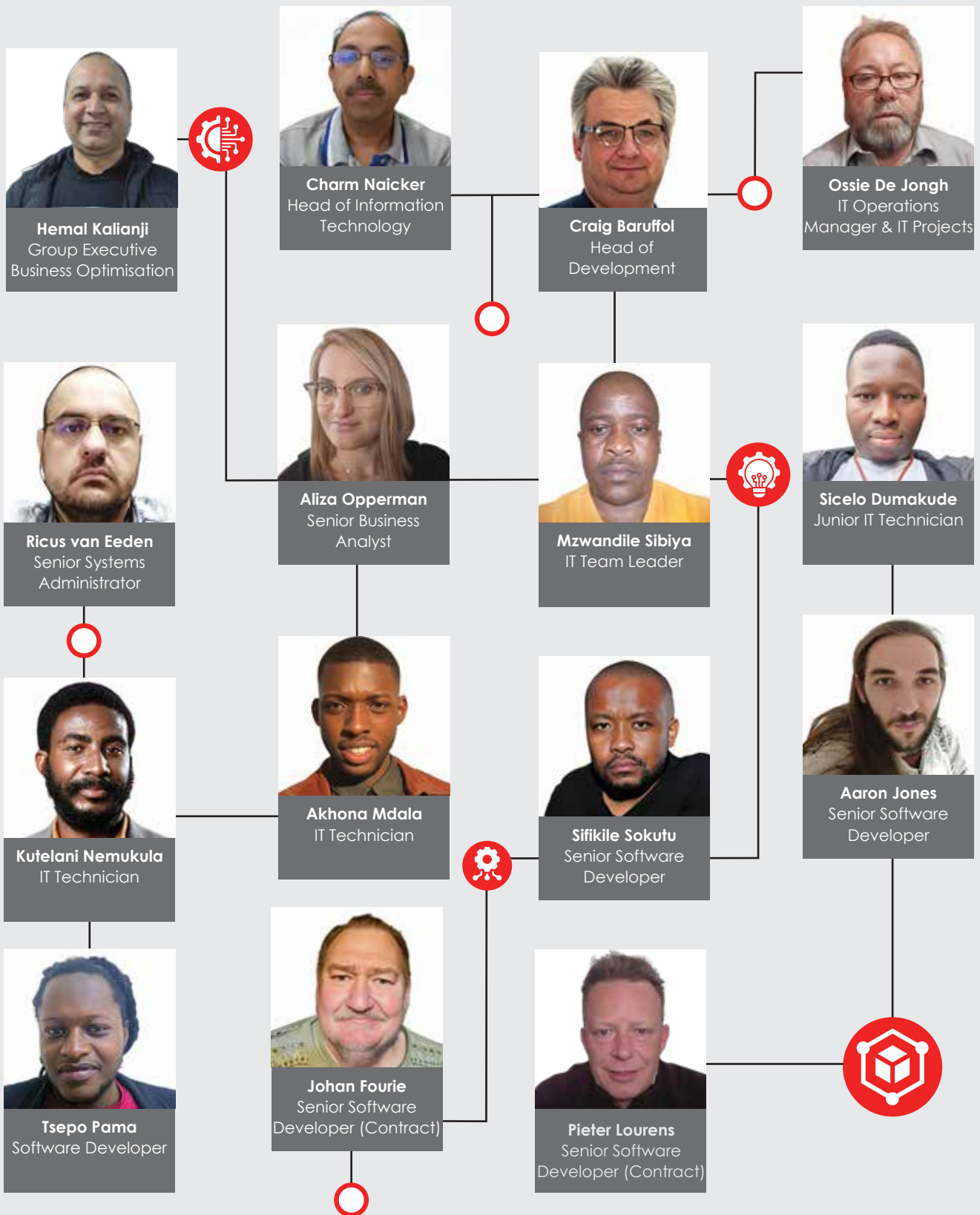
★★★★★  
Thank you **Kabelo** for your hard work!  
**Momentum**



**Kabelo**  
Driver Pretoria

COMPLIMENTS

## Meet our New Energised IT Team





## Getting to Know...

### **Kateryna Kibenko**

*Business Development Manager, Germany*



I moved to Hamburg after studying International Relations in Kyiv and began my career in industrial sector, following my education as Industrial Manager. I have worked across various business fields, including sales, marketing and eCommerce with a strong passion for digitalisation and innovation.

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

A: I am driven by the potential for growth and the opportunity to experience something new or to share valuable insights with others to help them go forward and advance.

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

A: Open-Minded, Reliable, Creative

**Q: Who inspires you and why?**

A: My family inspires me by teaching me that I can achieve anything I want and supporting all my ideas. Innovators and leaders that changes world for better are also inspire me.

**Q: Are you a coffee or tea person?**

A: Both.

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

A: Successfully balancing raising my son with my careers and hobbies. I have completed my education in Ukraine and Germany and developed eCommerce for the B2B sector in electronic industries.

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

A: I started to work as a Business Development Manager and helping my colleges in Hamburg to build a new customer sector and expend in new area. This role is very varied and covering a lot of fields. I'm looking forward to be part of SkyNet growth and supporting the development in Sales, Marketing and Customer Care.

### **Micaela Faustino**

*Country Manager, Mozambique*



I've been with the SkyNet Mozambique team for almost 15 years.

My journey began as a Financial Manager, and despite the daily challenges, I carried out each task with dedication, understanding that every keystroke brought us closer to SkyNet Mozambique's goals.

Over the years, I immersed myself in the logistics sector, absorbing knowledge with enthusiasm.

In June 2024 I was appointed General Manager of SkyNet Mozambique. In this new role, with my knowledge, experience and attitude, I am determined to lead SkyNet Mozambique to growth and innovate with success.

# Getting to Know...

## James Crowther

Area Sales Manager, United Kingdom



I have worked in the logistics world for 15 years. During this time, I have worked for Royal Mail, P2P, DPD and now SkyNet. All the roles apart from DPD were new business sales. I was an Account Manager while at DPD. Royal Mail was an office desk-based role, in one of the main Mail Centres in Cardiff, P2P was a remote based desk position, dpd field based and now field based with SkyNet.

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

A: Looking forward to the day ahead, yes even a Monday. Achieving goals and aspirations I have set for myself, both work and personal. Work, as new to SkyNet to achieve as many customer interactions as possible, gain new prospect profiles, continue to get existing prospects converted to new customers, help the business achieve their goals and from this earn myself commission and recognition within the business. Grow my career, with the possibility of career progression. Personal, I love the gym and train 5 days per week, sometimes in the morning. I enjoy spending as much time as possible with my children, days out, walking the dog, enjoying the weekends with family and friends.

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

A: Passionate, Loyal, Trustworthy

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

A: Graduating university, helping to bring on some of the largest customers at one of my old employers. Raising 3 amazing children.

## Peter Muchena

Key Account Manager, United Kingdom



I have 25 years in the logistics industry, with roles at DHL Express and UPS (UK) Ltd. At DHL, I served as Operations Supervisor, Export Compliance Supervisor, and Account Manager. At UPS, I was a National Account Manager and Account Director.

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

A: It is water actually, but go on, as you have asked, coffee, white with one sugar please.

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

A: I would say it is achieving my Master's Degree in International Business from London South Bank University. Alongside that it would have to be my journey to obtaining a 1<sup>st</sup> Kyu Brown Belt in Shotokan Karate.

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

A: Engagement, Strategy, Growth

### Q: Who inspires you and why?

A: Barack Obama because of his philosophy/approach to life. Here is one of my favourite quotes. "The best way to not feel hopeless, is to get up and do something."

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

A: My passion for seeing growth. That means seeing a better version of me than I was yesterday, a better contribution from me to all that I do (both personal and professional), but above all, seeing growth from my two young ladies!!

# Getting to Know...

## Spencer Groves

National Sales Manager, United Kingdom



I have over 29 years in logistics, starting as a sales executive at DHL, progressing to top account manager, and winning the Euro Car parts contract.

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

A: What gets me out of bed in the morning has always been my passion for my job and the drive to be the best in what I do.

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

A: Challenging Fulfilling and Satisfaction.

**Q: Who inspires you and why?**

A: My parents inspire me because I want to be the man who supports them after everything they have done for me and for me to help and support them as they drive me to face the challenges in my life.

**Q: Are you a coffee or tea person?**

A: Tea but prefer a Hot Chocolate.

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

A: Becoming National Sales manager is my biggest achievement. I have chosen this as this has taken me out of my comfort zone, it given me new challenges whilst allowing me to continue doing what I love in sales.

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

A: I feel SkyNet is a company that really supports its staff and creates opportunities to those wanting to progress in the company.

## Nick Glazzard

Area Sales Manager (North), United Kingdom



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

A: The first cup of coffee, and of course... my kids...

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

A: Area Sales Manager

**Q: Who inspires you and why?**

A: Brian Clough for his incredible achievements in football with my favourite team Nottingham Forest.

**Q: Are you a coffee or tea person?**

A: Coffee

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

A: Professionally, I built a pallet distribution company from scratch, which employed 120+ people. Personally, my family.

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

A: I look forward to playing my part in SkyNet's future success.



# Getting to Know...

## **Teddy Ho**

*General Manager, Hong Kong*



Teddy Ho joined SkyNet as General Manager in Hong Kong, China.

Teddy is based in Hong Kong. He will be involved in all development of SkyNet in Hong Kong and China.

Teddy brings in over 15 years of experience in logistics management to our team in Hong Kong. He has gained expertise across B2B and B2C businesses, including air freight procurement, parcel and postal cross-border operations, and airfreight product development.

He held key roles at freight-forwarding, postal and express companies, contributing significantly to their operations in Hong Kong and Asia.

Teddy will be reporting to Chaminda in his current capacity and will be helping him to manage the team and operate all products in Hong Kong, China. He will focus on expanding our cross-border imports and exports to all markets where SkyNet has a strong presence.

Let's welcome Teddy to #TeamSkyNet and wish him a good start and a long-lasting career with SkyNet.

## **Daniel Martinez**

*Assistant Manager, eCommerce Operations, Australia*



We're thrilled to announce that Daniel Martinez has joined SkyNet as the Assistant Manager for Operations in Australia. Daniel will be based in Sydney and will play a crucial role in the development of SkyNet across Australia, New Zealand, and the Pacific Islands.

Daniel brings valuable experience from his time in Argentina, where he worked for the popular Latin American eCommerce company, Mail Americas, for five years. His expertise spans across eCommerce, postal services, warehousing, airfreight, and last-mile operations.

In his current capacity, Daniel will report to Chaminda assist in setting up and managing all products in Australia. He will also help expand our service offerings to Asia, New Zealand, and the Pacific Islands. Initially, Daniel will focus on Operations and Customer Service, with support from regional resources in pricing, commercial matters, and finance.

# Getting to Know...

## Andries De Jager

Operations Executive, South Africa



With over 15 years of experience in Logistics, focusing mainly on Risk. Andries states that he is passionate about Logistics and the Risk environment. He grew fond of reporting and investigating incidents, this has allowed him to be appointed as a National Risk manager.

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

A: I love what I do, I am passionate about what I do, and I want to make SkyNet an exceptional organization to work for.

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

A: Game Changing Leadership

**Q: Who inspires you and why?**

A: Corporate leaders that has the ability to empower others and achieve a specific goal.

**Q: Are you a Coffee or Tea person?**

A: 100% Coffee!

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

A: Becoming a dad.

**Q: How would you motivate all employees of SkyNet Worldwide Express?**

A: The market is tough; it takes a unique human being to work under pressure. You are only as good as your last delivery. There is an opportunity for growth and always remember to give 100%.

## Mandla Malomane

HR Executive, South Africa



Mandla has been a Human Resources generalist for more than 20 years, and in Human Resource management for fourteen years of those. His extensive experience spans across various aspects of human resources management, making him a valuable asset to our team.

**Q: What are the goals that you have in your new role?**

A: Fostering Organisational Culture

**Q: What has been the biggest challenges you had to overcome?**

A: Departments that believed in working in Silo's and not being accountable to the overall business objective.

**Q: What would you say is your values as a company leader?**

A: Integrity, courage, and discipline these are the ones that stand out for me.

**Q: What characteristics make a good leader?**

A: Empowerment of others, trusting them to make decisions.

**Q: How do you maintain work/life balance?**

A: Work hard and play hard, be fully committed in both.

**Q: What advice would you give a young up-and-coming manager?**

A: I can get there faster by myself; but we can go longer as a team.

# Movers and Shakers

## Introducing the Mavericks Programme: Cultivating Future Operations Leaders

*Essy Esterhuyzen, South Africa*

The Mavericks programme, envisioned by our SkyNet Group CEO, Tommy Erasmus, aims to build an internal talent pipeline by upskilling ambitious individuals for future Operations Management roles. This intensive 12-month training programme immerses participants in all SkyNet business areas, covering the entire parcels lifecycle from Sales to Financial processes.

The goal is to deliver highly competent and equipped operational resources ready for business areas as needed. The first five Mavericks are Archibald Tsheola, Luke Lawlor, Nkosana Mahlangu, Pinkie Tseka, and Relebogile Rapule.

Supporting them are Maverick Mentors Lara Haigh, Lesego Masite, and Andries de Jager. These mentors will provide guidance, advice, feedback, and support. Serve as role models, teachers, counselors, sponsors, advocates, and allies. They are aligned with the specific goals and objectives of the Mavericks programme, ensuring each participant's success.





# Movers and Shakers

## Meet the Mavericks



### Meet Luke Lawlor

I'm Luke Lawlor, a 22-year-old Maverick at SkyNet Worldwide Express.

My journey with SkyNet began in October 2023 as a debriefing clerk for Buffalo DDV. After four months, the DDV function dissolved, and I transitioned to become an In-house clerk for ITEC supported by Fabian Booysen. I worked alone initially, proving our concept against DSV. After exceeding the customer's requirements, SkyNet became their sole courier service provider.

On the 2nd of April 2024, I was selected as one of five candidates for the 52-week fast-tracked Operations Manager Programme, The Mavericks. This program has been a journey of challenges, learning, and growth. We've seen tremendous development in ourselves and each other, finding motivation and focus every step of the way.

Our dedication to this incredible opportunity remains strong, and we're committed to seeing it through.



### Meet Archibald Tsheola

I haven't been working for SkyNet but, been working with SkyNet for two years now, and officially joined

the company on 1 August 2022, as a Customer Service (CSD) representative and have been in that role until March 31, 2024.

Becoming a Maverick in April 2024 has transformed my perspective on teamwork and significantly enhanced my communication skills. The program is unique and innovative, often involving unconventional methods and ideas.

With 10 years of entrepreneurial experience before joining SkyNet, I contribute to our ongoing success. I'm excited to continue growing and making a difference at SkyNet.



### Meet Pinkie Tseka

My name is Pinkie Tseka. I'm a mother of one and an only child. Many people don't know that I played tennis for most of my life. My ability to work in a team, my drive, and consistency are all thanks to my coach and the beautiful game. Although I wanted to be a journalist, I ended up studying IT.

The logistics bug bit me in 2011 when I started as a POD Data Capturer. After a few months, I moved into Customer Service, where I thrived and haven't looked back since.

I joined SkyNet in 2022 as a CSA agent under the management of Petro Crous and Blue Diamond, handling a few key accounts that I still hold close to my heart.

In April this year, I was chosen for the Mavericks Programme. This experience has been enlightening, giving me a deep understanding of what happens behind the scenes. I've worked at Buffalo Inhouse, RTMC Inhouse, and various Operations tasks like receiving transshipments, loading linehails, and

# Movers and Shakers

driver collections.

This program has tested me mentally and physically, reigniting my confidence and passion for the logistics industry. I extend my heartfelt thanks to all the men and women in Operations for sharing their knowledge and expertise with us.



## Meet Nkosana Charles Mahlangu

I'm Nkosana Charles Mahlangu, born in Mpumalanga Kwaggafontein and raised in Nigel Duduza. I have two wonderful children, an 8-year-old son and a 13-year-old daughter.

I've always been curious and eager to learn new things, with a passion for soccer and a dream of becoming a doctor.

My journey with SkyNet began in late 2010 as an assistant driver, eventually becoming a driver by 2014. Seeking growth, I caught the attention of Johan Botha, who encouraged me to pursue new opportunities.

I joined Alere Healthcare, worked in the warehouse, and studied freight forwarding at UNISA.

After several transitions and retrenchments, I returned to SkyNet as a checker in 2017, became a linehaul driver, and eventually a returns clerk in 2022.

My dedication was recognised by Mr. Andries, leading to my selection for the Maverick's 2024 program. I'm excited to continue learning and growing at SkyNet.

Hard work truly pays off!



## Meet Relebogile Rapule

I joined the SkyNet family in June 2022 as a Vodacom Supervisor with the CSD Department. In November 2022 after a short stint with the CSD department I was then assigned to the Barron Inhouse team as a Customer Service Analyst which I gracefully served for a glorious 1 year and 4 months until I was selected to be part of the Mavericks. One thing I've learned about SkyNet is that there's always an opportunity to learn something new. Our industry is forever-changing. Therefore there will always be a compelling need to relaunch, rebrand, and re-establish ourselves, which is another way for us to hit a reset button.

The Maverick experience has been a wonderful one indeed. It's a complete reconstruction and rebrand whereby we unlearn old ways of doing things by implementing current and industry groundbreaking SOP's and QOP's. Companies and organizations often ask themselves, "How do we develop 21st century leaders who are willing to jump off the cliff for us?" The answer is Mavericks.

I enjoy spending time with my family, enjoying lekker braaivleis. I also enjoy outdoor experiences that get us closer to nature.

# MAVERICKS

# At the top of our game

## SkyNet South Africa continues to shine at PMR Awards

Ronel Kriek, South Africa

SkyNet continues to excel, achieving outstanding recognition at the recent PMR Awards held across the various provinces.

These accolades are based on independent surveys among businesses and business leaders, highlight our exceptional performance across multiple touchpoints.

This success is a testament to the dedication and hard work of our team. Your contributions have been instrumental in achieving these accolades.

Thank you to everyone for your relentless commitment and excellence. Your efforts have made these achievements possible, and together, we will continue to set new standards and reach greater heights. We are proud to announce that SkyNet received the following awards recently:



### Diamond Arrow Award

Leaders and Achievers Courier Companies  
Northwest



### Golden Arrow Award

National Courier Companies Operating Domestically  
National Courier Companies Operating Internationally



### Leaders and Achievers Courier Companies

Western Cape  
KwaZulu Natal





# Celebrating our Long Serving Team

## 30 Years

 **SOUTH AFRICA**

Levindra Gounden  
April Thelele

 **UNITED KINGDOM**

Nicola Mayo  
Caroline Wilson

## 25 Years

 **SOUTH AFRICA**

Lydia Filmalter  
Ozias Masilela

## 20 Years

 **SOUTH AFRICA**

Mfundiseni Dumakude  
Colette Stephen  
Kerinah Mokhatla  
Ronald Adams  
Rodah Mabena  
Johannes Rachuene  
Ivo Mampa  
Elmarie Swartz  
Nakedi Mashao  
Gravys Mashao  
Senamela Letageng  
Gcinikhaya James  
Ncikazi Williams  
Raymond Visser  
Jeremy Skippers  
Lionel Govender

 **UNITED KINGDOM**

Faiqa Chaudry

 **MOZAMBIQUE**

Sérgio Boroma

## 15 Years

 **SOUTH AFRICA**

Johannes Setseta  
Matsobane Makhafola  
Abiot Ramaphakela  
Suaad Pillay

## 10 Years

 **SOUTH AFRICA**

William Masombuku  
Lucky Mazibuko  
Nkosivumile Lottering  
Thabiso Ratshikana  
Charles Phago  
Mbuyiselo Jili  
Fact Moyo  
KC Adams  
Trevor Bomester  
Takalani Mudau  
Bongani Ndinisa  
Themobile Mokgoadi  
Thobela TetaniPS  
Ntombifuthi Masemola  
Sibongile Hlongwane

## 10 Years

 **UNITED KINGDOM**

Jamilu Kasita  
Amanda Bailey  
Andrew Hince  
Naureen Malik  
Lynn Howe

## 5 Years

 **SOUTH AFRICA**

Tarryn Josias  
Selwyn Maclean  
Schalk Vorster  
Thuli Simons  
Alan Malan  
Noluntu Yalezo  
Michelle Bennett  
Doris Nkomo  
Renata Fortune  
Janine Foster  
Jaco Branco  
Antony Van Aswegen  
Jess Murray  
Essy Esterhuyzen

 **UNITED KINGDOM**

Ahad Ali  
Dev Rumba  
Stephen Ambridge  
Barry Foster  
Len Shilling  
Chantelle Largue  
Nicolefa- Roxana Samargiu  
Zeeshan Ahmed  
Rabiul Islam  
Pamandeep Kalyan  
Jane Sequeira

 **MOZAMBIQUE**

Nilce Grispos

*Thank you for  
your commitment  
and dedication!*



**Alet Martin**  
Dedication & Commitment



**Karin Long**  
Persistence & Passion



**Thabang Morobi**  
Passion & Dedication



**Bongiwe Ndlovu**  
Above & Beyond the Call of Duty



**Lebohang Motsoeneng**  
Exceptional Team Player



**Thuli Simons**  
Amazing Work



**Dackmore Xinindlu**  
Persistence & Passion



**Lindiwe Nyoni**  
Extraordinary Contribution



**Tlou Pabale**  
Going the Extra Mile



**Essy Esterhuyzen**  
Remarkable Work



**Matilda Thekisa**  
Tenacity & Persistence



**Yolanda Fourie**  
Patience & Determination



**Gcebile Nxumal**  
Dedication & Commitment



**Odirile Motsage**  
Passion for New Business Sales



**Essy Esterhuyzen**  
Training & Guidance



**Harold Tshezi**  
Exceptional Dedication



**Sergio Koetenberg**  
Remarkable Contribution



**Matilda Thekisa**  
Remarkable Work



**Florence Sango**  
Outstanding Service



**Sibusiso Ngwenya**  
Enthusiasm & Willingness



**Felecia Harmse**  
Timeous & Proper Customer Feedback



**Hazel Cleophas**  
Passion & Commitment



**Sydney Dhlamini**  
Leads by Example



**Goodwill Booyesen**  
Commitment & Positive Attitude

## Our Trainees in Germany Report on their Trainee Program (Duale Ausbildung)

**Jobst Leder, Germany**

We're excited to shine a light on the "Duale Ausbildung" (dual vocational training) system in Germany. This awesome program mixes classroom learning with hands-on, on-the-job training, giving young people a well-rounded education.

Lasting two to three years, trainees spend time both in vocational schools and working at companies. This way, they get a solid mix of theoretical knowledge and practical skills for their future careers.

At SkyNet Worldwide Express Germany, we really appreciate this system and its role in creating top-notch professionals. Many of our team members have gone through Duale Ausbildung, bringing valuable expertise and practical know-how to our company.

Since August 2023, we've been offering a training program for warehouse logistics specialists in Frankfurt.

Supporting this training programme helps us build a competent workforce and future pipeline of leaders.

### Personal Messages from Our Trainees:

"As we both were familiar with SkyNet from before, we were excited about the opportunity to do this apprenticeship. Thanks to a very dedicated team, we learn something new every day. We both hope that more trainees will get to know this exciting field of work at SkyNet in the future." **Marco & Patrick**



## Skills Development Training in "Dangerous Goods"

**Micaela Faustino, Mozambique**

Sergio Boroma and José Vilanculos from our office in Maputo recently completed a Dangerous Goods course ensuring that our operations in Mozambique comply with the stringent requires to ship and handle Dangerous Goods.





## Sales Conference: License to Sell, April 2024 Bongiwe Ndlovu & Yumna Sedunsta, South Africa

The start of this financial year was super exciting for our National Commercial Team. The theme for our Sales conference was "License to Sell," and it brought some unexpected challenges that made it fun. Our Sales teams had to think outside the box and work together across regions, and our first face-to-face meeting added an extra layer of excitement. We split into five groups, each with its own unique and lively identity. The "Mad Haters" stole the show with their awesome outfits, while "Lego" added a splash of color to the room. "SkyRockers" and "The Tigers" brought safari vibes, with "The Tigers" charming the judges with their tiger key holders. "The Rockers" wowed everyone with their simple style and crushed it in the Braai Master Cooking Challenge and their presentation on day two, taking the top spot in both.

Even though the atmosphere was festive, the main goal of the "License to Sell" Sales Conference was to get our team ready for the future of the courier industry. We dove into SkyNet's upcoming innovations, ongoing projects, and growth opportunities within our business. Metro Minds really shone during the conference with their innovative and engaging presentations, giving us valuable skills training that the Commercial Team loved. It was a dynamic and interactive experience that left us inspired and motivated. Looking ahead, the SkyNet South Africa Commercial Team is all about "Becoming Interested, Not Interesting," making sure we stay ahead of our competitors.



**CEO Commercial Award &  
Top Performer New Business Sales**  
Karin Long



**Top Performer Key Account Management  
Public Sector**  
Dackmore Xinindlu



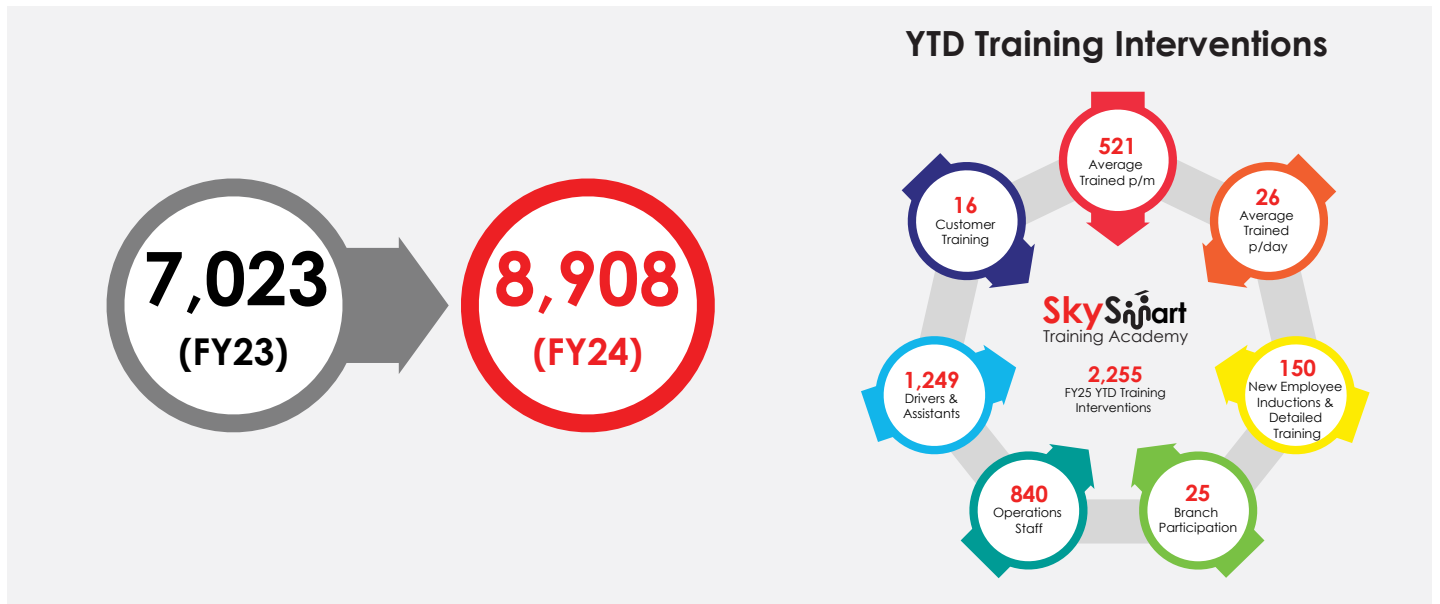
**Top Performer Key Account Management**  
Tanya Meintjes



**“Education is not the learning of facts, but the training of the mind to think.” Albert Einstein**

An important component of SkyNet's mission is to outsmart our competitors is the SkySmart Academy, focused on developing the unique skills and existing knowledge of each team member. SkySmart's commitment to the annual growth that we are seeing is proof of our ability to expressly adapt to the changes in our industry, as well as the needs of our customers

**Essy Esterhuyzen, South Africa**



## Android Download and Management Training



Our Johannesburg Operational team successfully completed the “Android - Download & Management training” during June 2024.

Tumelo Tlharipe, our Android subject matter expert masterfully facilitated these training sessions.

## Equipping differently abled learners for the future



We recently kicked off the “End User Computing Learnership” for six amazing differently abled learners. They're diving into an interactive computing program accredited by Speccon, all under the guidance and supervision of Palesa Maleka, our National Training Manager.



**Want to find out if there is training you can attend, send an email to [essye@skynet.co.za](mailto:essye@skynet.co.za)**



## National OPS Conference 2024: A Weekend to Remember!

*Corne Gelderman, South Africa*

During May 2024, the South Africa team gathered at Intundla Lodge for the National OPS Conference, and what a success it was! The theme for the weekend - JUST GET IT DONE! – set the tone for the OPS team to support in delivering our FY25 strategy. Every session was packed with valuable insights, skills, and procedures that touched every corner of our business.

Our mission? To unite as one powerhouse of SkyNet Special Operators to dominate the industry. It was a productive weekend with branch and regional managers from all SkyNet branches and agencies coming together to realign and refocus on our SkyNet strategy.

We delved into different aspects of the business, from operations to people management, and fine-tuning our controls and procedures. But it wasn't all work and no play! We had a fantastic team-building activity that put our collaboration skills to the test. It was a fun-filled experience with a touch of healthy competition that everyone enjoyed immensely.

OPS excels through service, and this conference reminded us why we strive to be the best!

## Some of the Award Winners



### 1<sup>st</sup> Place for Best Performing BIG Branch

*Anthony van Aswegen  
Johannesburg*



**Best Performing Agent**  
*Mark & Yolanda Fisher  
Richards Bay*



### 2<sup>nd</sup> Place for Best Performing BIG Branch

*Warren Glossip  
Cape Town*



**The Best Operator Award**  
*Melanie Slabbert, Reinier  
van der Walt, Grant Gietl*



**Best Performing Small Branch**  
*Melanie Slabbert  
East London*

**Also some awards that you don't want behind your name 😊**



**The Invisible Man Award**  
*Anthony van Aswegen,  
Thomas Shibambu &  
Stuart Weir*



### Certificate of Appointment

*Phoki Diako  
Branch Manager Nelspruit*



# BE A HERO! IT'S IN YOUR BLOOD

SkyNet Worldwide Express  
Blood Donation Drives



Total Units  
**456**

Lives Saved  
**1,368**

27 January 2022 - 22 July 2024

## National Walking Month

*Kirsty de Pontes, United Kingdom*



In May, SkyNet celebrated National Walking Month with enthusiastic participation from 4 teams spanning various departments. Over a period of two weeks, these teams diligently tracked their steps, showcasing their commitment to wellness and teamwork.

Taking 3rd place was XP Dream, represented by Kourtney, Rukshana, Farah, Pam, and Jo, who collectively logged 544,740 steps.

In 2nd place stood Team Brum Brum, including Immy, Samantha, Naureen, Amin, and Amir, who achieved an impressive 743,505 steps.

Ultimately, the champions of the challenge were Happy Feat, led by Ksenia, Matthew, Molly, Nakio, Henry David Thoreau and Simon, who surpassed all others with an outstanding 815,269 steps. Their dedication and effort have been truly commendable, and we congratulate all participants on their remarkable achievements during this event.

**“An early morning walk is blessing for the whole day”**

# Work hard, play hard and Heroes in between

## Exciting Euros 2024 Sweepstake and Game Day Event Recap!

*Kirsty de Pontes, United Kingdom*



SkyNet UK staff football sweepstake saw enthusiastic participation, with each member drawing a team at random for a £5 entry fee.

On Thursday, June 20th, SkyNet UK hosted the England vs. Denmark game in the canteen. It was a fantastic event where we all came together to enjoy delicious pizza and refreshing beverages while cheering on our favourite teams. The atmosphere was electric, and it was wonderful to see everyone having such a great time.

## Hong Kong Team Bonding

*Rosa Man, Hong Kong*



SkyNet Hong Kong houses not just logistics practitioners - it's a bubbly team fuelled by passion, dedication, and a healthy dose of fun. The team thrives on collaboration, celebrates achievement, and appreciates one another and all the moments that make us a family. We host birthday parties with delicious pandan cake, we pop the champagne when we achieved new heights in operational and commercial success, we fill the office with laughter and positive vibes, and we toast to our perseverance and agility amid all the ups and downs in the logistics world.

## SkyNet South Africa Year End Braai





Work hard, play hard and Heroes in between



Spreading Joy and Love at the Dream Home Multipurpose Centre





# Work hard, play hard and Heroes in between



# And then we play even harder...

## My Running Journey: From 5K to 10K and Beyond

Ed Clark, United Kingdom



Five years ago, I began running, starting with 5K distances and soon joining the local Park Run. Every Saturday at 9:00 AM, nearly 300 people of all ages and abilities gather at the park to run 5K together. It's a supportive and positive environment that I highly recommend for anyone interested in starting to run.

During lockdown, my wife Heather decided to join me, and she quickly became a faster runner! We can now run a 5K in just over 30 minutes. One day, Heather saw information about the Nantwich 10K race on a local Facebook page, and we decided it would be a great challenge.

Neither of us had run a 10K before, so we gradually increased our distance each week, eventually running the course a week before the race. We aimed to finish in under 1 hour and 10 minutes. I'm happy to say I crossed the finish line in 1 hour, 6 minutes, and 52 seconds!

The race day had over 1,000 participants, and the atmosphere was fantastic. We've decided this won't be our last 10K, and maybe someday we'll even try a half marathon. Running has been a great activity for mental and physical well-being. Park Run is free, and the Couch to 5K app is a great tool for beginners. The key to success is building up slowly, and I encourage everyone to give running a try!

## Celebrating Louis: A True Champion of Dedication and Determination

Chandler Behrenes, South Africa



With over 20 years of experience as a recreational athlete, Louis Coetzee's dedication and determination have shown that competing in major competitions is within reach.

Recently, Louis achieved a personal best time of 1h16.18 in the sprint category at the SA Duathlon Championships, which included a 5km run, a 20km bike ride, and a 2.5km run.

### Q: What is your biggest achievement to date?

A: My biggest achievement has to be where I was selected to represent central Gauteng after winning the South African Sprint championship.

### Q: What advice do you have for anyone looking to participate in a Triathlon?

A: Join a Triathlon training group with appropriate training program. Also, make sure to practice each event at least twice a week.

### Q: What motivated you to take part in a Triathlon?

A: My passion for long distance running, ability to ride a bike and natural swimming skills.

### Q: What do you enjoy most about being an athlete?

A: I enjoy training with my athletics club, as we all have common goals and objectives we want to achieve. It is also the social aspect that I enjoy.



# And then we play even harder...

## SkyNet Cape Town Shines at Charity Soccer Event

Yumna Sedunsta, South Africa



SkyNet Cape Town's soccer team made us proud by securing 3rd place and bronze medals at the bi-annual fundraising event for Garlendale FC.

Managed by Enrico Horn, the team participated in this event to help raise funds for upgrading the club's facilities and sporting equipment. This year, the funds were dedicated to purchasing new floodlights for the soccer field.

Our players were thrilled to don their SkyNet soccer kits, proudly representing the company.

The support from their loved ones added to the excitement, making it a perfect day for everyone involved.

We eagerly look forward to the next soccer event in September 2024, where our Cape Town team will once again showcase their talent and team spirit. Go SkyNet!

# #GoSkyNet

## Warren Glossip Shines in the 2024 Cape Argus Cycling Tour

Yumna Sedunsta, South Africa

WOW! What a great achievement. We are so proud of Warren Glossip, the Cape Town SkyNet branch manager, who successfully completed the 2024 Cape Argus Cycling Tour with an impressive time of 4 hours and 50 minutes.

Warren's passion for cycling is evident as he has already started preparing for the 2025 Cape Argus Cycling Tour shortly after in the 2024 event.

His preparation includes participating in smaller events and weekend club rides.

He is also dedicated to community cycling projects, helping to raise awareness and inspire young cyclists to discover their passion for the sport.

Join us in celebrating Warren's achievements and his commitment to both personal and community fitness!





# And then we play even harder...

## Sabelo Shines at the Comrades Marathon Ronel Kriek, South Africa



We are thrilled to celebrate Sabelo's remarkable achievement in this year's Comrades Marathon, the world's largest and oldest ultra-marathon.

This year, Sabelo participated for the second time and impressively improved his race time by over an hour, finishing in 9 hours and 22 minutes compared to last year's 10 hours and 27 minutes.

Congratulations to Sabelo for this outstanding performance and dedication. Your early morning wakey-ups and many long hours training has truly paid off.



## Culinary Showdown at the Annual Commercial Conference: The Rockers Triumph!

Fabian Booysen, South Africa

During our annual Commercial Conference, we got to show off our hidden talents by treating some of our Executives to a gourmet 3-course meal prepared by our finest chefs.

The challenge was simple yet demanding, especially since some of our commercial team members are known for their cooking powers (and some even in very casual attire).

Imagine this... a sizzling Braaimaster Competition that made us feel like stars from MasterChef and Come Dine with Me, with a delicious South African twist!

It goes without saying that in true SkyNet fashion, all the teams went above and beyond to ensure that what was served was unforgettable and dinners left smiling from ear to ear.

Unfortunately, there had to be a winner and at the Braaimaster competition it was without a doubt clear from the layout of the table right down to the naming of dishes, The Rockers were always one step ahead of the pack.



# #ObsessedwithStaff

## From Who-Ville to SkyNet UK's Secret Santa Office Party, The Grinch is Spreading Some Holiday Mischief

Kirsty de Pontes, United Kingdom



The SkyNet UK team got together during the Christmas season and had a fun Secret Santa lunch. Everyone chipped in £10 for their Secret Santa buddy. Things got interesting when the Grinch showed up, trying to be sneaky and steal the presents. But in a twist, the Grinch ended up handing out the gifts and joining in for a lovely lunch with everyone.

It's moments like these that really bond a team and make for unforgettable memories. Here's to many more joyful celebrations at SkyNet UK in the future!

## Baked with Love - Valentine's Day Cupcakes

Kirsty de Pontes, United Kingdom

Let's raise a cupcake to Niki Mayo! She poured her heart and soul into baking 150 Valentine's Day cupcakes for the wonderful staff at SkyNet UK. Niki's dedication and hard work have filled our hearts with sweetness and love. Here's to her tireless efforts and the joy she brings to our team. Thank you, Niki, for making Valentine's Day at SkyNet UK extra special!



## International Women's Day Inspirational Gift

Kirsty de Pontes, United Kingdom



On the 8<sup>th</sup> of March, we celebrated all the incredible women who are shaping the future of the world with their valuable contributions and achievements, in particular, those who work for us at SkyNet Worldwide Express UK.

We are proud to showcase that we are all about empowering women with 54% of our management team being women! **#InspireInclusion**



# #ObsessedwithStaff

## Successful Trucking Wellness Day prioritising Employee Health and Wellness

*Petros Myeni, South Africa*



Trucking Wellness Day is an initiative of the National Bargaining Council for the Road Freight Industry. It is a primary healthcare delivery program dedicated to the wellness of those employed in the road freight and logistics (RFL) industry.

## Workers' Day Inspiration Gifts for Mozambique Team

*Micaela Faustino, Mozambique*

In celebration of Workers' Day, our Mozambique team received special inspiration gifts. This gesture is a token of our appreciation for their hard work and dedication.

These gifts symbolise our commitment to recognizing and motivating our team members as they continue to contribute to SkyNet's success.



## Heartwarming Soup Treat for our Drivers

*Ronel Kriek, South Africa*



On a chilly morning in July, our management team in Johannesburg warmed the hearts and hands of our dedicated drivers with a special soup treat.

As winter tightened its grip, we distributed delicious and nutritious soup to all our drivers, providing them with a much-needed boost.

This initiative was a small token of appreciation for their hard work and commitment. The smiles and gratitude from our drivers were the perfect reminders of the importance of such gestures, especially during the cold winter months.

A heartfelt thank you to everyone who made this event a success!



# News from around the world

## SkyNet Indonesia

### Facilitating Democracy Through Diplomatic Ballot Delivery in Indonesia's 2024 Elections

In the 2024 presidential and vice-presidential elections in Indonesia, SkyNet Indonesia played a crucial role as one of the 14 vendors chosen by the Indonesia Republican General Election Commission (KPU RI). Tasked with the responsibility of delivering ballots to 131 Indonesian representatives worldwide via the Ministry of Foreign Affairs' diplomatic enclave, SkyNet Indonesia demonstrated its expertise and reliability in handling this massive electoral operation. With over 2.3 million registered voters and more than 8,000 diplomatic bags weighing a total of 115,000 kg to distribute among the vendors.

SkyNet Indonesia was selected because of its good experience and credibility in sending diplomatic bags as a vendor of the Ministry of Foreign Affairs of the Republic of Indonesia, making it one of the company's largest Customers in Indonesia. SkyNet Indonesia was proud to be one of the shipping service providers that helped to ensure the success of the democratic process in Indonesia.



## SkyNet USA

### New Customer Partnership

SkyNet USA is delighted to announce a new client partnership in the realm of eCommerce. This partnership signifies a significant milestone for the company as it expands its reach and strengthens its presence in the ever-growing digital marketplace. With this new collaboration, the company aims to provide our Customers with cutting-edge solutions and exceptional service, further solidifying its position as a leader in the industry.

In the current month, the company's collaborations span countries such as Colombia, Chile, Peru, Morocco, Iceland, Moldova, and Albania. SkyNet USA has focused extensively on these alliances and is already witnessing promising initial results, with expectations for even greater success in the upcoming year.

### Innovative Warehouse Solutions

Skybox, one of the most exciting developments at SkyNet, is the implementation of this project. This involves revamping the layout of the warehouse to optimize efficiency and streamline operations. As part of this initiative, the company is introducing an X-ray machine for cargo screening. Additionally, we are proud to announce the partnership with K-9 detection teams. Sofi, a specially trained K-9 dog, recently joined the team for her first screening session at SkyNet. Sofi's keen sense of smell and rigorous training make her an invaluable asset in detecting any potential security threats, further enhancing the screening process will ensure the safety and security of our cargo, making it the best way to screen temperature-controlled shipments.



# News from around the world

## SkyNet Singapore

### Celebrated the Best Courier and Employee of 2023

#### Safety Focus

While details of the specific winners are unavailable, the event highlighted the importance of safety, especially for the Best Courier award. This award recognised a courier with an exceptional record, demonstrating consistent safe driving practices and a commitment to accident prevention.

#### Employee Excellence

The Best Employee award acknowledged an individual who consistently exceeded expectations in their role. This involved outstanding contributions to their department, a positive and collaborative attitude, or a commitment to innovation and improvement.

#### Overall Recognition

The event served as a platform to appreciate the dedication and hard work of all employees. By recognizing these top performers, the company emphasizes the value it places on safety, excellence, and employee contributions to its success.



## SkyNet Cambodia

### Strengthening Teamwork for Growth and Success in 2024

New year, new staff, new opportunities for teamwork in recruitment. SkyNet Cambodia station is determined to increase the number of shipments and enhance the quality of service to meet the requirements of their esteemed customers, especially those with daily heavy and light parcels across Cambodia. A 20% increase in their target means adding 2 to 3 tons per day to their current daily volume. As SkyNet Cambodia progresses through the first 50 days from the 1st of January 2024, they are pleased to see that they are on the right track towards achieving their goals. They have full confidence that the Customer Service and Warehouse teams will lead them to reach the targets they have set.

Looking ahead to the second quarter, their plan involves revitalizing their office station in Battambang city. Being the 3rd largest city in Cambodia with a thriving business environment, this location holds immense potential for growth. Part of their strategy is to increase the number of consignments and volume of shipments, with a target to have everything in place by the end of April 2024. It is crucial for them to achieve a 20% milestone by the third quarter, ensuring that they stay focused and driven towards their overarching objectives.

**“Together, with dedication and teamwork, we are poised for success in the upcoming year.” – John Long Khun SkyNet Cambodia**



# Competition Time

## COMPETITION

### Enjoyed the content?

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

1. Which country did SkyNet expand to in March 2024?
2. What is the name of the identity management system SkyNet recently introduced?
3. Which SkyNet team logged the most steps during National Walking Month?
4. Which event in Berlin did SkyNet Germany participate in?
5. Which independent review and insights platform did SkyNet UK recently introduce?
6. Which customer has a showroom set up in SkyNet Namibia?
7. How many team members are participating in the Mavericks program?
8. Which badge did SkyNet receive for our commitment towards sustainability?
9. Who did SkyNet Mozambique partner with to deliver samples?
10. Who from our Hong Kong team attended the grand opening of the crowd funding company TCF?

Scan the QR code to enter.  
Competition closing date is  
31 August 2024



## CONGRATULATIONS

Big Mouth Content Competition

Winners Edition 6

Kgalake Alan Nkadimeng  
Eugene Swanepoel  
Lara Haigh

Pretoria  
Elandsfontein  
Elandsfontein

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Louis Coetzee - South Africa  
Ed Clarke - United Kingdom  
Rosa Man - Hong Kong  
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