

Big Mouth

SKYNET
WORLDWIDE EXPRESS

The Partnership that delivers

087 106 9966

SKYNET
WORLDWIDE EXPRESS

The **HERO**

No matter the distance,
our parcels hold up.



SKY **NET**
WORLDWIDE EXPRESS

The Partnership that delivers

In this edition...

04 FROM THE SKYDECK

Hear what SkyNet's CEO and MDs from around the world has to say.

06 OBSESSED WITH CUSTOMERS

Discover how customers experience SkyNet.

14 GETTING TO KNOW OUR NETWORK

Learn more about your SkyNet team members.

22 SKYLEGENDS

Get to know the people who really make SkyNet legendary.

34 GAME CHANGING INNOVATION

SkyNet's latest innovations at a glance.

46 SKYFUN

A quick game break inside.

Hey Big Mouth!

You might notice things look a little different around here...

That's because **Big Mouth** just got a fresh new look. Sleeker, smarter, and more in step with who we are. **SkyNet** Management wants this publication to reflect what really drives our business:

The **SkyNet** team.

Innovative, adaptive, modern, and full of personality, just like the people behind the packages.

Welcome to the new **Big Mouth**, still the same voice. Just sharper style.

Contributors

Writers & Compilers

Kirsty de Pontes
Yumna Sedunsta
Teddy Ho
Luky Lu
Samu Duma
Grace Sono
Sanmari Grobbelaar
Adriana Burgos
Zoey Zhou

From the Yeet team

Compiler, editor, designer
Lezli Edgar
Design Sign-off
Tinica Paschalides
Internal reviewer
Bronwyn Botes
Final Reviewer
Heinrich Hurter



FROM THE SKYDECK

MESSAGE FROM THE CEO

Reaching our 10th issue is not only a milestone worth celebrating, it's also a reminder of how far we've come as a **SkyNet** team.

Big Mouth began as a simple idea: to create a platform where we could share our stories, highlight our achievements, and build a stronger sense of connection across our network.

Over the years, it has grown into something much more. A passion project that reflects the values at the very heart of **SkyNet**: teamwork, resilience, and a shared drive to keep moving forward together.

This newsletter has always been more than just updates on operations, it's a space to celebrate the people who make **SkyNet** what it is. To shine a light on successes both big and small, and to remind us of the culture we are building every day. That's why reaching our 10th edition feels especially meaningful. It proves the strength of our community and the value of staying connected.

I'm also excited to share that from this edition onward, Big Mouth will be curated by **Yeet** Marketing. With **Yeet's** creative energy and fresh approach, we'll continue evolving the newsletter into something that both informs and inspires. Their involvement ensures that Big Mouth remains a reflection of who we are: innovative, dynamic, and proud to be part of a truly global team.

Here's to the journey so far, and to the many editions still to come. Thank you for being part of this story, and for living out the **SkyNet** values that Big Mouth exists to celebrate.



Tommy Erasmus





As we mark the 10th edition of Big Mouth, I want to pause and reflect on our journey so far.

My first months at **SkyNet** have been nothing short of inspiring, and it's clear that our greatest strength lies in the dedication, resilience, and teamwork of our people.

We've already achieved so much together, but what excites me most is the road ahead. By focusing on smarter systems, streamlined processes, and empowering our teams, we're laying the foundation for sustainable growth.

Innovation remains at the heart of our vision, from modernising operations to enhancing our service offerings, ensuring **SkyNet** leads the way in last-mile logistics across South Africa and the continent. At the center of everything we do is our staff. By anticipating the needs of our customers and consistently delivering excellence, we set ourselves apart and strengthen our position as a trusted partner.

To all of you, thank you for the energy, hard work, and belief you bring every day. Together, we are building a **SkyNet** that we can all be proud of. Let's continue to aim higher, work smarter, and grow stronger.



Big Mouth reaching its 10th edition is more than a celebration – it's a reminder of how resilient and adaptable our **SkyNet** team is. This newsletter captures that spirit. It's not just about stories and updates; it's a snapshot of the determination, creativity, and teamwork that drive **SkyNet** forward. Each edition reflects the fact that behind every package, every delivery, and every milestone, there are people committed to doing their best.

I also want to take a moment to acknowledge the **ASOS Foundation Gala Dinner**. It was a privilege to attend and to witness first-hand the inspiring work being carried out through their partnerships. Their commitment to creating opportunities, tackling urgent challenges, and empowering young people is a reminder of the real impact organisations can make when they act with purpose.

As we move ahead, my focus is on building on this foundation, strengthening our connections, recognising excellence, and making sure every team member feels the value of their contribution. Big Mouth plays a key role in that by giving us all a voice and keeping us connected across regions. Here's to continuing our journey together and to the many stories still waiting to be told.

OBSESSED WITH CUSTOMERS

TAKE A LOOK AT WHAT OUR CUSTOMERS HAVE TO SAY ABOUT YOU...

I called **SkyNet** and spoke to **Deo**, after holding for a relatively short time. **Deo** was excellent in clarifying my issues and her kindness and professionalism deserves acknowledgement.

- Vanessa

Just a note of appreciation to **Ms Mandra** & her supervisor. Thank you for all your help, patience and understanding. **SkyNet** needs more people like her!

- Anne

Dear **Zinzile**, thank you for your help with my package and custom payment issues. It's rare to come across someone so patient, supportive, and efficient.

- Tinhiko

I am writing to acknowledge the fantastic customer service I received from **Cohen Cunnan**, he handled it with remarkable skill and patience. His professionalism and positive attitude is a true asset to your team!

- Zama



MASTERPARTS 50TH CELEBRATION

WRITTEN BY: YUMNA SEDUNSTA

In August 2025 **Masterparts** celebrated a milestone, 50 Years in the automotive industry.

Masterparts was founded in South Africa in August of 1975 with the goal of providing auto shops and the public with an extensive range of high-quality engine parts.

The business was started by **Joe O'Carrol** in the comfort of his home garage. Now enjoying his retirement, **Joe** takes comfort in knowing the business is in the capable hands of his son, MD **Chris O'Carrol**.

Today, **Masterparts** stocks over 55,000 items for more than 4,000 vehicle models.

SkyNet is extremely honoured to have been a part of the **Masterparts** journey since November 2014.

Chris was extremely excited to receive the exciting gifts and was eager to share pictures of the special occasion with his dad.

Chris proudly displays the trophy on his boardroom table for all to see.

The **SkyNet** team wishes **Masterparts** many more successful years!

50



OBSSESSED WITH STAFF



Obsessed With Staff



NEWS FROM AROUND THE WORLD

SKYNET HONG KONG

Written by: Teddy Ho



Hong Kong: The Skyscraper City with Delivery Challenges at Every Turn

Hong Kong's breathtaking skyline, filled with towering skyscrapers, is a marvel to behold. But behind this urban spectacle lies a less glamorous story: the daily grind of couriers navigating a dense, vertical city. From residential high-rises to remote islands, Hong Kong's unique geography and infrastructure pose significant challenges to delivery services.

Island Deliveries: Ferries and Bicycles

Hong Kong is more than just its urban core. Outlying islands like Lantau, Cheung Chau, and Peng Chau require couriers to adapt to entirely different conditions. Deliveries depend on ferry schedules, often leading to delays. Once on the islands, the absence of cars means couriers switch to bicycles, navigating narrow and winding paths while carrying packages, an exhausting and time-intensive process.



Vertical Challenges in Residential Areas

With buildings reaching up to 50 floors in many neighborhoods, Hong Kong is a vertical city. While these high-rises are symbols of development, they create logistical headaches for couriers. Long elevator wait times and strict access procedures turn a quick delivery into a time-consuming task, especially during peak hours.

SKY'S THE LIMIT: THE REMARKABLE GROWTH OF SKYNET IN AUSTRALIA

Written by: Shalma Faiz



We, **SkyNet** Australia, are dedicated to providing unparalleled service in the dynamic world of eCommerce, both domestically and across borders, making us a key player in the logistics landscape. We have experienced tremendous growth in recent years. We have achieved a 1446% increase in revenue from 2023/2024 to 2024/2025.

We customise solutions and adjust them to customers' requirements. A cornerstone of our success is our robust import operations, competitive customs clearance, and last-mile services, which have become the key products enhancing our service portfolio.

While we have established a strong foothold in Australia, we are not resting on our laurels. We are actively pursuing expansion into neighboring countries, with plans to launch operations in New Zealand and build logistics solutions for the Pacific Islands, such as Fiji, New Caledonia, and the Cook Islands.

At the heart of **SkyNet** Australia's success is our dynamic team. Comprised of passionate individuals from various backgrounds, the organisation boasts a workforce dedicated to propelling the company to the next level. We are pleased to welcome **Ann Anton** and **Dasun Illangasinghe** as our newest members. They have partnered with us to add value to the company's new growth prospects.

Our journey in Australia illustrates the power of vision, dedication, and strategic thinking. With a strong focus on its import operations and plans for expansion into new markets, the future looks bright. As we continue to leverage the strengths of our talented team and adapt to the evolving needs of the market, we stand poised to redefine the logistics landscape in the region. For those watching this remarkable growth story, one thing is clear: the sky is indeed the limit.



King of APAC Chaminda Gunasekera!

**Managing
Director**

SkyNet
Asia Pacific



SKYFUN



THE STEP UP CHALLENGE

Written by: Kirsty de Pontes

August was National Wellness Month and our **SkyNet** Steppers rose to the challenge!

August was all about self-care, energy, and well-being, and our **SkyNet** Steppers didn't disappoint! Whether you're building a career, chasing goals, raising a family, or just navigating life, taking care of yourself is key.

This month, we encouraged everyone to move more, recharge, and build habits that boost happiness and reduce stress. Our participants truly embraced the challenge.

Wellness Challenge Recap:

From 07/08/2025 – 31/08/2025, our Steppers aimed for 10,000 steps a day connected and competed in the **SkyNet** Steppers Group on the StepUp App

And the winners are...



1st Place: Kirsty de Pontes – 13,166.3 average steps



2nd Place: Sarah Pearson – 12,555.5 average steps



3rd Place: Nakio Chamvua – 9,599.7 average steps

A huge congratulations to our top Steppers for their amazing effort!

Let's continue moving, stress less, and feel good, together!

SKYNET SUMMER BBQ 2025 – GOOD VIBES, GREAT FOOD, EVEN BETTER COMPANY!

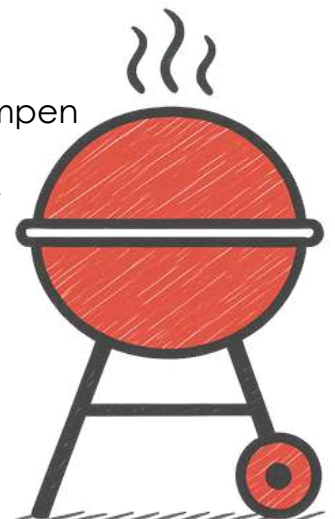
Written by: Kirsty de Pontes



Who said summer needs blazing sunshine to bring the heat? At **SkyNet's** Summer BBQ 2025, the weather might not have played along, but everyone brought the good vibes in full force!

From laughter echoing across the yard to friendly banter between colleagues, the atmosphere was buzzing with energy. And let's not forget the real MVP of the day – the **Greedy Boyz** food van! From sizzling burgers to mouth-watering sides, they kept everyone fuelled and smiling.

Even a cloudy sky couldn't dampen the spirits. With amazing food, fantastic company, and plenty of laughter made this BBQ one for the books. Here's to great memories and many more Summer BBQs ahead!



FROM COLLEAGUES TO ALLIES: A BOARD GAME ADVENTURE

Written by: Luky Lu



At SkyNet CN & HK, we pride ourselves on connecting continents, but recently, we focused on connecting with each other. Our Hong Kong colleagues and Shenzhen crew came together for a team-building night unlike any other: a few rounds of the social deduction game Werewolf.

What began as casual fun quickly turned into an exercise in strategy, persuasion, and teamwork. Familiar faces surprised us all—our usually serious Head of Operations impressed with his flawless deception, while Shenzhen's Head of Key Account Operations played the rookie role with cunning charm. Even first-time players leaned in, discovering new voices and confidence as laughter and dramatic speeches filled the room.

Between the debates, reveals, and high-fives, something shifted. Quiet colleagues became leaders, and playful rivalries turned into stronger bonds. Beyond the game, it reminded us of the skills that drive our work every day: noticing cues, listening closely, and trusting each other's judgment.

The energy carried back into the office the next day. We'd shared more than just a game, we'd broken down barriers and gained fresh insight into how our teammates think and react.

Because in logistics, just like in Werewolf, success depends on collaboration and trust.





The Partnership that delivers

Welcome
Chris Botha!

**Commercial
Executive**

SkyNet
Worldwide
Express



GETTING TO KNOW OUR NETWORK

WHO IS CHRIS BOTHA

1. What excites you most about the future of SkyNet?

The massive transition the business has undergone, along with Vision 2030 and the efforts behind it, excites me.

2. Which key lessons have shaped the way you lead today?

Constantly learning from those around me and showing up every day.

3. How do you balance driving results with caring for people?

It starts with caring for people and giving them the tools they need to succeed.

4. If you could give one piece of career advice to younger professionals, what would it be?

Through self-learning and developing your skills, if you bring energy, you're already more than halfway to achieving your goals.

5. What has been the most rewarding part of your journey at SkyNet so far?

Exposure to new people, our client base, and the belief we share at SkyNet.

6. How do you define success both personally and professionally?

Being able to provide and being someone to look up to, in both business and family. Constantly learning from those around me and showing up every day.

7. What message would you like every SkyNet employee to take away from this Q&A?

We are all **#TeamSkyNet** for each other, and the more we collaborate the greater we will achieve. Our unity comes from knowing that without customers there is no business, and by serving them well we stay at the top.

8. What's your guilty pleasure snack during a busy workday?

Biltong and good coffee.

9. What's one song that always lifts your mood?

Born to Win – Five for fighting.



The Partnership that delivers

Welcome Grant Fletcher!

**Chief
Operating
Officer**

SkyNet
Worldwide
Express



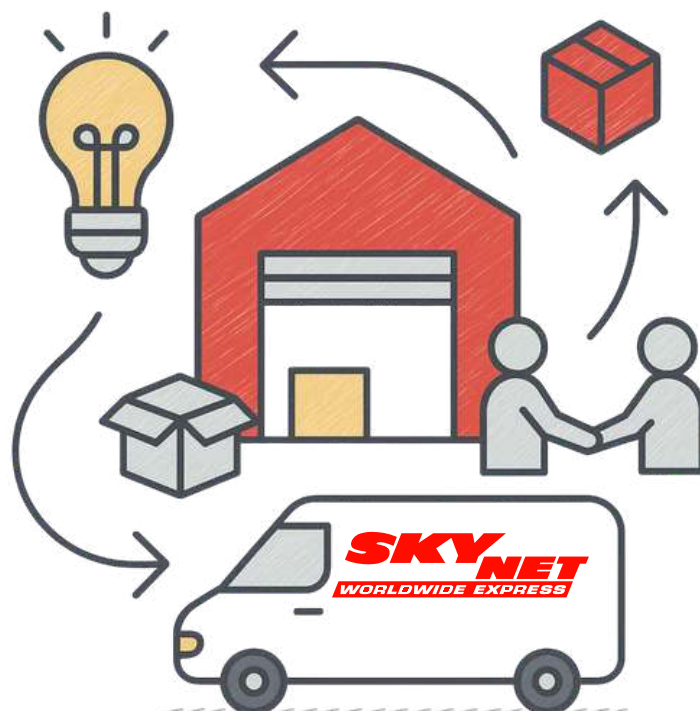
GETTING TO KNOW OUR NETWORK

We're excited to welcome **Grant Fletcher** as our new Chief Operations Officer (COO). Grant steps into the role with an impressive track record in the logistics industry, having not only managed large-scale operations but also owned and successfully grown his own logistics business. This entrepreneurial background has given him a deep understanding of the challenges and opportunities within our sector, as well as the practical skills to navigate them with confidence.

Throughout his career, **Grant** has consistently demonstrated an ability to drive operational excellence, streamline processes, and deliver measurable results. He is passionate about building high-performing teams that thrive on collaboration and accountability, while also keeping customer satisfaction at the heart of everything he does. His leadership style emphasises open communication, trust, and a commitment to continuous improvement—values that align closely with the **SkyNet** culture.

Looking ahead, **Grant** is eager to explore new opportunities for innovation and growth, ensuring **SkyNet** remains competitive in an ever-changing logistics landscape. His energy and vision will not only strengthen our operations but also help shape a culture of resilience, adaptability, and shared success.

Big Mouth's got the scoop on Grant, don't miss his full "Getting to know our network" feature in the next edition!



SPOTLIGHT: HARRY MCVEY FROM CUSTOMER SERVICE AGENT TO CLIENT RELATIONSHIP MANAGER

Written by: Kirsty de Pontes

GETTING TO KNOW OUR NETWORK



Harry's story with **SkyNet** began in December 2020, when he joined as a Customer Service Agent. From his first day, he immersed himself in looking after customers and learning the ropes of a busy service environment. His dedication and attention to detail saw him promoted to Customer Service Supervisor in 2024, where he stepped into leadership for the first time. Today, **Harry** has taken yet another step forward as Client Relationship Manager, a role that puts him at the heart of **SkyNet's** customer experience strategy.

New Role, New Challenges

As Client Relationship Manager, **Harry's** focus is broad and impactful: leading and managing his team, overseeing customer experience, driving process improvements, monitoring performance, and collaborating across departments. What excites him most is the opportunity to make a bigger impact, keep learning, and build something meaningful alongside his team.

Taking on this new role has come with its challenges, **Harry** explains. "There's definitely added pressure to make sure work is completed on time and at the highest standard," **Harry** admits. But he thrives on the responsibility and the chance to influence positive change.

Lessons & Growth

For **Harry**, one of the biggest lessons has been understanding that leadership is about influence, not authority. Success, he says, is now a team effort, and feedback is always a two-way street.

When it comes to inspiration, **Harry** doesn't hesitate to credit the people who shaped his journey: **Lynsie Kennelly**, who set the bar high from the start; **Ellie Jones**, who mentored him through his first leadership role; and **Niki Capacci**, a constant support from day one who continues to motivate him to grow.

Looking Ahead

Harry's goals for his new role are clear: to develop and engage his team, refine processes, and build a strong, supportive culture. His advice for others aiming to grow within **SkyNet** is simple but powerful:

"Master your current role first. Ask for feedback and use it. Volunteer for new responsibilities. Stay curious and keep learning. Be patient but proactive as promotions don't happen overnight, but if you keep showing up and improving, the next step will come."

GETTING TO KNOW OUR NETWORK

WHO IS BABAK PARSA - FINANCE MANAGER GERMANY



1. What gets you out of bed in the morning?

The opportunity to solve complex challenges, and make a real impact on the business. I enjoy knowing that my work contributes to the company's stability and growth.

2. What three words would you use to describe your role?

Analytical. Strategic. Responsible.

3. Who inspires you and why?

I am inspired by leaders who combine vision with empathy, people who not only drive results but also invest in developing their teams. That balance of performance and people is something I try to bring into my own work.

4. Are you a coffee or tea person?

Definitely coffee, it fuels my mornings and keeps me sharp throughout the day.

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

Professionally, helping restructure financial processes in Germany during a challenging period stands out. By introducing automation, we not only improved transparency and accuracy but also reduced manual workloads significantly. Personally, I am proud of building resilience and continuing to grow no matter the circumstances.

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

My role is about safeguarding the company's financial health while ensuring efficiency and innovation. Automation plays a key part in this, it allows us to focus less on repetitive tasks and more on creating value for the business. While finance is often seen as being in the background, it touches every part of the company. My goal is to ensure stability and continuous improvement so that colleagues across all departments can thrive.



GETTING TO KNOW OUR NETWORK



WHO IS DEON ROOS - GROUP NATIONAL FRANCHISE MANAGER

Deon joined **SkyNet** on 1 August 2025. He brings over 30 years of experience in retail business strategies, operations, and business turnarounds. He is passionate about cultivating high-performance cultures and engaged teams, with a strong focus on continuous staff development.

1. What gets you out of bed in the morning?

Starting the day with God, the opportunity to make a difference in someone's life.

2. What is your favourite quote?

Learn, live and teach others.

3. What three words would you use to describe you best?

Problem solver, thoughtful and respectful.

4. What is your vision for the future of SkyNet?

To become a world-leading franchise business.

5. Are you a coffee or tea person?

Coffee, real coffee.

6. How do you stay motivated and focused in your role?

By opening new businesses and creating employment opportunities.

7. What do you enjoy most about your role at SkyNet?

Building new businesses and new revenue streams.

WHO IS GARY WARD - BRANCH MANAGER NOTTINGHAM

1. What gets you out of bed in the morning?

I always have a positive outlook on life and a busy schedule. So many things to do and it's good being busy.

2. What three words would you use to describe your role?

Entrepreneurial, educational, good listener.

3. Who inspires you and why?

Jeff Bezos. Started Amazon in his bedroom. 100% Entrepreneurial, says it all.

4. Are you a coffee or tea person?

Tea, Wakefield born so Tetley all the way.

5. What is your biggest achievement to date, personal or professional?

Keeping fit & healthy. At a previous company, holding the ambassador award for 3 years running, and I am honoured to join the **SkyNet** family.

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

My long-term aim is to grow customers through acquisition, development & maintenance and make the NOTTS branch operate within its P&L & budgets whilst generating good volumes, margins & profits.



GETTING TO KNOW OUR NETWORK

WHO IS MATTHEW SHALE - GENERAL MANAGER INNOVATION LAB



1. What gets you out of bed in the morning?

My wife and I have recently welcomed our newborn son into the world so currently, he is the one that literally gets me out of bed in the morning (and a couple times during the night). I would say though that my inherent desire to be better every day gets me out of bed in the morning. It also helps that I actually love my job and the **SkyNet** culture!

2. What is your favourite quote?

Always forward, not even one step back.

3. Who inspires you and why?

I have always taken inspiration from a lot of different people. I like to take a little bit of something from everyone around me. Right now, I am inspired by all the new people and their skills around me.

4. Are you a coffee or tea person?

Both. Coffee in the morning for some energy, but nothing beats a nice cup of relaxing tea on an evening.

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

Currently, my position as GM of On-Demand provides me with the opportunity to work with some amazingly talented individuals. Our goal is to create one team with one vision and have On-Demand more integrated into the bigger **SkyNet** team. In time to come, we will share a lot more of the great work we do in On-Demand and we hope for your support and a common shared interest in our growth and ultimately **SkyNet's** growth.

6. How do you stay motivated and focused in your role?

I understand that the key to my success is the success of those around me. I am focused on the long term legacy of whatever business I am involved in. If I put my name on something, I live and die by the success of it.

7. What is your vision for the future of SkyNet?

To create a company that is financially, culturally, and operationally the best in the industry. By creating an environment that breeds success and pride for our business, our customers and our team members.



CLICKS HELPING HAND FOUNDATION.

Written by: Yumna Sedunsta

SkyNet is excited to have partnered with **Clicks Helping Hand Foundation** in delivering donations to much needed beneficiaries across the country.

Yumna Sedunsta was invited to join the team in handing over a R600 000 cheque to **Songo.info** based in Kayamandi Stellenbosch.

HHF and **Songo.info** have a longstanding history with extreme pride in how the foundation has seen the **Songo.info** institute expand yearly.

The **HHF** invited a professional photographer to capture the handover of the cheque and the official partnership between **SkyNet** and the **Helping Hand Foundation**. **Songo** has humble beginnings: from a dream of providing a safe space for children to play on bikes, it has evolved into an Educational and Sports program focused on creating a long-term impact for the children in Kayamandi. While **Songo** has a well-established programme for school-aged children, there is a need to teach riding skills to younger pre-school children, especially in Kayamandi, where few families can afford bicycles. **Songo Tots** gets children from local crèches onto balance bikes, under the guidance of professional coaches. Once they are competent and confident on balance bikes, they progress to pedal bikes.

“Children under our care are introduced to cycling through our BMX programme. We cater for kids from 6 to 13 years but do not exclude older children. **Songo** children have daily one-hour coached sessions on our BMX track, situated at the **Songo** clubhouse in the heart of Kayamandi. The BMX programme teaches basic bike handling skills and enables children to develop their skills in a fun and supportive space. We also provide opportunities for those kids who want to put their skills against others in a competitive environment, on a regional and national stage.”



General School Support

Education is our core focus, making extensive use of digital learning as well as specialised tutors. The children are enrolled at primary school level, and through our program we provide educational support into high school and onto tertiary level studies. We cannot replace the formal education system, but we can do everything possible to ensure that children don't fall through the cracks.

SKYNET'S WARRIOR WOMEN

Written by: Yumna Sedunsta

This year our beautiful **SkyNet** SA [CPT] Warrior Woman celebrated Woman's Day 2025 with a beautiful lunch, inspirational talks and financial education.

We invited **Aaisha Ahmad** from **Old Mutual** to educate our ladies on Financial Wellness and to ensure all ladies understood that part of a woman's strength lies in being financially independent and having the peace of mind that comes from securing a better future. Not just for us as women, but also for our future leaders, and our beloved children.

The ladies were blessed with beautiful gifts and a motivational talk led by **Yumna Sedunsta**.

*"I AM A WOMAN
PHENOMENALLY. PHENOMENAL
WOMAN, THAT'S ME."*



SKYNET BRINGS WARMTH TO DREAM HOME MULTIPURPOSE CENTRE

Written by: Lezli Edgar



This Mandela Day, **SkyNet** proudly partnered with the **Dream Home Multipurpose Centre** to make a meaningful contribution in the lives of the children who call it home. The partnership reflects one of **SkyNet's** core values: giving back to the communities we serve.

The **Dream Home** children were gifted warm fleeces to see them through the chilly winter months. Their library was given a fresh and vibrant makeover, transforming it into a space that inspires learning and imagination. To complete the day, **SkyNet** teams joined the children for games, laughter, and a warm cup of soup. Sharing not just meals, but memorable moments of care and connection.



SkyNet's commitment doesn't stop there. These donation drives take place almost every quarter, allowing us to respond to different needs throughout the year. Looking ahead, the next major initiative will be the **Dream Home** Christmas party, where the focus will once again be on creating joy, comfort, and a sense of belonging.



Through every drive, **SkyNet** aims to do more than provide necessities, we aim to show the children at **Dream Home** that they are seen, valued, and supported.

SKY
NET
WORLDWIDE EXPRESS

The Partnership that delivers

**Happy Heritage
Day!**

September 24



DHA DRIVE

Written by: Grace Sono

Most people think of the **Department of Home Affairs** as simply dispatching travel and identity documents, standard, low-pressure tasks. However, that is far from the reality.

In addition to routine dispatches, the department supports various ministerial events that are time-sensitive and require specific documents to be handed over to the public by ministers. These initiatives include disaster outreach programs, the matriculation of SIDC's rollouts, and the 365 Days of Child Protection campaign.

"SkyNet DHA team: On Time, Every Time Empowering Possibilities."

Our in-house team is involved from the very beginning. From the point of application, through printing and sorting, to ensuring the timely delivery of documents ahead of these critical events. Often, these requests come at the last minute, yet our team consistently steps up, working late hours when necessary, and doing so without complaint.

Their dedication and hard work play a crucial role in ensuring the success of these critical national initiatives.

We're proud to share that **SkyNet** recently made a generous donation to **The Riverside Storehouse**, supporting the incredible work they do to uplift our local community.

The Storehouse aspires not only to clothe and feed those in need but also to provide people with the skills to secure employment and to act as a facilitator in helping them find meaningful work. Through this holistic approach, The Storehouse empowers individuals and strengthens the wider community.

We're honoured to support their mission and contribute to the positive impact they make every day. Together, we can create opportunities, inspire hope, and make a real difference.

RIVERSIDE VINEYARD DONATION

Written by: Kirsty de Pontes



SKYNET UK'S ELEVATE PROGRAMME

Written by: Kirsty de Pontes

Our Elevate Programme initiative is designed to accelerate innovation, leadership, and impact across the business.

Over the past quarter, the programme has:

- Expanded its reach – now engaging participants from our Heathrow office and branches.
- Delivered results – our Mavericks excelled in their Team Challenge with their end-to-end customer experience recommendations as well as their innovative solutions that will make a real difference to how we service our customers
- Built connections – fostering collaboration between various departments, creating a stronger and more agile network of future leaders.



Looking ahead, the Elevate Programme will continue to:

- Empower teams with new tools, resources, and leadership skills.
- Highlight success stories and demonstrate how the programme supports both your personal growth and **SkyNet's** development.
- Drive our strategic priorities with bold ideas and practical solutions from frontline staff.

Thank you to everyone who has contributed so far. The Elevate Programme is more than an initiative, it's a movement shaping the future of how we work and win together.

Stay tuned for more updates and opportunities to get involved in our future Elevate scheme.



WELKOM'S WONDER WOMEN: HOW FOUR LEADERS KEEP SKYNET MOVING

Written by: Lezli Edgar & Sanmari Grobbelaar

In an industry often perceived as male-driven, four remarkable women in Welkom are proving otherwise. **Deidre, Jonita, Zeneldah,** and **Heidi** run **SkyNet's** Welkom depot with a powerful combination of determination, empathy, and grit.

Their leadership is not just about keeping operations running smoothly, but about creating a culture of resilience, teamwork, and care.

For them, leading is more than a title; it's about breaking barriers and setting an example for others. They see their roles as an opportunity to demonstrate that perseverance and skill matter more than stereotypes.

Every challenge is approached with teamwork, communication, and a shared understanding that supporting one another is what keeps operations running smoothly.



Of course, working in logistics is not without its obstacles. Tight deadlines, unexpected issues, and constant pressure are part of the daily reality. Yet the team emphasises that standing together makes all the difference. They liken themselves to a family with different personalities, but united by mutual respect and the will to succeed.

Their clients benefit directly from this spirit. Whether it's taking extra steps to ensure deliveries happen against all odds, or simply offering service with a smile, the Welkom team is known for going above and beyond. For them, excellence isn't about praise, it's about living up to the standard they themselves expect when they are on the receiving end.

When asked about inspiration, each woman reflected on the people and values that drive them forward: family members who showed resilience, personal journeys of strength, and the joy of satisfied clients. That sense of purpose fuels their ambition to keep pushing boundaries in a demanding industry.

Looking to the future, they envision a depot and a company culture of collaboration, empathy, and resilience. They believe women's natural strengths like adaptability, determination, and care will play a defining role in shaping **SkyNet** South Africa's future.



Their advice to aspiring leaders is simple but powerful: believe in yourself, stay true to your values, and never let doubt silence your voice. With strength, kindness, and perseverance, you can lead, inspire, and succeed. At **SkyNet** Welkom, these women are not just keeping operations on track, they are showing the way forward.

CELEBRATING MILESTONES AT SKYNET UK

Written by: Kirsty de Pontes & Lezli Edgar

At **SkyNet** UK, we know that our strength lies in the dedication and loyalty of our people. This year, we are proud to recognise several team members across the network who have reached remarkable service milestones.

January 2025

We begin the year by honouring our Hounslow colleagues:

- Yohannes Mengstu – 20 years
- Anjelo De Cruz – 5 years
- Agnieszka Paszkowska – 5 years
- Jamie Willis – 5 years

From Nottingham, Allyce Linney also marks 5 years with us, congratulations!

February 2025

- Paul Hanson (Kirkby) – 10 years

April 2025

- Ray Sweeney (Leeds) – 10 years
- Sami Wingit Mushrigi Shanada (Hounslow) an incredible 30 years!

May 2025

- Steven Lee (South Kirkby) – 10 years
- Jacob Bagonza (Hounslow) – 10 years
- Eric Lubowa (Hounslow) – 10 years

June 2025

- Gene Richardson (South Kirkby) – 10 years
- David Roberts (Nottingham) – an impressive 30 years

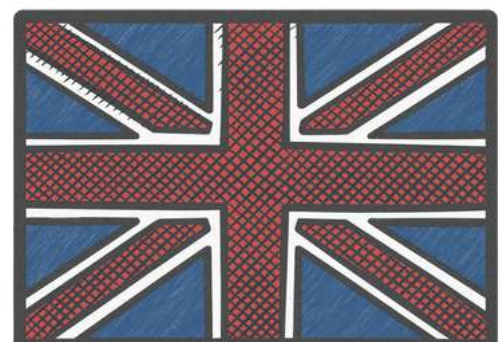
July 2025

- Ellie Howe (Manchester) – 10 years
- Sami Shanada (Hounslow) – 30 years
- Robert Bielecki (Hounslow) – 5 years
- Luiza Dias (Hounslow) – 5 years

September 2025

- Farah Chaudhry (Hounslow) – 20 years
- David Sere Mayanja (Hounslow) – 10 years
- Semab Gul (Hounslow) – 5 years

These anniversaries represent years of dedication, teamwork, and passion. To each of you, thank you for your invaluable contributions to **SkyNet** UK. Here's to many more milestones ahead!



CELEBRATING MILESTONES AT SKYNET SA

Written by: Lezli Edgar

At **SkyNet** SA, we know that the strength of our network lies in the dedication and loyalty of our people. Each year, we take pride in celebrating those team members who have reached important service milestones.

May 2025

We began the winter months by celebrating:

- Morne Mills – 5 years
- Lydia Manganyi – 10 years
- Sergio Koetenberg – 10 years
- Collins Matheba – 10 years
- Sally Mc Loughlin – 15 years
- Bridget Rapetswa – 20 years

June 2025

The mid-year marked an impressive list of milestones:

- Diedre Desmore Salie – 5 years
- Zanele Figlan – 10 years
- Charnel Booysen – 10 years
- Jason Rabie – 10 years
- Phindi Khalo – 15 years
- Robin Van Niekerk – 20 years
- Paulos Faso – 20 years
- Gunther Gunther – 30 years



July 2025

Colleagues honoured during July include:

- Providance Ramatsekisa – 10 years
- Phindile Nxumalo – 15 years
- Gift Tshandule – 15 years
- Wendy Oosthuizen – 20 years
- Boledi Mashigo – 20 years
- Shadrack Ntyiya – 20 years

August 2025

August celebrations recognised:

- Lucas Netshia – 10 years
- Mosa Maphanga – 10 years
- Bonga Mthembu – 15 years
- Mangaliso Mpele – 20 years
- Bennet Shalang – 30 years

September 2025

Closing off the quarter, September brought:

- Carine Krynauw – 5 years
- Danie Meyer – 5 years
- Abram Msimanga – 10 years
- Ricky Horn – 10 years
- Sibusiso Mehlo makulu – 10 years
- Loise Moses – 10 years
- Sello Mochemi – 15 years
- Ben Fourie – 20 years
- Mhawukelwa Gumede – 25 years

Each of these milestones represents not just years of service, but years of teamwork, perseverance, and shared success. We extend our gratitude to every individual for their dedication, you are the heart of **SkyNet**.

Celebrating Excellence: Sarah Pearson's Incentive Trip to South Africa

Written by: Kirsty de Pontes

We are thrilled to celebrate **Sarah Pearson**, one of **SkyNet's** most dedicated and experienced Executive Account Managers, as she embarks on an exclusive incentive trip to South Africa!

With over 30 years of service at **SkyNet**, **Sarah** has played a pivotal role in managing some of our most important clients in the UK, representing 66% of our total revenue. Her exceptional client management and strategic approach have driven extraordinary results, expanding this large client base by 61% year on year, delivering an impressive £387k (R9.1m) average growth per month in the first four months of the financial year alone.

It was these outstanding results that earned **Sarah** first prize in our incentive programme: a once-in-a-lifetime trip to South Africa.

Reflecting on the experience, **Sarah** shared:

"South Africa was such a fabulous place to visit, a dream come true for us. The culture, wildlife, and hospitality were incredible and will stay with us for the rest of our lives. From the moment we arrived, we were amazed by the beauty of South Africa, and we can't wait to return soon. Seeing the wildlife in their natural habitat at Kruger National Park was breathtaking, and the scenery and views from Table Mountain and beyond were truly stunning. Thank you, South Africa you've been amazing!"

Congratulations, **Sarah**, on this well-deserved recognition of your excellence, commitment, and incredible results.



MEET THE MAVERICKS

SKYNET SA- MAVERICKS 2025 MENTOR REVEAL

Written by: Lezli Edgar

The Mavericks 2025 learning & development program reached a pivotal point with the introduction of the Mavericks 2025 Mentors on Friday, 22nd August 25 at SkySmart Training Academy.

The afternoon proceedings showcased the five Maverick Mentors **Zeyn Agjee, Lesego Masite, Terry Ferreira, Nazira Jeewa, Prabashini Naicker** in a fun interactive way. Each Mentor made a short video clip that informed the Mavericks of who they are, where they come from, what expertise they bring to the business, and why two of the Mavericks should choose them to be their Mentors.

The Mavericks 2025 group revealed their short video clips that highlighted who they are, where they come from and why the Mavericks 2025 program is important to them.

“The Mavericks Mentors, Zeyn Agjee, Lesego Masite, Terry Ferreira, Nazira Jeewa, and Prabashini Naicker fulfill the role of providing guidance, advice, feedback, and support to the Mavericks team members on an individual basis. They serve as role models, teachers, counselors, advisors, sponsors, advocates, allies, and are aligned with the specific goals and objectives of the Mavericks program”



George Lipscombe

I joined the Elevate Programme to invest in my personal and professional growth, and to challenge myself to think differently as a leader. For me, it's about building new skills, learning from others, and developing the confidence to make a bigger impact within my role and the wider business. Elevate is an opportunity to step outside of the day-to-day, reflect, and push myself to grow — both for my own career journey and to better support the teams and people around me.



Tulia Amani

I joined the Elevate Programme to gain a deeper understanding of a department I'm interested in and to explore potential career progression at SkyNet. So far, I'm enjoying the experience, though I'm still finding my way with the programme's direction and how the learning connects to the department I'm focused on.

Amandeep Randhawa

I joined the Elevate Program to gain new skills, boost my confidence, and take on new professional challenges that will help advance my career. My goal is to learn, grow, and ultimately shine in my chosen field.

The experience started with a great deal of enthusiasm, and while that has naturally settled, I still see Elevate as an important step forward. As the tasks progress, I'm confident I'll achieve my goals by the end of the program. Hats off to the coaches and **Eugene** for their dedication in making this journey possible.



Semab Gul

I joined the Elevate Program to grow beyond my current role and make a meaningful impact within the organisation. With a background in finance and software programming, I saw it as an opportunity to develop leadership skills, challenge myself, apply my technical and analytical expertise, and learn from others.

So far, the program has allowed me to showcase my capabilities and contribute in innovative ways. Collaborating with fellow participants to identify a problem and propose an automated solution — and winning the competition — was a rewarding experience that reinforced the power of teamwork and innovation. Overall, Elevate has been an excellent platform for professional growth and leadership development.

MEET THE MAVERICKS



Teju Anjorin

The Elevate programme has been very innovative for me and I am very thankful for the opportunity. I have learnt problem solving skills via our first group project and my mentor **Craig** has been extremely helpful and having regular meetings with me. I'm looking forward to learning new things on the programme.



Rasha Al Enzi

I believe Elevate will challenge me to step outside of my comfort zone and accelerate my development. What I appreciate most is the supportive environment. It's encouraging me to step outside my comfort zone. It's been a great mix of self-reflection, practical learning, and meaningful conversations.



GAME CHANGING INNOVATION

FUELING THE FUTURE: SKYNET UK'S DIGITAL-FIRST CAMPAIGN WITH YEET

Written by: Kirsty de Pontes

A major highlight in Q1 was the partnership with **Yeet**, **SkyNet's** new creative and performance marketing agency. Their involvement marks a deliberate move away from traditional thinking, bringing modern, digital-first energy into our campaign planning. Working together on our first campaign - On Demand Same Day, that launched in September, targeting Birmingham and Manchester, two areas identified for their strong untapped growth potential.



Yeet has helped shape a bold, compelling creative direction with strong hooks for social media, targeted digital advertising, and paid campaigns, all underpinned by robust tracking and analytics. Engagement, lead generation, and ROI will be closely monitored to guide Phase 2 rollout in Nottingham, Edinburgh, Wakefield, and Phase 3 in London.

The campaign centres around **SkyNet's** standout differentiators - core to keeping us top of mind and the courier of choice:

- Collection Within 30 Minutes – while competitors offer 60–90-minute collections, **SkyNet** offers the ability to pick up in as little as 30 minutes.
- Real People, Not Bots – when you call to book, you're speaking to a human expert, not an automated system. This simple yet powerful message strongly resonates with service-focused customers.





On  **Demand**
Same Day Delivery

MOZAMBIQUE GAS & ENERGY SUMMIT & EXHIBITION

Written by: Matthew Shale

SkyNet Mozambique attended the annual **Mozambique Gas & Energy Summit & Exhibition** held in Maputo on 23 & 24 September 2025 (<https://www.mozambiqueenergysummit.com/>)

Micaela Faustino, Mike Farquharson, Matthew Shale along with the **SkyNet** Mozambique Commercial Sales Team represented **SkyNet's** Global Solutions to both existing and new partners. With plenty of new partnerships formed and existing relationships grown.

As the official convening platform for the global gas, LNG and energy industry in Mozambique, the **Mozambique Gas & Energy Summit & Exhibition** will gather key Mozambican government, ministerial and industry stakeholders along with IECs, NOCs, EPCs, investors, developers and private sector value chain participants to engage in offtake negotiations, project development tenders, multilateral partnerships, technology showcasing and knowledge and best practice exchange.

Endorsed by the **Mozambique Ministry of Mineral Resources and Energy** (MIREME) and organised by **DMG** events in partnership with **ENH** (Empresa Nacional de Hidrocarbonetos), the Summit also promotes and empowers the development of local content to serve as a platform to evolve the Mozambican energy landscape to ensure long-term future success for the country and its citizens within the global energy community.



The hands
behind every
delivery.



SKY NET
WORLDWIDE EXPRESS
The Partnership that delivers



GAME CHANGING INNOVATION

SKYNET USA

Written by: Adriana Burgos

Enhancing Last-Mile Delivery Efficiency: Overcoming Challenges

In the fast-evolving eCommerce industry, last-mile delivery remains a cornerstone of customer satisfaction. **SkyNet** USA tackles challenges such as urban congestion, high delivery costs, and diverse customer expectations by leveraging advanced route optimization algorithms, real-time tracking systems, and partnerships with local couriers. These efforts have led to improvements in delivery success rates over the past year, ensuring timely and efficient service.

Expanding Through Strategic Partnerships

Partnerships are central to our growth strategy. Our recent co-branding initiative connects the US and Ecuador, with plans to expand to other regions. **Skybox** services currently operate from the USA and Italy, opening opportunities for customers in Latin America to access products from Europe. This move brings Europe and Latin America closer together, fostering greater connectivity and commerce.

Achievements That Define Us

Our greatest achievement during 2024

was the Amazon project, which included services such as shipping from the USA to Colombia, Chile, Panama, and Barbados. This success opens the doors to other opportunities, since we are expanding our services and capabilities:

- We are operating 24/7
- K9 Screening, Artificial Intelligence Screening
- Charter services, PMC build up

To our incredible network, esteemed partners, and valued customers, we extend our heartfelt thanks for your unwavering support and collaboration in 2025. Your trust and dedication inspire us to innovate and excel. As we look forward to 2026, we are excited to build on this foundation and achieve even greater achievements together

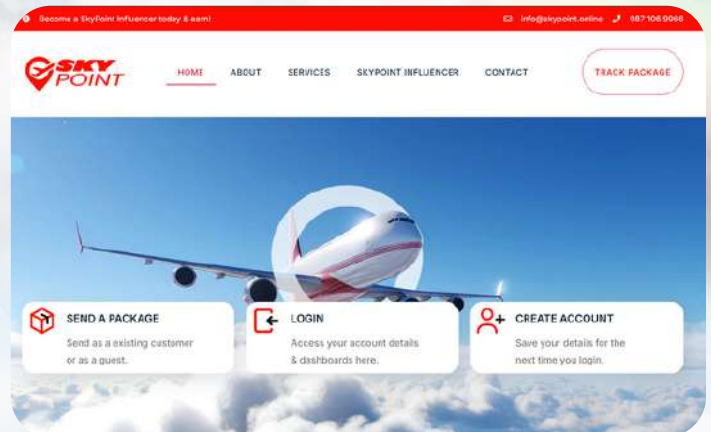
SKYPOINT.ONLINE WEBSITE CHANGES

Written by: Samu Duma

SkyNet has invested in refreshing SkyPoint.online to improve the experience for eCommerce, SME, and prepaid/cash customers. The upgrades focus on speed, simplicity, and smarter technology.

What's New

- Fresh Home Page – Complete redesign with Yeet to enhance user experience and perception.
- Business User Pricing – Custom catalogues and rates for business accounts.
- Simplified Booking Flow – Clearer steps, mobile-friendly design, and predictive text.
- Improved Dashboards – Better filters, exports (PDF/Excel), promise-date accuracy, and friendlier reports.
- Counters – New shipment option like Door-to-Counter, Counter-to-Door, Counter-to-Counter.
- Imports – Import bookings with auto VAT/duties calculation and handling of special goods.



What's Coming

- On-Demand Same Day – New shipping option.
- Sales Agent Dashboards – Manage customers, revenue, and commissions.
- Self-Serve Documents – Download quotes, invoices, and PODs from the dashboard.
- Bulk Uploads – Process multiple shipments at once.
- Value-Adds at Checkout – Options like Weekend Delivery, Armed Escort, and SkySecure ID checks.
- API Integration – Create waybills and get quotes via API.
- eCommerce Plugin – Live rates and automated booking from online shops.
- Operations Dashboard – Track overdue shipments and OTIF reporting.
- Better Tracking & Communication – More accurate statuses, SMS/email updates.
- New Email Domain – All system mail from info@skypoint.online.
- Mobile App – Streamlined access for customers and agents.
- Global Rollout – Starting in the UK & Europe, expanding worldwide.



SKYNET SOUTH AFRICA ENGAGES WITH WESTERN CAPE GOVERNMENT ON INSPIRING CULTURAL PARTNERSHIP

Written by: Zeyn Agjee

On Thursday, 4 September 2025, **SkyNet** South Africa had the privilege of meeting with the **Western Cape Government** in Cape Town to explore exciting partnership opportunities that align with our commitment to community development and national connectivity.

The meeting, attended by **Mickyla Davids** (Personal Assistant to Head of Ministry), **Michael Pardenwachter** (Head of Ministry) and **Kevin Malan** (Assistant Director the Department of Cultural Affairs and Sport), together with **Zeyn Agjee** (MD – **SkyNet** SA), **Chris Botha** (Commercial Executive – Africa), and **Ricardo Philander** (Key Accounts Manager), focused on two flagship youth initiatives, the Western Cape TikTok Challenge and Western Cape Got Talent. These programmes form part of the province's broader vision to build civic pride, nurture creativity, and position the Western Cape as the "Events Capital of Africa."



The TikTok Challenge aims to rekindle a love for storytelling and reading by engaging youth through all 67 libraries across the province, celebrating positive community stories and rewarding participants with educational prizes such as bursaries. The Western Cape Got Talent initiative will uncover exceptional local talent across metro and rural communities, supported by mentorship and digital exposure.

Beyond these, discussions also covered iconic events including Mos-Jazz (Mossel Bay), KKNK (Oudtshoorn), Knysna Oyster Festival, and the George Arts & Culture Festival. All vital pillars in preserving the province's cultural heritage.

SkyNet's nationwide logistics network positions us as a natural enabler for these impactful projects. Rather than direct financial sponsorship, the teams explored a barter based contribution, where **SkyNet** could assist by reducing logistics costs turning our "logistics currency" into real community value.

We're inspired by this opportunity to collaborate with the **Western Cape Government** in driving social impact, cultural celebration, and youth empowerment across South Africa.



Harnessing Nature's Power for a Greener Planet

NET
ZERO

Skymet



SKYNET AND HELLMANN TEAM UP FOR NEXT-LEVEL CROSS-BORDER E-COMMERCE

Written by: Lezli Edgar

eCommerce is growing at record speed, and logistics providers are being pushed to adapt. This October, **SkyNet** Worldwide Express announced an exciting partnership with Hellmann Worldwide Logistics to launch a new door-to-door cross-border eCommerce solution. The aim: to make global shipping faster, smarter, and more cost-effective for merchants of all sizes.

The solution combines the best of both worlds. **Hellmann** brings its global freight, infrastructure, and warehousing expertise, while **SkyNet** contributes decades of B2C delivery experience and advanced digital tools. Together, they've built a seamless service that covers every stage of the journey from pick-up and customs clearance to last-mile delivery and returns.

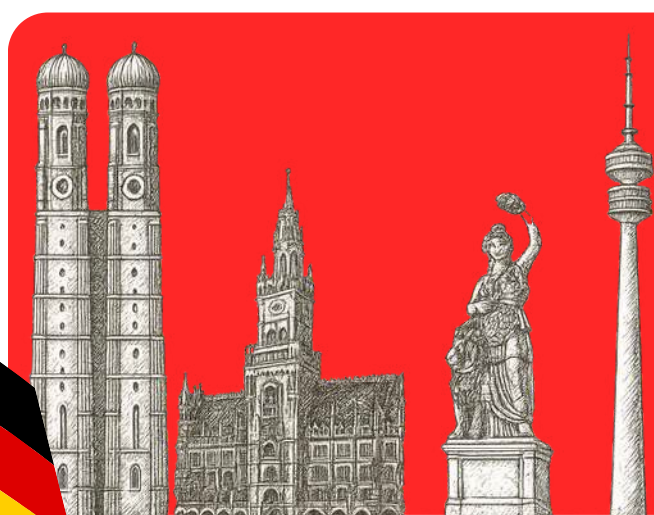
Positioned between traditional postal and express courier services, the new product balances speed and affordability. Merchants benefit from end-to-end tracking across regions and transport modes, plus **SkyNet's** API connectivity that simplifies integration and gives retailers global visibility through a single platform. Meanwhile, **Hellmann's** freight capacity and warehouse network ensure scalability as demand continues to rise.

Launching first in the EU and UK, the service will expand to other markets, ultimately reaching customers in more than 190 countries. This means global corporations and SMEs alike will have a powerful alternative to existing providers.

"Global parcel shipping is our core business. With this partnership, we are combining Hellmann's infrastructure and market reach with **SkyNet's** deep e-commerce expertise to create a true end-to-end solution," says **Tommy Erasmus**, Group CEO, **SkyNet** Worldwide Express.

Martin Habisreiter, COO Airfreight at **Hellmann**, agrees: "Fast cross-border deliveries are essential for sustainable growth. Together with **SkyNet**, we're connecting warehouses directly to customers worldwide and combining our strengths to build a solution that works globally."

For **SkyNet** teams, this partnership is more than a product launch, it's a bold step toward shaping the future of e-commerce logistics.



GAME CHANGING INNOVATION

FRANKFURT HUB: STRENGTHENING OUR EUROPEAN BACKBONE – JOBST LEDER / ETIENNE DU TOIT

Written by: Kirsty de Pontes

Key Facts and Milestones

Over the past few months, **SkyNet** has diversified its EU service offerings. Frankfurt has been established as a central returns centre for Europe, managing both European and global returns with full grading, refund processing, and quality checking. The hub processes over 1,000 items daily, reflecting growing operational capacity and client trust.

We've strengthened our position as a European gateway by aligning with a carrier partner for first-mile and last-mile operations. Additional milestones include launching **SkyCollect** for Israel and expanding global export capabilities through new strategic partnerships.

Notable Achievements and Improvements

The Frankfurt hub now offers same-day turnaround for select services and injects shipments directly into last-mile carriers, increasing efficiency and coverage.

Supporting **SkyNet's** European and Global Network

Frankfurt serves as the central hub for relabeling and distribution, ensuring seamless integration with last-mile carriers. This strategic role reinforces **SkyNet's** European and global network, delivering reliability and speed for clients across markets.



SkyNet Returns: Transforming the Consumer Journey

SkyNet Returns is a cutting-edge solution making returns effortless for consumers and seamless for retailers. Through a white-labelled portal, customers can return items, request exchanges, or receive vouchers, all tailored for retail clients.

Our service offers full out-of-home (OOH) return options in over 55 countries and 20+ languages. Every return is monitored through a central control tower managed by **SkyNet** stations, ensuring full visibility and tracking.

Retailers benefit from refunds at inspection, grading, quality checks, RMA management, consolidated return-to-sender, and duty drawback services. Under **Penny Burns's** leadership, seven global customers have already onboarded, proving the solution's scalability.

SkyNet Returns is more than a service — it's a transformational approach to reverse logistics, positioning **SkyNet** as a global leader in consumer-centric returns.

*"Frankfurt is a key driver of **SkyNet's** European strategy. By centralising returns and connecting seamlessly with last-mile partners, we're able to deliver faster, smarter, and more reliable solutions for our clients across Europe and beyond."* – **Etienne du Toit**

A2Pay Partnership Brings SkyNet Closer to Communities

Written by: Samu Duma

Our partnership with **A2Pay** has officially begun! **A2Pay** increases the economic capabilities of informal businesses through digitisation, finance, training, and job creation enabling them to maintain every important aspect of their business in real time. This partnership will give **SkyNet** customers access to over 5,000 counter points nationally across townships. It's a major move that positions **SkyNet** as one of the leaders in out-of-home counter points in South Africa.

Our Proof of Concept (POC) began in August 2025, with 11 stores launched in Katlehong township. Each spaza shop's point-of-sale device was equipped with our **SkyPoint** software, and all staff received dedicated training. Marketing activations were rolled out at every store, generating strong local engagement and brand visibility.



Following the success of this pilot, **A2Pay** counter points will now be available to all existing and new **SkyNet** customers through our **SkyPoint** platform. This expansion reinforces **SkyNet's** commitment to accessibility and innovation, bringing our services closer to communities and supporting local economic growth. **A2Pay** and all other resellers and franchises will be managed by our new Group National Franchise Manager, **Deon Roos**, ensuring consistent delivery and quality across the network.



GAME CHANGING INNOVATION

PREMIUM SERVICES X ON-DEMAND MERGE

Written by: Samu Duma

The **SkyNet** Premium Services team has now merged with the **SkyNet** On-Demand team. The two teams now share an office in Johannesburg. This merger aims to leverage off existing skills and knowledge in both teams to form one united On-Demand Same Day offering. This is all aimed at offering our **SkyNet** customers a seamless Same Day service.

What's to come:

- **SkyPoint** will offer On-Demand Same Day bookings

This will allow both prepaid/cash customers and existing customers an online platform to instantly book a On-Demand Same Day delivery.

- New custom built On-Demand Same Day Software

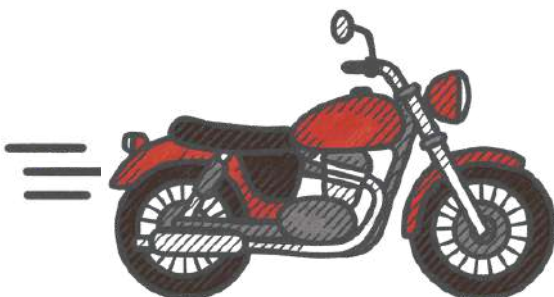
This new software will equip the On-Demand Same Day team with more control and visibility, all aimed at increasing customer satisfaction through quicker and more accurate service. This software will allow the On-Demand Same Day team to have visibility of their drivers on a map view, allowing them to choose the most efficient route for collection and delivery. Customers will be kept up to date with live tracking and order notifications.



SPAR2U AND SKYNET ON-DEMAND

Written by: Matthew Shale

The **SkyNet** On-Demand team continues to deliver great results for **Spar2U**. Our nationwide operations with **Spar2U** sees the On-Demand team deliver more than 60 000 orders per month to Spar customers nationwide with a fleet of over 300 motorbikes. With delivery times under 60 minutes in every corner of the country, **SkyNet** On-Demand shows that anything is possible. Our team of dedicated controllers provide constant support to a network of over 250 **Spar** stores throughout South Africa with an average on time delivery success over 98%.



KEEPING OUR TEAM SMART

LEARNING TOGETHER, GROWING TOGETHER

Written by: Zoey Zhou



When I joined **SkyNet**, I came from outside the logistics world. Everything was new—terms, processes, and challenges. It was exciting yet intimidating, but I was eager to learn. From day one, I was guided by a mentor at **SkyNet** HK who not only explained the technical aspects but also showed me how customer service, billing, commercial work, and operations all connect.

Reflection quickly became part of my growth. Daily reports helped me track progress, moving from struggling with basics to confidently explaining processes and strategies. Weekly trips to Shenzhen enriched my learning further. Watching colleagues in Customer Service and Billing revealed the professionalism and dedication behind logistics, it's not just moving goods, but delivering reliable service.

A turning point came when I was asked to train colleagues in Shenzhen. At first, I was nervous, but as I explained reverse logistics, my confidence grew. For the first time, I realised I was not just learning but contributing.

Today, my mentor **Chaminda** involves me in commercial work, challenging me to think critically and preparing me for presentations. This embodies “Learning Together, Growing Together.” I feel proud of my journey, grateful for the guidance received, and excited to help shape **SkyNet's** future.



KEEPING OUR TEAM SMART

CTRL ALT SELL – SALES CONFERENCE 2025

Written by: Samu Duma

The SA Commercial team recently came together for our annual Sales Conference. This year's theme was Ctrl. Alt. Sell. The focus was on Vision 2030, setting the direction for where **SkyNet** is heading and how we can collectively drive growth and success over the next five years

The conference provided the team with a valuable opportunity to step away from the day-to-day, clear their minds, and fully immerse themselves in strategic discussions. Over the course of the weekend, sessions covered a wide range of topics designed to equip our team with fresh perspectives, tools, and approaches that will shape our journey towards 2030.



Beyond the presentations and strategy sessions, the conference was also about connection, creating space for collaboration, idea-sharing, and strengthening relationships within the team. The energy and commitment displayed reaffirmed our shared vision and the role each of us plays in driving **#TeamSkyNet** forward. This was a fitting reminder that to move ahead, sometimes we need to reset, refresh, and refocus! At the end of the day we know, What We Say We Do, We Do!



NURTURING THE FUTURE GENERATION THROUGH MENTORSHIP

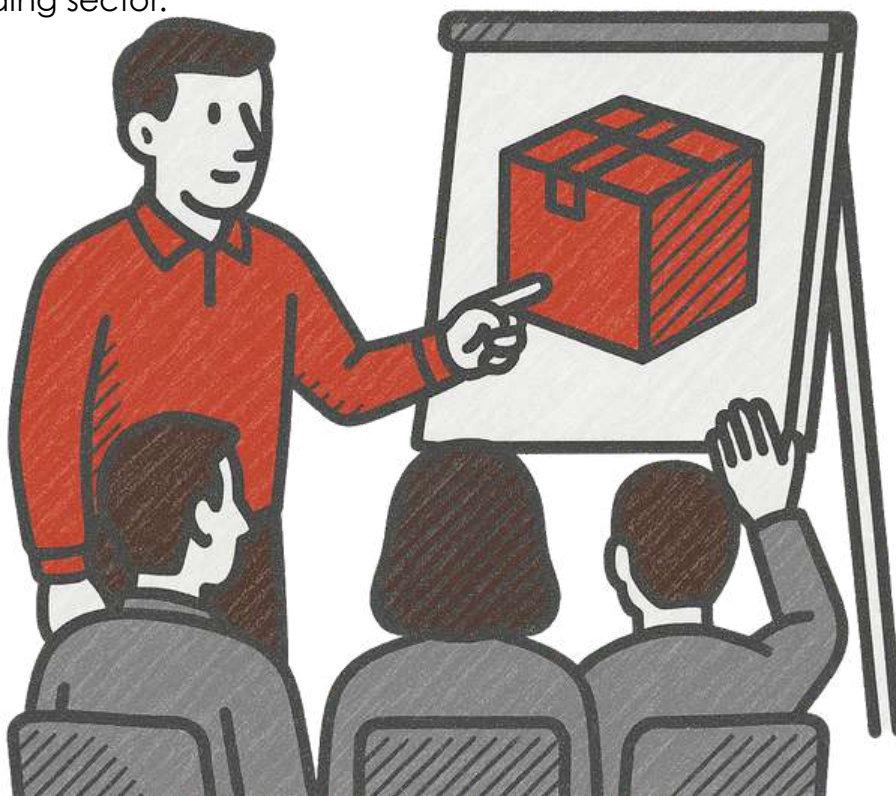
Taken from SAEPA August Newsletter

As members of **SAEPA**, the express clearance cycle is defined by a fast-paced and highly sensitive environment that demands precision from agents navigating customs complexities. Recognising the need for skills development, **SkyNet SA** recently adopted a mentorship approach inspired by insights from the TETA Summit, which highlighted industry-wide gaps.

Maxeen Bharath, Imports Manager at **SkyNet SA**, launched a series of #HighImpact sessions through their in-house academy, Sky Smart, with Technical Training Specialist **Essy Esterhuyzen**. These sessions focus on process flow analysis, giving team members practical insight into their roles in express parcel clearance. The aim is to strengthen outputs, boost confidence, and create a safe space where complex questions can be addressed.

“Having someone to support you and offer guidance is crucial, as the customs clearance landscape continues to evolve,” **Maxeen** emphasises. Through mentorship, staff gain critical knowledge of regulations, documentation, compliance, and logistics coordination. The approach also accelerates onboarding, helping newcomers adapt quickly, minimise errors, and ensure compliance with evolving regulations.

Ultimately, the programme fosters career development, talent retention, and future leadership. By investing in mentorship, **SkyNet SA** is promoting compliance, sustainable growth, and resilience the keys to thriving in the dynamic clearing and forwarding sector.



Award season just went Sky High

17 October 2025

SKY NET
WORLDWIDE EXPRESS
The Partnership that delivers


SKY HIGH
ANNUAL RECOGNITION AWARDS

SkyFun

WORD SEARCH:

SKYNET

COURIER

PACKAGE

RED

INTERNATIONAL

SHIPMENT

MZYEXBJFQJSXAFFONQ
ULPQFSOPNWLXSBQPK
HYIMXFCLKNAQC DLXZK
HRS AHVQKOYN PACKAGE
LIWAU UZDFWOSTTBUNR
UDBYTZKNGHIY LONCWO
WGZQZTBMDATRZGVHWM
NSBRYCNCHYAGMTUEYT
VHUBBEYERWNPTPPURD
OTAPULANKKR XZDHIHX
YEEREDFWZREVKKRCIY
EWXNCJAASVTBMEGBYG
XUEEYWFELDNIIBZUJD
IZLUHKPDQFIRLUHWEC
HMEYAC SOTRUOCLWHEQ
PRKLXWXTLOCHTIGXMF
LOZQYRCXC UFOEIBYWY
AZTNEMPIHSLJNMSVCH

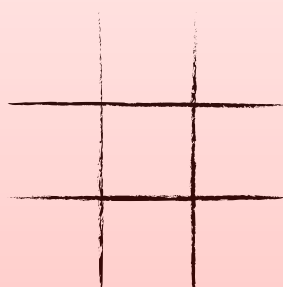
EDITION 9 WINNERS:

TSHWARELO RAPHAHLELO - PRETORIA

THANDO NDALA - ELANDSFONTEIN

JABULANI KHUMALO - JOHANNESBURG

TIC TAC TOE:



BIG MOUTH EDITION

10 QUIZ

1. WHO CURATES BIG MOUTH FROM THIS EDITION ONWARD?
2. HOW MANY YEARS HAS MASTERPARTS BEEN IN BUSINESS?
3. WHAT WAS THE TOTAL REVENUE GROWTH PERCENTAGE SKYNET AUSTRALIA ACHIEVED FROM 2023/2024 TO 2024/2025?
4. WHO WON THE SKYNET STEPPERS CHALLENGE, AND HOW MANY AVERAGE STEPS DID THEY ACHIEVE?
5. WHAT IS SKYNET'S NEW PARTNERSHIP WITH A2PAY EXPECTED TO PROVIDE CUSTOMERS?
6. WHICH PROGRAMME AIMS TO ACCELERATE INNOVATION AND LEADERSHIP ACROSS THE BUSINESS?
7. WHAT IS THE KEY FOCUS OF THE SKYNET AND HELLMANN PARTNERSHIP ANNOUNCED IN OCTOBER?
8. WHAT WAS THE THEME OF THE 2025 SKYNET SA COMMERCIAL TEAM SALES CONFERENCE?
9. WHO RECEIVED FIRST PRIZE IN THE SKYNET UK INCENTIVE PROGRAMME AND TRAVELLED TO SOUTH AFRICA?
10. IN WHAT CITY IS SKYNET'S NEW EUROPEAN CENTRAL RETURNS HUB LOCATED?

Complete the questions online by scanning this QR code:

Or click [here](#)





The Partnership that delivers

**Happy Holiday
Season,**
to our dear #SkyNetTeam

